

NEWS ACROSS THE GROUP

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GTR

oxford
bus company

METROBUS

A sleepover at St Pancras to help the Railway Children

Diana-Elena Schiparieff has worked for Govia Thameslink Rail (GTR) for six years and recently took part in a charity sleepout in aid of Railway Children.

She has raised more than £700 to support vulnerable children across the world, who often have nowhere safe to sleep at night.



Diana, Sales Point Assistant at Purley Station took part in the sleepout at St Pancras International on Thursday 9 February, along with 66 people.

She said: "It was so cold, and everything was hurting. It was challenging but good to experience what a homeless

person must go through every day of their life. As a rail worker I can see



homelessness is a particular problem but now I want to do more to help".

The Railway Children Sleepout is a great opportunity to raise awareness as well as vital funds to support hundreds of children who face hardship every day, including regularly going to bed cold and hungry.

Diana added: "I am so happy with the support I have been given and all the donations I have received – I have experienced generosity from my colleagues and passengers at Purley Station."

Welcome

from Christian Schreyer



Dear colleagues,

To be a great transport company, we need talented, motivated people, and we need to invest in colleagues for the future. That's why apprenticeship training is so important to The Go-Ahead Group.

This year alone we'll be hiring 1,020 apprentices in the UK – the highest number in the public transport industry. About 700 will be London bus drivers, 220 will work on rail and the others will go to our regional bus companies nationwide and to our London and Newcastle head offices.

There's really no such thing as a 'typical' apprentice: the youngest we take on are aged 16, and our oldest, Bob Bryce, a passenger host on GTR, is 78. The days are gone when an apprenticeship was simply an alternative to university for school leavers – nowadays it's a route to a career change, or to learn a new set of skills within the workplace.

Apprentices bring us diversity, new perspectives, and new ways of thinking. I'm proud that we're ranked as one of the UK's top 20

apprenticeship employers, and it was great to see so many activities marking this year's National Apprenticeship Week.

It's been a lively start to the year across our companies. On rail, it's exciting to see GTR's scheme to trial Advance fares during the Monday and Friday rush hours. We need to encourage more passengers to travel on those quieter weekdays, and it will be interesting to see if this price motivation proves popular.

On bus, the Government's £2 fare capping scheme is going down well at our bus companies stretching from Cornwall all the way up to Northumberland. Some of our bus routes are as long as 40 miles – which is terrific value for a couple of pounds. I'm pleased to say we've added to our UK bus portfolio by buying Southdown Buses, an operator in Sussex, Surrey and Kent, which will become part of Brighton & Hove Buses and Metrobus.

Sadly, though, we've seen some heart-rending scenes in the news

which put our day-to-day lives in perspective. The recent earthquake which hit Turkey and Syria has claimed over 47,000 lives and has left millions homeless, causing unimaginable pain and suffering.

As an international company with a cosmopolitan workforce, Go-Ahead has quite a number of colleagues with family ties to the region, and my thoughts are with all of them. We will match, pound-for-pound, all donations from Go-Ahead employees to the Disasters Emergency Committee – the details of our JustGiving page are on the front page, please make a contribution if you are able.

Thank you, as ever, for all of your hard work and for delivering fantastic bus and rail services.

Best regards

Christian Schreyer

Christian Schreyer,
Group Chief Executive

National Apprenticeships Week 2023

At Go-Ahead we take great pride in our award winning apprenticeship programme. During National Apprenticeship Week, we celebrated our apprentices across the Group by sharing and hosting a variety of events and activities.

Kevin and Samuel Wheat



Proving that railway runs in the family, Kevin and Samuel Wheat have both taken up careers with Southern and they're also both working towards apprenticeships in train driving and engineering. GTR celebrated its 100th apprentice for National Apprenticeships Week.

Go-Ahead was named in 2022 as one of the UK's top 20 apprenticeship employers in a ranking backed by the Department for Education, and as the leading apprenticeship provider in the transport and travel industry.

New Cross Garage

Go-Ahead London held recruitment days at New Cross Garage and Camberwell Garage.

