

# NEWS ACROSS THE GROUP

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## From Kyiv to Brighton

### The Go-Ahead bus driver from war-torn Ukraine

A driver at Brighton & Hove Buses is settling into his new life after qualifying under a new program helping Ukrainian evacuees to get jobs on the buses.

Volodymyr Syrotiuk, 61, worked in a warehouse near Kyiv before the war and had a licence to drive heavy goods vehicles. But his place of work was destroyed in the war following Russia's invasion of Ukraine, prompting him to join thousands of others in seeking sanctuary in the UK.

Under a partnership with the Government's Department for Work and Pensions, Go-Ahead is encouraging Ukrainians with driving experience to

consider working as bus drivers. The Government has eased paperwork and made it quicker and easier for Ukrainians to obtain a UK licence.

Volodymyr now carries passengers on a variety of bus routes in and around Brighton & Hove.

"I like it here in the UK, he said. "I have family here and I see them quite a lot, I have a daughter who finished university this summer as an architect, it's made settling into the country easier.

I'd encourage my friends from Ukraine to come here, and to seriously consider being a bus driver like me. I get to be in a position where I'm responsible for 80 people for every journey and it's satisfying."



# Apprenticeships

## Top 100 Employers 2023

See more on page 3

NUMBER

# 5



# Welcome

from Christian Schreyer



Dear colleagues,

We all know that the way customers buy tickets for our bus and rail services has changed over the years. Fewer people use cash. More and more tickets are sold online, via apps or, in the case of rail, using ticket machines.

At Go-Ahead, we want to be sure we're serving customers as well as we possibly can. And that is why a national consultation is underway on changes to ticket offices at railway stations – including the ones we operate at GTR.

We're proposing to move colleagues who work in railway ticket offices out from behind perspex windows, onto station concourses. They will be on hand to help customers find the best value fares, and to deliver assistance to passengers who need it.

Nine out of ten tickets are bought away from ticket offices already. We need to evolve and adapt to meet our customers' expectations – just as railway networks have done on the

continent, and beyond. Nothing is set in stone yet – so please have your say in the consultation.

I'm proud of the work our colleagues at GTR do for customers – it was good, for example, to see the company pioneering a new app recently to help blind and partially sighted people navigate railway stations – and to hear of the creative work underway, including a new nursery rhyme, to encourage people to look after their belongings and to avoid items falling onto the railway tracks.

On the bus front, work continues at a pace on moving towards zero-emission vehicles – we launched our first hydrogen buses in Crawley last month, and work is underway in electrifying our depot in Oxford. In London, things are moving along at an exciting pace – we'll be adding an additional 300 electric buses to our fleet, taking the total to 600 by the end of the year.

A big thank you to everyone who responded to our Pulse colleague survey – our participation rate this year jumped from 37% to 63% of all colleagues, which is fantastic. You can read more on the results on page 5, but it was good to hear that 70% of colleagues enjoy working at Go-Ahead. Rest assured that all of your comments will be taken on board.

Thank you all, as ever, for all the work you do to delivery outstanding passenger journeys for all our customers.

Best regards

Christian Schreyer,  
Group Chief Executive

## £30 million investment in hydrogen bus fleet and refuelling station

A pioneering fleet of hydrogen fuel cell buses at Brighton & Hove and Metrobus, will carry passengers on routes in the Gatwick Airport, Crawley and Horley area. Once fully delivered, the fleet will comprise 54 vehicles and will be one of the biggest hydrogen bus fleets in Britain. It will be served

by a liquid hydrogen refuelling station – the largest of its kind in Europe.

The zero emission buses are able to cover long ranges and carry heavy loads, making them ideal for local routes around Gatwick that are intensively used - operating 24 hours a day, 365 days a year.



## Work begins on one of the UK's largest charging hubs for electric buses



Work has started on installing 104 electric charging points at Go-Ahead's Oxford Bus Company depot in Cowley. Once complete, the facility will be among the largest zero-emission bus charging hubs in Britain – ready for electric buses to take to the streets later this year. Zenobē, the fleet electrification specialist, is putting in the infrastructure,

with each charging point offering 150kw of DC power – enough for a bus to travel 170 miles per day before a top-up.

**The charging hub will produce enough electricity to power the equivalent of 16,000 family homes – or to boil 2,700 kettles continuously!**



*Go-Ahead is ranked the fifth top apprenticeship employer in the UK*

Go-Ahead is proud to be listed the fifth top apprenticeships provider in the UK, in a ranking developed by the Department for Education. The group celebrates after beating its previous ranking by eight places (previously 13th) and secures its lead position as top apprenticeship employer in the transport industry – ahead of Stagecoach Group, Southeastern, Cross Country Trains, Hays Travel and Transport UK Group.

