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Go North East Lights Up Mercy's Journey

A Heartfelt Gesture in the Fight Against Cancer

Go North East took a central role in brightening the day of Mercy Cuthbertson, a brave five-year-old battling a brain tumour. In a heartwarming gesture, they donated £500 and treated Mercy to a VIP bus ride, infusing joy into her journey. Mercy's infectious smile illuminated the bus as she joyfully steered her way through the day.

This act of kindness from Go North East resonated deeply with Mercy's parents, particularly her mother Lorraine, a dedicated police chief inspector, who expressed profound gratitude for the overwhelming support received.

Lorraine shared, "We're so grateful. It shows that people really care about Mercy. That has brought us comfort."

Despite facing tremendous challenges, Mercy has shown incredible resilience, enduring three brain surgeries, 28 radiotherapy sessions, and intensive physiotherapy since her diagnosis with diffuse intrinsic pontine glioma last year. Now, with the support of Go North East and other generous contributors, Mercy's family is closer to reaching their £100,000 target, which will enable her to participate in potentially life-saving clinical trials abroad.

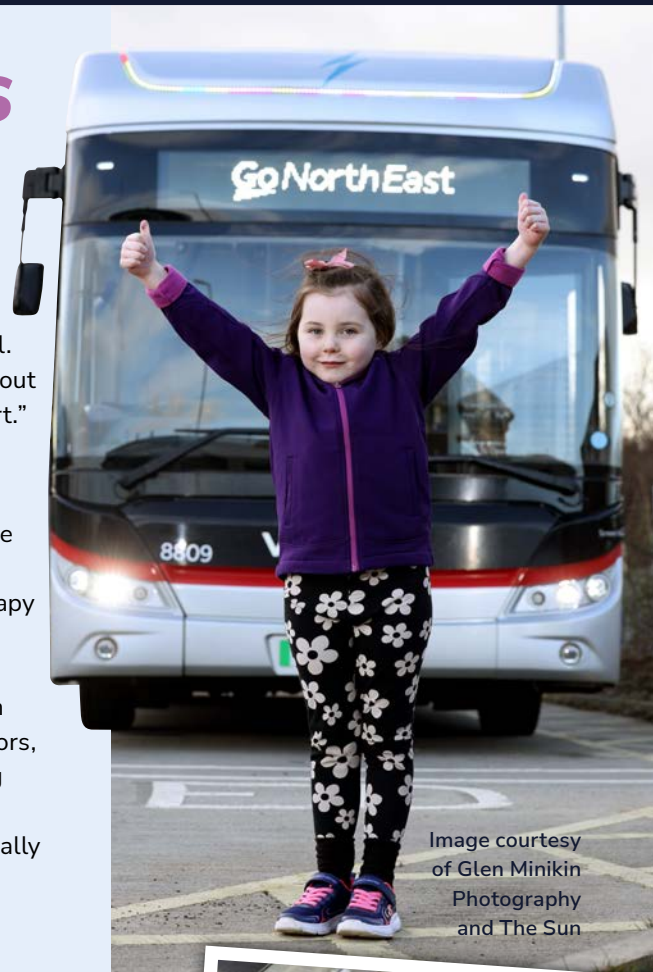


Image courtesy of Glen Minikin Photography and The Sun



Go-Ahead Ireland celebrates its fifth anniversary

Go-Ahead Ireland celebrates its fifth anniversary with pride, marking a significant milestone in its journey of providing exceptional transportation services. Over the past five years, Go-Ahead Ireland has revolutionised the public transport landscape,

delivering reliable, efficient, and customer-centric bus services across the country. With a commitment to innovation and sustainability, they have introduced modern fleet technology, implemented eco-friendly initiatives, and prioritised passenger

satisfaction. As a trusted partner in Ireland's transportation network, Go-Ahead Ireland looks forward to continued growth and making a positive impact on communities for many years to come. Happy 5th Anniversary, Go-Ahead Ireland!



Welcome

from Miguel Parras



Dear colleagues,

By far the best thing about my role is the opportunity to get out and about on bus and rail. This month, I've visited a number of Go-Ahead's operating companies – including Go South West in Plymouth, Go North West in Manchester, Go North East in the Newcastle area and Govia Thameslink Railway.

It's always impressive to see the dedication of our front-line colleagues at bus depots. And it was particularly illuminating to take a cab ride with a GTR train driver – seeing the precision, focus and unwavering dedication to safety that forms the bedrock of our company.

Whether you work on bus or rail, our daily job at Go-Ahead is to get our passengers swiftly, safely and comfortably to their destinations. And we do that superbly.

