

NEWS ACROSS THE GROUP

August 2021

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Brighton & Hove

East Yorkshire

Go-Ahead
BAHN & BUSGo-Ahead
Ireland

Go-Ahead-London

Go-Ahead
NORDICGo-Ahead
Singapore

Go North East

Go North West

goeastanglia

gosouthcoast

GoSouthWest

GTR

oxford
bus company

METROBUS

southeastern



A message from David Brown

Dear all,

The summer holidays are now coming to an end, which means it's a time for new beginnings as September comes around. The priority for us is continuing to bring passengers back to public transport and ensuring every journey is taken care of.

Social distancing restrictions lifted here in the UK in July, and we're seeing more and more people come back to buses and trains again. Travel patterns seem to be changing in this post-lockdown world. Passengers seem to be taking advantage of the sunny weather on weekends and off-peak times to travel across our networks. It's great to see communities rebuild and connect again.

This month our bus companies have been focusing on boosting passenger numbers through special evening fares (page 8) and capitalising

on summer staycation travel.

With international travel options limited, people in the UK have been experiencing everything the country has to offer.

Go North West have been particularly colourful by getting involved with the 'Manchester, we've properly missed you' campaign (page 4), showcasing the importance of small and local businesses that make the city thrive. It's a great example of how embedded we are in the communities that we serve.

I've been really impressed with how all colleagues have been so resilient during these changing times. I was especially pleased to see the Prime Minister acknowledge the important effort of transport workers this month (page 3), with three colleagues from Brighton & Hove, Southeastern and GTR

representing Go-Ahead at the Downing Street reception.

That being said, we still are continuing with lessons learned from the pandemic. Enhanced cleaning regimes are here to stay for the long run. Numerous studies have found no traces of Covid-19 on our buses and trains, which will help reassure our passengers.

The health, safety and wellbeing of our colleagues remains our top priority. Please ensure you're up-to-date with the latest guidance, and are testing regularly for the symptoms if you do feel unwell.

Until next month,

David Brown,
Group Chief Executive

Scientifically approved

Our targets for cutting our carbon emissions have been approved by the Science Based Targets Initiative (SBTI). Our goal is to be a net zero carbon business by 2045.

Heidi Huusko from the United Nations Global Compact said: "We congratulate Go-Ahead Group on setting

science-based targets consistent with limiting warming to 1.5°C, the most ambitious goal of the Paris Agreement. By setting ambitious science-based targets grounded in climate science, Go-Ahead is taking action to prevent the most damaging effects of climate change."

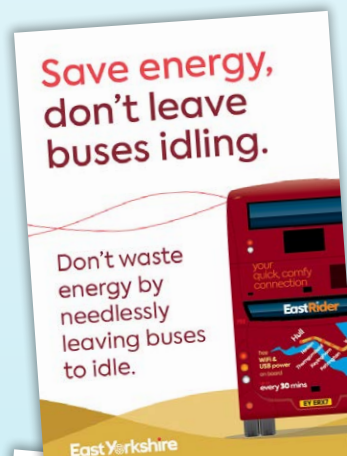
We can all save energy...

This month the Intergovernmental Panel on Climate Change released a report stating that climate change is 'widespread, rapid and intensifying'.

At Go-Ahead we're doing everything we can to ensure that we're considering our carbon footprint. With last month's publication of the Climate Change Strategy (page 1) we have set numerous targets, including for recycling, reducing water waste and conserving energy.

This month we want to consider how we can save energy – in all the jobs we do. If you're a bus driver, it may be about braking smoother. Many of our bus companies use a 'Telematics' system, such as Go-Ahead Singapore (see below), which shows drivers how smooth their ride is. For engineering, it may be looking at ways in which you can make our bus or rail fleet more energy efficient.

At two of Go-Ahead Group's Head Offices (Matthew Parker Street in London and Grey Street in Newcastle) we have seen a 50% reduction in our energy consumption since 2016/2017. This is mostly due to the fact we have swapped old lighting for LEDs, which are significantly better for the environment.