Go-Ahead takes on around 1,020 apprentices annually across the group and its award-winning apprenticeships programme is the biggest in employing apprentices into roles such as bus drivers, train drivers and engineers in the public transport industry.

## Colleague Pulse Survey 2023 results

The results are in – see more on page 5



# 'Keep off the Track' track available on Spotify

Rail passengers are reminded to keep hold of their belongings with a 2023 take on the nursery rhyme classic – Heads, Shoulders, Knees and Toes.

GTR (Govia Thameslink Railway) has reimagined the classic children's song to encourage people to look after their belongings to avoid items falling onto railway tracks. The song 'Keep

off the Track' was released on Spotify to mark the beginning of Rail Safety Week (26th June – 2nd July).

The song has been re-written to encourage passengers to check their 'Heads [phones], Shoulders [bags], Keys and Phones' when getting on and off trains after Network Rail data revealed that headphones and mobile

phones account for 50% and 43%, respectively, of all small tech dropped on tracks since 2018.



# Oksana and Lena – Go-Ahead's video competition winners

A local family, who moved to Eastleigh from Ukraine in 2022, have triumphed in a national competition organised by Go-Ahead.

Go-Ahead challenged its passengers to create a video featuring the gems and advantages to be had by taking advantage of the nationwide £2 bus fare cap. And Oksana Chernova and her daughter Lena came out as winners – receiving a new iPhone 14.

The judges had no idea of Oksana and Lena's challenging personal circumstances when they were chosen as winners. Their video creation was particularly impressive and they were clear winners. Congratulations again to Oksana and Lena!



# Congratulations Koli Begum

Go-Ahead London colleague wins the Apprentice of the Year award at the 2023 everywoman in Transport and Logistics Awards.

Koli, bus driver and mentor at Go Ahead London, has become a real ambassador for women in the transport sector. She has achieved this through overcoming personal difficulties, showing a strong determination to succeed and demonstrating a real desire to inspire others.



# Colleague Pulse Survey 2023 results

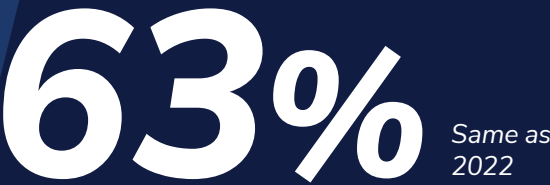
Results across The Go-Ahead Group

Overall response rate

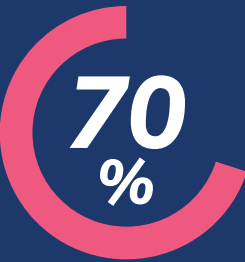


Overall engagement...

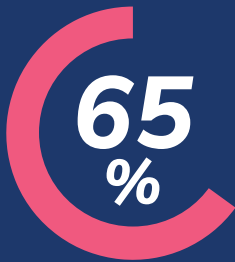
...how positive people feel about working at Go-Ahead



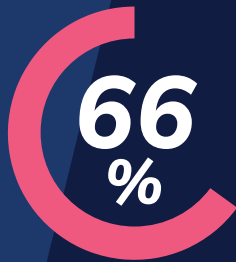
Overall, I enjoy working at my company



I am proud to work for my company



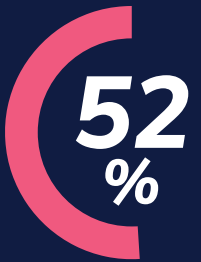
I am willing to go that extra mile for my company



I would recommend my company as a great place to work



I rarely think about looking for a new job with another company



You said:

Go-Ahead is a supportive and friendly environment

Areas of improvement:

More focus on planning work to better support work life balance



A huge thank you to every colleague across the Group that took part in the recent Pulse Survey, which was open from 19 June – 10th July at all our UK and Irish bus companies. We had a response rate of 63% which was a massive increase on the 37% response rate in 2022. Hearing from so many of you about your experiences and thoughts of working in Go-Ahead companies is vital to us understanding how we can make the colleague experience the best it can be. Every piece of feedback will be read and taken on board. The headline results at a Group wide level are shown here – with the overall engagement score being at 63% – that's a measure of how positive people feel about working at Go-Ahead companies. Results from your own Operating Company will be shared locally, along with the actions that will be taken as a result of your feedback.

Carolyn Ferguson, Chief People Officer





Rail Minister joins Southern Rail to discuss its role in economic development

Rail Minister and MP for Bexhill and Battle Huw Merriman MP joined train company Southern and community representatives from along the East Sussex coast at a forum in Cooden Beach, near Bexhill, last month. Attendees discussed how they can work together to take full advantage of the rail service improvements introduced in May to support the area's economy.