But it doesn't end there. There's an underlying purpose to Go-Ahead too which, as Chief Executive, is at the

forefront of my mind at all times – and I want to share it with you.

Go-Ahead aims to be a leader in tackling the biggest threat facing our planet – climate change.

Last year – 2023 – was the hottest recorded year, globally. And the biggest contributor to carbon emissions in the UK is transport.

The majority of those transport emissions are from cars, with just 3% coming from buses and trains. We need to move towards low or zero emission buses and trains, while encouraging as many people as possible to switch from cars to the public transport we offer.

This is a huge opportunity for us, as a company. We can set the pace. And we can make future generations proud. Our leadership team has endorsed the following commitments. Go Ahead will:

- Become a net zero business by 2045
- Reduce our carbon emissions by 75% by 2035

- Reduce our air pollution emissions by up to 63%
- Reduce our water use by a quarter by 2025
- Increase our waste recycling rate to 60% by 2025

Over the months ahead, you'll hear more about how each and every one of us can contribute, and can join us on this journey towards a cleaner future.

In the meantime, thank you, as ever, for all your hard work and for delivering a terrific service to our customers. Your commitment to customers is inspiring.

Best regards,

Miguel Parras
Group Chief Executive

Miguel visits Govia Thameslink Railway and the incredible team behind the scenes who work tirelessly to keep our services running smoothly.



Carousel shuttle buses to Wycombe Wanderers FC

Carousel Buses and Wycombe Wanderers FC has launched a new matchday bus shuttle service to help connect football supporters to Adams Park for all home games. The 'Wycombe Wanderer 1' shuttle bus service has been established via a formal partnership between Carousel Buses and Wycombe Wanderers.

The new and improved matchday shuttle service will operate between High Wycombe railway station and the stadium for home and away fans for league matches.



Go-Ahead agrees a deal to run Eastbourne Sightseeing

The Go-Ahead Group is set to acquire Eastbourne Sightseeing, renowned for its scenic bus tours in East Sussex. The deal, managed by Go-Ahead's Brighton & Hove Buses, expands the group's presence in the region. Eastbourne Sightseeing, known for its nine open-top vehicles and routes around Eastbourne, Beachy Head, and Birling Gap, will continue under the same brand. Passengers can seamlessly connect from London to South Downs using Southern Rail, a part of Go-Ahead's GTR network leveraging its expertise to enhance marketing opportunities. This acquisition aligns with Go-Ahead's strategy for regional bus industry expansion. Go-Ahead already operates 15 open top bus tours around the UK – including city routes such as Oxford's City Sightseeing and Newcastle's Toon Tour; seaside trips including the Clacton Breezer, Scarborough Beachcomber, Bridlington Beachcomber and Needles Breezer, and rural tours such as the New Forest Tours.

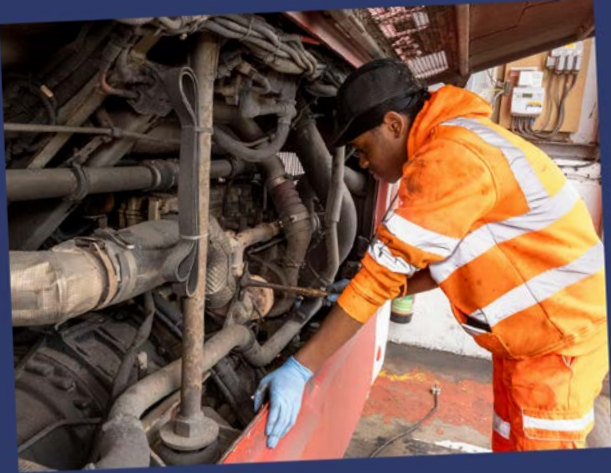


The Go-Ahead Group and ComfortDelGro awarded contract to operate Stockholm's Metro network

The Go-Ahead Group and ComfortDelGro secure contract to manage Stockholm's Metro network. The 11-year deal, starting in May 2025, extends Go-Ahead's rail expertise from the UK and Norway. Their joint venture, Connecting Stockholm, will oversee operations, serving 350 million passengers annually across 106km of track and 100 stations. With 55% ownership by Go-Ahead and 45% by ComfortDelGro, the partnership leverages their strengths in rail and urban transport. Go-Ahead, known for managing UK's Govia Thameslink Railway and London buses, expands its Nordic presence through this venture, building upon existing operations in Norway and southern Sweden with Flexbuss.