If you're desk-based, consider how you are using your electrical devices:

- Are you switching off your computer at the end of the day?
- Are you locking your computer when you leave the room?
- Are you unplugging unneeded devices, e.g. mobile phone chargers?

These minor switches can save a significant amount of electricity.

If you have any ideas on how we can improve our energy consumption, email energy.suggestions@go-ahead.com.



Go-Ahead Singapore saves energy through innovations such as its new Vehicle Health Telematics System. All buses across the fleet have been equipped with the system and all manual checks have been eliminated. This means that engineering teams can access real-time data easily. The systems have enhanced colleagues' abilities to detect any issues with the vehicles early and rectify them.

Engineering Director Leonard Lee shared that the fleetwide implementation of this system had not only significantly increased efficiency but had also improved comfort for commuters.

The company is also trialling cabin temperature sensors that, if successful, will help to strengthen its maintenance regime.



10 out of 10... from Number



10



Praise from the PM

This month, the UK Prime Minister's office held a reception to thank transport workers for their work throughout the pandemic. Three Go-Ahead colleagues were invited to a garden party reception in 10 Downing Street, with Prime Minister Boris Johnson and Transport Secretary Grant Shapps in attendance.

The three colleagues from Go-Ahead were Southeastern conductor Katie Hayes, Brighton & Hove and Metrobus city centre supervisor Paula Jones and GTR emergency planning lead Jeni Redfern. The trio joined other industry transport workers from around the country at the event in the Downing Street garden.

The event was held to celebrate transport workers' efforts during the pandemic and to shine a light on our essential key workers.



Our attitudes

Accountable

Katie Hayes, Conductor, Southeastern

Throughout the COVID crisis Katie has been organising donations to a food bank in the depot, which in turn has been taken down to the Salvation Army in Ramsgate, for the benefit of those less fortunate. So far three trolleys full of donations have made their way to the Salvation Army, with more to come.

Katie, who's been with the company for three and a half years. "It was really interesting to meet other transport workers from all over the country, who, like us, continued to work throughout the pandemic. Boris was very grateful that we kept the country moving!"

Paula Jones, City Centre Supervisor, Brighton & Hove Buses

Paula works on the frontline of delivering bus services as City Centre Supervisor in the heart of Brighton's busiest streets. Paula has been in thick of the day-to-day realities of keeping customers and colleagues Covid safe while continuing a wide range of tasks such as customer welfare and advice, incident response, and keeping drivers and buses on track. She recently won the Customer/Passenger Above & Beyond Award in the 2021 Everywoman in Transport & Logistics Awards (see last issue).

Jeni Redfern, Business Continuity & Emergency Planning Lead, GTR

From day one of lockdown, Jeni has led and project managed GTR's response to COVID. She has been the single point of knowledge for all the latest Government guidance and developing what the company does in response. From helping to develop apps to record Covid-related sickness, putting together briefing packs and communications for colleagues, to her innovative approach to get a 'Test and Trace Train' up and running in Brighton – Jeni has turned her hand to it all.

We've proper missed you...

Celebrating local businesses in style

From smoothie stalls to food halls, local businesses – like buses – help communities thrive across the UK. Go North West is celebrating all Manchester has to offer by simply saying: We've proper missed you.

The campaign is encouraging the people of Manchester to celebrate all the city has to offer. GNW is boosting the evening economy with £1 single tickets after 7pm across the network and showcasing – including the Old Trafford Centre and the pubs down the bustling Oxford Road.



Park, Ride, Go

Making the streets more sustainable



Go South West is helping to tackle the massive congestion that Newquay faces each summer. The holiday town is a popular staycation spot but suffers with an influx of visitors over the sunny seasons. The company is therefore operating a new Park and Ride trial service for Cornwall Council to help tackle this issue and keep the air clean.