Huw Merriman said: "Rail plays a crucial role in supporting local economies, and the productive and collaborative discussions for maximizing the new and improved rail timetable along the coast were highly encouraging."

"I am committed to ensuring these efforts deliver a more reliable railway for passengers and the wider community."

Go-Ahead Ireland visited The Dail (Parliament)

Go-Ahead Ireland was invited to present before the Joint Committee on Transport and Communications. They covered advising the government of system constraints that prohibit bus companies from training drivers as quickly as they do elsewhere in the Go-Ahead Group. Go-Ahead Ireland was proud of all of their colleague's work done to introduce new people into the bus industry and celebrated that accomplishment at the Dail.



Niamh Swords, Operations Director & Andrew Edwards, Managing Director represented Go-Ahead Ireland

Loyang Bus depot Behind-the-scenes

Go-Ahead Singapore welcomed visitors to its Loyang bus depot in an exclusive behind-the-scenes tour, showcasing our efforts to combat climate change.

Visitors got to experience a bus wash, got up close with electric buses and chargers, and they got to hear from our colleagues about what goes on in the daily bus operations.

This visit was organised in collaboration with Land Transport Authority (LTA) Singapore and Singapore Mobility Gallery.



Brighton & Hove Buses supports Zero HIV Stigma Day

Brighton & Hove Buses supported the first Zero HIV Stigma Day, providing its Martin Fisher bus which was used as a backdrop for a day of action in Brighton city centre.

The day of action helped to raise awareness about HIV stigma and how to prevent it. Attendees dropped in throughout the day to talk to people living with HIV and about their experiences, plus the NHS and other support organisations like the Martin Fisher Foundation.



Go East Anglia delivers essential life skills to students

Go East Anglia's Konectbus, recently collaborated with the East of England Energy Group to deliver a Life Skills Workshop to Year 10 students at City Academy in Norwich.

The workshop provided students with the correct knowledge, know-how and confidence to travel independently using the resources available and provide them with the skills they need to plan their journeys and prepare for their work experience placements and beyond.



This Morning's Josie Gibson takes trip on Go-Ahead's Clacton Breeze



The iconic Hedingham and Chambers open top bus featured on ITV's popular daytime programme This Morning, while presenter Josie Gibson took a trip to the Essex coast for a special segment.

She presented her first link live aboard the town's open-top bus, talking with passengers on the Clacton Breeze, which has returned for the summer season, while they travelled to the Clacton Pier.



Get to know...

# Carl Martin

Accessibility Lead for Govia Thameslink Rail (GTR)



## How did you get into transport?

I had a motorbike accident nearly seven years ago, and the injuries I sustained left me as a full-time wheelchair user. The difference between living life as a disabled person vs a non disabled person doesn't even compare. Accessibility within the community and in certain environments is at the forefront of your mind and becomes a main priority everyday. That is why, by joining GTR, I am passionate about improving accessibility for our rail passengers.



## What does your role with Go-Ahead entail?

My role at GTR specifically focuses on improving the customer experience, enabling everyone to travel with confidence regardless of their disability. Most importantly, it is about creating a culture of commitment from everyone within the business to take responsibility. It is our duty to continuously make improvements for accessible transport.

## What do you enjoy most about your role?

The day-to-day variety of accessibility and making those incremental improvements for our customers.

## What is your passion and what gets you out of bed?

Having a purpose, not to get too philosophical. And my really loud yet lovely daughter that makes a point of waking everybody when she gets up!

## What are your hobbies?

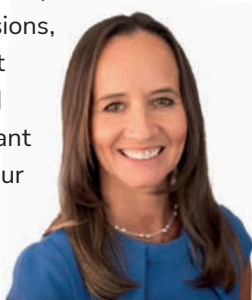
Walking my dog, family time, and MotoGP (motorcycle racing).



## New appointments at Go-Ahead

**Carolyn Ferguson has been appointed Go-Ahead Group's Chief People Officer, in addition to her role as Company Secretary.**

With 22 years' experience at Go-Ahead, Carolyn understands our business, and our values, inside out. She has huge experience in governance, pensions, culture and talent development and has been a constant ambassador for our people strategy.



**Dervla McKay will join us as Managing Director of Go-Ahead Ireland,** effective fourth quarter of this year. She has extensive bus industry experience, having held senior roles in Ireland and England since joining First Group as a graduate trainee.

She replaces Andrew Edwards, who is returning to the UK to become Operations Director of Go-Ahead London.



**Richard Harrington has been appointed Group Engineering Director,** with responsibility for leading best practice in engineering across the Go-Ahead Group.

Richard will move from his previous role as Engineering Director at Go-Ahead London to Go-Ahead's Matthew Parker Street head office as of 1 August 2023 and will become a member of the group leadership team.