Go-Ahead
hires 6000
apprentices
since 2019



LeVaughn Kaisa

Mechanical Electrical Bus & Coach Apprentice at Go East Anglia

GoAhead



Nikkita Gordon

Bus driver apprentice at Go-Ahead London

GoAhead

National Apprenticeship Week 2024

The Go-Ahead Group, the UK's largest employer of transport apprentices, aims to recruit 850 apprentices during 2024 to train as bus drivers, rail drivers, engineers and in a variety of administrative roles. The new recruits will all be taught functional skills, including English and maths, while working in Go-Ahead's depots, stations, and offices.

This year's intake will bring the total number of apprentices hired by Go-Ahead since 2019 to 6,000 – enough to fill London's Royal Albert Hall. During National Apprenticeship Week, the Go-Ahead Group highlighted a few of its apprentices from its bus and rail operating companies.



Philip Hodgson

Mechanical Electrical Engineering Apprentice at Go North East

GoAhead



Wioletta Kuszyk

Train driver apprentice at Govia Thameslink Railway

GoAhead



Zack Cross

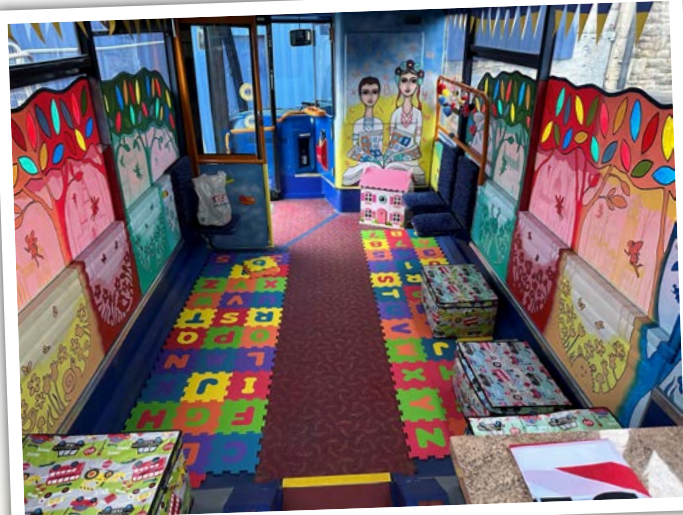
Bus and Coach apprentice at Go East Anglia

GoAhead

Go-Ahead's bus and rail companies rally round to support Ukraine

Two years ago, since Russia's invasion in February 2022, the Go-Ahead Group and its local operating companies have united to aid Ukraine. From the donation of buses, aid delivery efforts, employment opportunities and humanitarian aid, Go-Ahead stands in solidarity with those affected by war.

Most recently, Hedingham & Chambers donated a bus transformed into a Children's Story Bus for Ukrainian children. The bus is decorated like an enchanted forest, it offers a magical space for storytelling and play.



Go-Ahead's Swindon Bus Company donated a bus to Swindon Humanitarian Aid Partnership, now repurposed into a field hospital for Ukrainian soldiers on the frontline. Former Luton Airport shuttle buses now serve as transport and rest areas for Ukrainian soldiers, while Dartline sent aid to the Ukrainian border with Slovakia.



Beyond bus donations, Go-Ahead has sought to provide employment opportunities to Ukrainian evacuees, partnering with the Department for Work and Pensions to organise an open day specifically for Ukrainians interested in becoming drivers - demonstrating the transformative power of support and inclusion.



Govia Thameslink Railway joined the rest of the UK rail industry in sponsoring "Rail Partners with Ukraine", a campaign raising £106,000 to provide food parcels for Ukrainian rail workers and their families. This initiative, alongside contributions from the wider rail industry, has funded the equivalent of 7,000 food parcels, now being distributed in the country.

Despite the immense scale of the crisis, the imaginative efforts of our 27,000 colleagues demonstrate unwavering solidarity with Ukraine.



Go-Ahead's bus companies sell 60 million bus tickets at £2

Since the nationwide bus fare cap introduction in 2023, Go-Ahead's bus companies have sold 60 million £2 tickets, exceeding England's population of 56.5 million. The Department for Transport's "Get Around for £2" initiative has facilitated cheaper bus travel across Go-Ahead's eight regional networks, spanning Cornwall to Northumberland. Brighton & Hove Buses and Metrobus, the highest selling among Go-Ahead's companies, have transported over 15 million passengers at the discounted rate. All of Go-Ahead's regional bus companies, excluding those in London and Manchester, are partaking in the scheme.



Wayfinding Centre empowers passengers with disabilities in Ireland

Go-Ahead is working with the Irish Government to support a 'Wayfinding Centre' helping people with disabilities to use public transport.