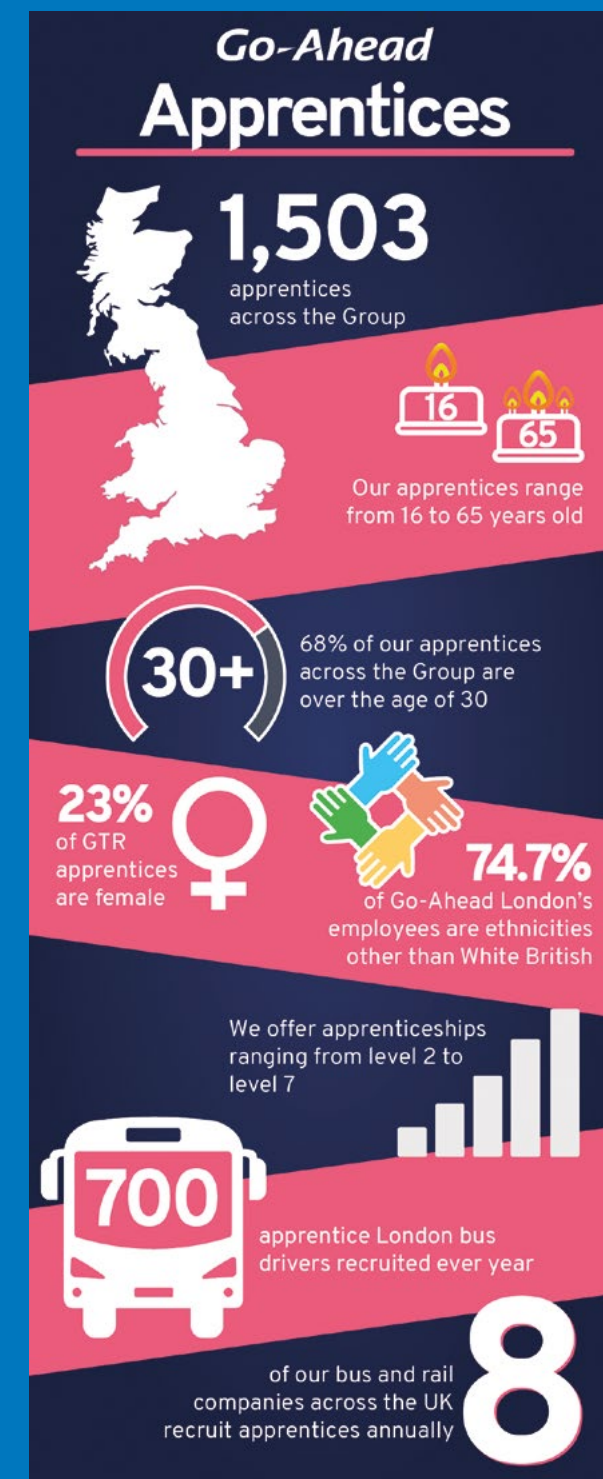


Head of Graduates and Apprenticeships

Amy Moore

Amy attended a parliamentary dinner hosted by Industry and Parliament Trust, and met with Labour peer Baroness Prosser.

Go-Ahead have set a target to hire 700 trainee London bus drivers and 220 rail apprentices in 2023.



THE
BILLION
JOURNEY
PROJECT

We want you to share your ideas –
more info on page 11



We shared an Apprentice Q&A series and interviewed three apprentices from Go North East, Go-Ahead London and GTR.



Jessica Taylor spends some time with Human Book, author Ray Star. Image by Steve Brading.

Chatty bus to tackle loneliness with ‘human books’

Marking Mind’s Time to Talk Day, Hedingham and Chambers’ Chatty Bus had a collection of very special passengers, including the mayor and mayoress of Colchester, the director of the Essex Book Festival and re-enactment historian Josh Firby, each acting as human books.

Visiting the Stanway Co-op Foodstore and Clacton Shopping Village, the Chatty Bus helped spark conversations with local shoppers as a way of reducing loneliness and social isolation.

The team was supported by representatives from Mid and North East Essex Mind on the charity’s Time to Talk Day, which aims to encourage conversations with family, friends or colleagues about mental health.

Oxford Bus Company orders 104 all-electric buses

Passengers in Oxford will benefit from a brand-new fleet of zero emission buses on the city’s streets later this year, following an order for 104 electric vehicles.