The Park and Ride is being staffed by new drivers who are currently waiting on their licencing paperwork to arrive, giving them the chance to learn more about our passengers before taking to the road.



Mark Collins, Head of Commercial and Marketing, said: "We're looking forward to seeing locals and tourists making the most of this new service over the summer period. With our state-of-the-art low-carbon certified buses, this service has the potential to vastly improve air quality and congestion around Newquay. We're excited to be running this brand new service which is the first of its kind in Cornwall, and hope it proves a great success."

A branded bus

Supporting local causes with a branded billboard

Oxford Bus Company has unveiled the design of its newest 'Brand the Bus' winner - children's brain tumour charity Blue Skye Thinking. The charity's bus will travel across Oxford's streets for the next two years. In addition to supporting the winner of the competition, the company has added a rear advertising space for the runners up: the Abingdon Riding for the Disabled Association. The charity enriches the lives of disabled adults and children through horses.

Representatives from both charities – and two ponies – visited Oxford Bus Company's Cowley House depot for the grand unveiling of the bus. Oxford Bus Company Managing Director Phil Southall said: "The buses looks fantastic and we're proud to continue to support good causes in our community. Amid such a challenging time for charities we felt it important to maintain our support. We hope the buses help raise awareness of their vital work."



Bring your bras

Showing support for breast cancer sufferers

Thameslink colleagues at Bedford station have opened up a 'Bra Bank' to give local residents the opportunity to recycle unwanted or unloved bras to help raise vital funds for pioneering breast cancer research.

For every tonne of bras collected, Against Breast Cancer receives £700 to fund research. In addition to this, the items collected from Bedford's new 'Bra Bank' will help to support small businesses in Africa as part of a textile recovery project. This prevents bras going into landfill and gives them a new lease of life in developing countries such as Togo, Ghana and Kenya, where bras remain too expensive to produce locally.

The initiative was proposed by station assistant, Susan Hall, who started to research bra recycling schemes after discovering that charity shops and clothes banks wouldn't accept the item. That's when she came across Against Breast Cancer.

Susan said: "I feel scared every time my parents go back to oncology for check-ups and I dread to think what's it's like to hear the news that it's come back and you have to start the battle all over again. Against Breast Cancer researches the secondary causes of breast cancer, in the hope that women only have to fight the disease once."



Caught on camera

Ready for recruits

A new video recruitment campaign from East Yorkshire buses has seen more than 5,000 views.

Filmed in Hull and Scarborough, the bus drivers talk about their backgrounds, what they love about the job and who they think would make a good bus driver – as well as addressing why bus drivers always wave at each other.

Hull-based bus driver Julie McCaffer, who stars in the video, said she really enjoyed taking part. “I’d never done something like this before, so I was a bit nervous, but we had a great time making the video and the film crew made us feel like we could be ourselves.”

“There was a lot of laughter behind the scenes! We were surprised that people would be interested in our jobs, but the video has had a great reaction so far. Becoming a bus driver is one of the best things I’ve ever done, as I get to work in a job I love and make some great friends, so I’d be delighted if we can help encourage more people to consider a career in bus driving.”

Watch the video

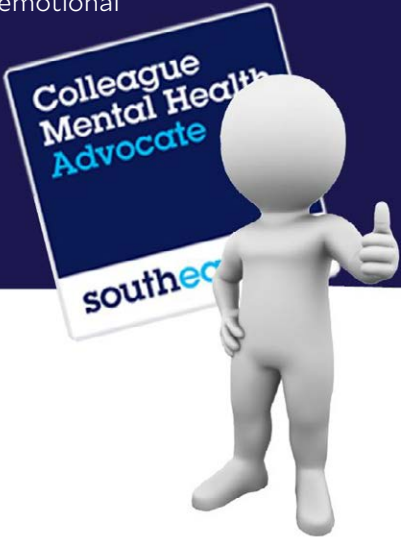


Grand scale

A major milestone for mental health

Southeastern’s team of Mental Health Advocates reached a major milestone this August, as they marked their 1000th colleague intervention. The record number of calls, chats and texts have taken place between the specially-trained volunteers, and fellow colleagues in need of support, in less than three years - with over 20% of SE team members having sought help through the scheme so far.