The project, part of a €7.825 million investment led by Vision Ireland, familiarises people with public transport through a campus with a tram, a train carriage, a Go-Ahead Ireland bus, and an aircraft fuselage.

People visiting the centre will be able to get used to a streetscape with lighting, acoustics and hazards, providing training and simulated scenarios for individuals with access needs. The Wayfinding Centre will also upskill public transport professionals, ensuring they are well-equipped to support customers on their journeys.

One in four people have disabilities – and those who do make 30% fewer journeys. Our goal is to make our buses and trains accessible to all.

Go-Ahead Group unveils App-based bus fare discovery feature

Go-Ahead Group, in partnership with Passenger, introduces real-time bus fare information to its mobile apps, enhancing the customer experience by enabling ticket purchases and travel planning. Initially launched with Brighton & Hove Buses and Metrobus, the feature will soon extend nationwide, addressing a significant demand for fare information before journeys. Leveraging the Bus Open Data Service, this initiative underscores Go-Ahead's commitment to enhancing bus travel and aligns with the Department for Transport's strategy. Praised for innovation, this project marks the inaugural use of the NeTEx fares dataset, simplifying local bus service information and improving passenger engagement. Future updates aim to incorporate more ticketing options, reflecting the evolving landscape of bus travel and offering increased convenience to passengers.



Brighton & Hove Buses launches new community space

Brighton & Hove Buses unveils a new community space at their North Street Travel Shop, featuring a wooden model bus and a 'living map' of the city by local artists, Helen Cann and Thomas Buckley. The model bus, crafted from reclaimed wood, aids in building travel confidence within the community, while the animated map showcases iconic city imagery. Ed Wills, Managing Director, emphasises the importance of community engagement, he said: "We're extremely proud of the space we have created at the North Street Travel Shop in partnership with some very talented local artists and a local charity. Our work with the community is vital, and it's hugely exciting to be creating more spaces where that work can continue."



Colleagues in Singapore celebrate Chinese New Year

Colleagues at Go-Ahead Singapore's Loyang bus depot hosted esteemed guests to celebrate the Chinese New Year. Yam Keng Baey, Senior Parliamentary Secretary, Ministry of Sustainability and the Environment & Ministry of Transport, Melvin Yong, Executive Secretary of the National Transport Workers Union (NTWU) and Assistant Secretary General of National Trades Union Congress (NTUC), and Murali Pillai, Member of Parliament for Bukit Batok SMC and Advisor to the NTWU.



In the embrace of the Year of the Dragon, our colleagues are delighted with the joyful distribution of oranges and red packets, symbolising good luck and prosperity. The vibrant lion dance performance and lohei session added an extra dose of excitement and positive energy to the atmosphere.





Get to know...

Emil Eike

Go-Ahead Nordic Managing Director

How did you get into transport?

By coincidence, as many other things in life. I had decided to leave the Army after thirteen years, and the Norwegian State Railway had just started a senior leadership trainee program at group level. I assessed that to be a perfect gate into the civilian work life, so I applied.

What does your role with Go-Ahead entail?

I am the CEO of the Norwegian subsidiary. In short, grow the customer base, keep the employees motivated and satisfied, and profitable.

What do you enjoy most about your role?

I really enjoy the teamwork, the importance of our mission for our customers, and the fact that running a successful train service is a challenging task.

What are your hobbies?

Physical training. I love cross country skiing and cycling.

If you could travel anywhere in the world, where would it be?

Italy is my favourite country. I really enjoy the food and atmosphere, and climate.

Do you have a favourite book, movie, or TV show?

As I am teaching strategy and business development at Kristiania University College, I am very fond of profession literature. I cannot get enough of the book *Competing Against Luck*, by Clayton Christensen et.al.

Do you have any pets?

My wife has pets, a turtle, rabbit, cat, and 2 guinea pigs. I have been told that a horse is on its way.

What's your favourite type of music or favourite band?

I am a POP music guy, starting to enjoy more and more country.

If you could have dinner with anyone, living or dead, who would it be?

Nelson Mandela. His wisdom in leadership was impressive, considering his experiences.

What's a goal or dream you're currently working towards?

To make employees, colleagues abroad and owners, proud of the Norwegian business.



GTR steps into the TikTok Arena

Govia Thameslink Railway (GTR) is stepping into the TikTok arena, debuting its Southern and Thameslink brands for an interactive adventure called 'Destination Dash.' With 93% of UK TikTok users planning domestic travel this year, 'Destination Dash' promises to showcase the diverse destinations accessible via GTR's 800-mile network.