The deal is Go-Ahead’s biggest electric bus order to date, adding to the group’s 350-strong fleet of plug-in buses across Britain, and is a further step towards a goal of a zero-emission fleet nationwide by 2035.

The order will comprise of 5 single and 99 double-decker buses, to be manufactured in Northern Ireland by Wrightbus, and all vehicles will be fitted with free customer WiFi, at-seat USB chargers and audio-visual next stop announcement systems as standard.

The buses will save an estimated 6,000 tonnes of carbon dioxide emissions each year – the equivalent of taking more than 3,900 cars off the road.



Rachel Geliasssi (Managing Director, Stagecoach West), Councillor Andrew Gant (Cabinet Member for Highway Management), Councillor Duncan Enright (Cabinet Member for Travel & Development Strategy and Deputy Leader of Labour & Co-operative Party Group), Luke Marion (Managing Director, Oxford, Oxford Bus Company, Thames Travel, Carousel Buses and City Sightseeing Oxford)

Green fingered colleagues learn about city farming in Singapore

Go-Ahead Singapore colleagues visited the Ang Mo Kio Industrial Park 2 Association Community Farm and learnt about the sustainable concept of city farming. They also had their hands-on experience in vegetable harvesting, with the intention of the vegetables going to individuals who needed it.



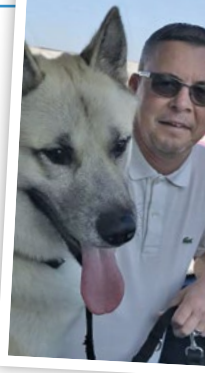
Morebus driver helps young passenger having a seizure onboard

Mark Brick, Morebus driver diverted his double decker full of passengers to take a young passenger who became unwell to the emergency department at Royal Bournemouth Hospital.

He said: “I was approaching Jumpers roundabout and a guy came down from the upper deck of the bus and said there was a passenger upstairs having a seizure. So, I took the decision to go straight to the hospital. Luckily, as I was coming into the hospital, two paramedics were getting out of their ambulance.”

The paramedics were able to safely move the passenger off the bus, and wheel her into hospital.

Gary Rose, Morebus operations manager, said: “We are all very proud of Mark. He acted with professionalism and humility.”



New mouth-watering menu for Go-Ahead in Norway

Our rail colleagues at Go-Ahead Nordic have launched a new menu, based on local dishes along the train line. The menu includes dishes such as, meatballs in gravy with mashed potatoes and mushy peas! It looks delicious and is a good excuse to travel by train in Norway.



GTR generates over 236,000 kWh total renewable energy through solar panels

As part of Govia Thameslink Railway’s (GTR) commitment to a more sustainable future, the rail operator has a network of solar panels across Denmark Hill Station, Streatham Hill Depot, and Blackfriars Station – which at the time of installation, was the world’s largest solar-powered bridge.

In 2022 alone, across Denmark Hill Station and Streatham Hill Depot, the PV arrays have generated 236,387 kWh of energy. This is the equivalent of boiling the kettle to make 7.5 million cups of tea. The energy generated through the solar panels also saves 46 tonnes (45,713kg) of CO2 per year.



Go-Ahead Ireland ladies football back again!

Go-Ahead Premier and Junior Club Stars contested in two football matches, with the teams made up of representatives from all Dublin Clubs that competed in the 2022 senior championships.

The event drew over a hundred adult footballers from over seventy clubs. Thank you to all players, officials and everyone involved for taking part in this wonderful event, hosted by Dublin Ladies' Gaelic Football Association (LGFA).



Conductor receives a cheesy platter to brighten his day

Go-Ahead Germany Conductor Matthias couldn't believe his luck when on the train ride from Würzburg to Munich, he received a lovely cheese platter from passengers on the train ride.

He said: "For more than three years I worked as a conductor, and it finally happened. A cheese platter was gifted to me from a happy customer, despite a current delay of 15 minutes. Now I can retire with peace of mind!"



Southampton bus operator celebrate new routes at special launch event

Bluestar celebrated the introduction of six new bus routes in Southampton – at a special launch event in the city.

The local bus operator has stepped in, following First Bus' decision to withdraw from Southampton. The move is designed to ensure local people continue to benefit from comprehensive services across the region.