“I’m extremely proud of the Advocates, and the devotion they’ve shown to supporting others,” says Mental Health Lead Manager Lee Woolcott-Ellis, who first launched the service in autumn 2018. “This milestone is a real indication of how we’ve been able to provide emotional support, social interaction or practical help and guidance, when it’s been needed.”



On your bike!

In August Go-Ahead London colleagues participated in the second year of the Go-Ahead London Charity Bike Relay.

The day was organised by Katarzyna Bilinska, Accident Prevention Supervisor based at Merton Garage, and by the Ride2fitness group with Efe Oyghe at the front, a driver from Camberwell Garage. The charity cycle ride set out to raise money for patients at Great Ormond Street Hospital (GOSH).

Starting from Northumberland Park Garage in Tottenham, North London, the riders took one of two routes to other premises before meeting up at Merton Garage in Colliers Wood, South West London, where the relay completed. Many of the experienced cyclists competed the whole route between all of the garages

Donate here



covering an impressive 51 miles. The less experienced cyclists completed a second route, covering 27 miles.

The cyclists were welcomed along the relay by garage teams with delicious spreads of fruits, water and snacks to keep them going along the route. Even the wet weather didn’t dampen their spirits.

Morebus drivers Martin Broomfield and Kris Hillman are gearing up for a mammoth cycling challenge for Dorset Mind in memory of a close colleague.

The pair are cycling from the Emirates Stadium in London to AFC Bournemouth. Martin said: “This charity is very special to us because we lost a very good friend and colleague of ours, Rob Douglas, earlier this year – and we want to do all we can in his memory to help others who are suffering,” said Martin. “Rob was a lifelong Arsenal supporter – hence our choice of route. It’s a total of 115 miles, and is the furthest either of us has ridden – but it will be worth the effort if we can raise enough money to help this worthwhile local charity.”

“We all feel Rob’s loss terribly, and we wanted to do something positive in his memory,” added Kris. “All money raised will be used by Dorset Mind to help those who so desperately need the wonderful support the charity provides to people living in our community.”

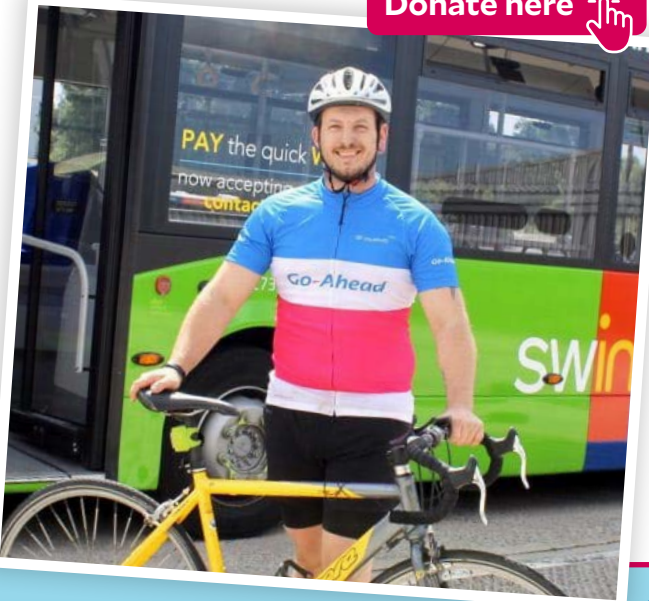
Donate here



Swindon Bus Company engineer Dominic Winning is cycling from Morecombe to Bridlington to raise money for our corporate charity partner Transaid.

A few years ago he saw first-hand the road conditions in South Sudan, with “mud drifts 6ft high and water and sink holes the size of boulders on roads that are used to transport food, water and medicine.”

Donate here



Time for tourism

Promoting Oxford

Oxford’s Lord Mayor Councillor Mark Lygo joined passengers on-board City Sightseeing Oxford as part of a campaign to help promote tourism and encourage locals to visit the centre. He enjoyed an open top bus tour of the city and took part in a walking tour.

Jane Marshall, General Manager of City Sightseeing, said: “It was a pleasure to welcome the Lord Mayor on-board to enjoy a tour of the city. The visitor economy is vital to the overall good of the city and its ability to recover from the pandemic.”



Our attitudes
Accountable

Accessibility in action



This month, Southeastern was delighted to welcome the Rail Minister Chris Heaton-Harris, for the first meeting of the company's Accessible Travel Advisory Panel.

"The minister was keen to find out how the panel of 15 people – with a cross-section of expertise in accessible needs – will work with us at SE, to improve the safety and comfort of everyone travelling on our network," said Major Programmes Senior Project Manager, Sarah Brown, of the group, which is chaired by Accessibility Consultant Andy Barrow. "There was a really positive atmosphere and lively discussion as everyone got a chance to meet in person for the first time – and we look forward to lots more updates on the findings and actions from the panel's discussions over the coming months."

In more accessibility and inclusion news, SE also played host to a first-of-its-kind railway webinar, teaching the basics of British Sign Language to improve communication with deaf and hearing-impaired passengers. Hosted by BSL Online – and with colleagues from GTR, Network Rail and Go East Anglia also in attendance – the session focused on both everyday and railway-specific signs, and received hugely positive feedback.

"Having attended and really enjoyed an earlier inclusion workshop, I was keen to recap and develop my knowledge of BSL," said Graduate Manager Laura Holmes. "The course was a fantastic way to jump back in – we went through some basics, like numbers, 'platform' and 'train', and even just knowing these will allow me to communicate in a more inclusive way, which I hope will make people feel more welcome on our railway."

On the safe side

Railway education starts early



This August saw a state-of-the-art facility unveiled at Margate, as the Travel Safe, Travel Smart centre made its debut in a previously disused part of the station; making ingenious use of one of its Grade II-listed buildings.

Featuring a full-scale railway platform, real tracks and a life-size train front – along with a model railway, and interactive games – the new addition is designed to educate primary and secondary-aged children about the dangers of railway trespass; all the more vital a lesson throughout the school holidays.

"When young people are injured or killed on our railway, the impact ripples across the community, and the effect on our colleagues is huge," said Southeastern's Managing Director, David Statham, of the project, which is the first of its kind in the country. "Anything we can do to help educate people on staying safe will make a difference, and this facility will be a cornerstone of that. It's so important to us, that any group of pupils coming to visit the centre will get free travel on our trains to get there."



Fare's fair

Keeping costs simple

Go North East is cutting the cost of its single tickets as part of a summer saving fares campaign.

The region's largest bus company is also in the process of launching new and revitalised colour coded brands across Sunderland to make it easier for its customers to identify their bus and help attract more people back on board with a clean and well-presented product. These colourful route branded buses have already started to hit the streets and will do so into the autumn.

Cllr Claire Rowntree, deputy leader of Sunderland City Council, added: "It's great to see Go North East introduce some temporary offers in an effort to aid passenger growth and help get Sunderland and the wider region back on its feet as we recover from the pandemic."

Cllr Martin Gannon, Leader of Gateshead Council and Chair of the North East Joint Transport Committee, said: "I welcome Go North East's decision to temporarily reduce some bus fares in parts of the region, something that will surely generate growth in passenger numbers. I look forward to working with all of the local bus companies on plans to make fares more affordable permanently, in all parts of the North East."



Queen's (road) honours

Praising colleagues' achievements

2021 marks the 120 Anniversary of Queens Road depot. This last year has been one of the most challenging in its history. Brighter days are now on the horizon but the company wanted to document the experiences faced by bus workers during the global pandemic of 2020 and 2021.

The bus company produced a video praising colleagues for their work throughout the pandemic.

Watch here



In the spotlight

Raising the profile of women in rail



A Go-Ahead Germany colleague Verena Schraml was recently featured in international magazine Railway Gazette International. In the article the operations manager, based in Stuttgart, talked about her career in the industry and how her role has progressed.

In the interview she said: "In Germany a better work-life balance should be an important goal in order to make a career in rail more appealing, especially for women. More work is still needed in my view to ensure railway staff achieve greater gender equality, and this is particularly true for technical and front line roles."

Read here

Interview with...

Bruno Cozzo

Go-Ahead's new sustainability manager discusses our Climate Change strategy and how we can all improve our carbon footprint.



Hi Bruno, tell us about yourself

I was born and raised in Sao Paulo in Brazil. I studied journalism and started my career as a corporate copywriter. In 2012 I joined a sustainability agency and completely fell in love with the topic.

In 2018 I moved to England with my wife, who is British. Here, I continued to work with sustainability reporting for different agencies, including one where I focused mainly on auditing. This job gave me the opportunity to leave my desk and visit sites in countries all over Europe, where I could see my client's operations where they really happen. In 2020 I decided to look for a more purposeful job when I came across an opportunity at Go-Ahead, and it combined the sustainability purpose I was looking for with the benefit of being in a sector that I find absolutely fascinating.

What does your role involve?

I'm still new and I want to have an insight-out knowledge of Go-Ahead. I'm attending engineering forums, innovation forums, travelling on our buses and trains, and talking to dozens of people to take a deep dive into our business. One of my biggest challenges is definitely to support the delivery of our climate change strategy. We're currently rolling this out with our operating companies but there's much more to come.

How important is transport in the fight against climate change?

The majority of domestic greenhouse gas emissions come from the transport sector in the UK. However, out of this, only 3% comes from public transport. These figures show that the decarbonisation of the transport sector is highly important and also that a modal shift to public transport is a key part of the solution to decrease its carbon footprint.

Can you tell us a bit about Go-Ahead's climate change strategy?

Our goal is to be a net-zero business by 2045. To achieve this, we've created a strategy that looks into our five climate-related material topics – decarbonisation, adaptation, waste, air quality and water. Some of these matters might sound more obvious than others, but all of these are closely related to climate issues.

Water is an example. The need to reduce our water consumption isn't always clear to people. In Brazil, we had

a serious drought in 2014-17, having to ration water, and it seems there's another coming. Note we are talking about the country with the largest renewable water resources in the whole world.

How can colleagues be more sustainable?

Do a self-assessment to consider your carbon footprint. There's lots of websites that can help you with this. Then have a look at your lifestyle. Can you be more energy efficient? Can you use public transport more? Can you eat less red meat? Can you get more use out of your clothes? Can you repair your electric device rather than get a new one? It's all about thinking of your choices.

What do you personally do to improve your carbon footprint?

I am decreasing my meat consumption. In Brazil, meat is a huge part of mealtimes, so it's a big change. I walk a lot, I use public transport and I make sure to segregate waste at my house. I think twice before I buy new things and always keep the carbon issue in mind – do I need a plastic bag with my takeaway? Probably not.

QUICK-FIRE QUESTIONS

Your hidden talent?

I am a musician and guitar player. I write and record songs. Especially indie and rock and roll!

Tea or coffee?

Coffee – with soya milk

Brazil or England?

Brazil is my roots, but England is my home now.

Three things you'd bring on a desert island

Water, my guitar and my books

First thing you'd buy if you won the lottery

It would be a musical instrument. I'm not really into material possessions but my dream guitar is a Gibson Les Paul Standard.