Bluestar's six new routes are to be introduced on Sunday 19 February, and the operator is planning a celebration event for local people.

Andrew Wickham, Bluestar managing director said: "With more than 140 new drivers recruited in just two months, we are poised to expand our offering here – and I am in awe of this incredible operation by my team, to ensure our local community in all corners of the city is able to keep moving."



Group CEO and CFO visit Go-Ahead Ireland

Go-Ahead's CEO, Christian Schreyer and our new CFO, Ian Grose visited Go-Ahead Ireland's Ballymount depot, which is the operational base for Outer Dublin Metropolitan Area services.

Christian and Ian were given a tour of the depot and offices (Operations, Engineering, Recruitment, Control), allowing Ian to meet his Go-Ahead Ireland colleagues for the first time in person.

After their visit to the depot, Ian and Christian joined some of the Go-Ahead Ireland senior management team in a meeting with the National Transport Authority. They met with Anne Graham (NTA CEO) and Tim Gaston (Director of Public Transport Services).

Full house for Go-Ahead Germany's management team

The management of Go-Ahead Germany is now complete: COO Arno Beugel (left) joined in December last year and CFO Stefanie Petersen (right) started in January this year. Together with Fabian Amini, who has been leading Go-Ahead Germany since the beginning of 2022, the management is responsible for delivering regional passenger rail services in Bavaria and Baden-Württemberg with an annual volume of around 20 million train kilometres. Go-Ahead Germany employs approximately 1,000 people and has an electric fleet of 144 multiple units.



Go South West says Love the Bus!

Go South West is encouraging local people in Cornwall to Love the Bus.

The new campaign celebrates Go South West's achievements and highlights the future plans for buses in Cornwall.

East Yorkshire Bus Champions Day

East Yorkshire Buses in partnership with Hull City Council and Stagecoach held its first “Bus Champions Day” with the Hull Bus Alliance to give students more information on options for getting around the city.

The partnership aims to support Hull University Students’ Union (HUSU) to ensure students, staff and their families have all the information they need to access public transport.

With more than 2,000 international students living in the Hull area, the alliance is particularly keen to help those who may be unfamiliar with public transport in the UK.

Representatives from each of the three Hull Bus Alliance partners held a joint event at the Student Central building at the University of Hull this week, providing advice and answering questions on things such as bus services, timetables, maps, ticket options and mobile phone apps.



Stockwell Garage launch route 91

Congratulations to the Stockwell Garage team who successfully launched the 91 and N91 routes. The Route 91 operates between Crouch End to Trafalgar Square. The Route N91 operates between Cockfosters to Trafalgar Square.

Peter Russell, General Manager said: “We have been looking forward to this day. With the excellent route booklets and Top Gun mentors, we ensured the launch would be a success”.

Lance McFarlane, Operating Manager, added “A massive thanks and well done to the Mentors, Supervisors, Engineers, Managers and of course Stockwell driver colleagues”.



Flexbuss installs a new telematic system as part of its sustainability strategy

Flexbuss, in Sweden installs a new telematic system in 338 vehicles as part of its sustainability strategy to increase awareness of green driving and its impact on environment, safety and fuel costs.

With this new telematic system, Flexbuss drivers will be able to get direct feedback and predictive driving advice while driving. All while fleet managers and regional managers get real-time and historical



insights into the entire fleet’s fuel consumption and CO2 emissions, giving fleet managers the tools to identify actions that can improve the company’s overall sustainability.

Happy Chinese New Year to our colleagues in Singapore and worldwide

Go-Ahead Singapore’s bus captains were pleasantly surprised when they reported for work at Loyang Bus Depot at 4:30am on the first day of Chinese New Year. The senior management team was there to greet and thank everyone for working through the festivities.

The Minister for Education Chan Chun Sing, Senior Parliamentary Secretary, Ministry of Transport Yam

Keng Baey, and Executive Secretary of the National Transport Workers’ Union (NTWU) Melvin Yong made their appearance at Pasir Ris Bus Interchange to share well wishes for the new year, while distributing red packets and mandarin oranges to them.

A happy and prosperous Year of the Rabbit to all!



Southern station opens doors to Surrey foodbank

Southern Railway has come to the rescue of a Surrey foodbank that had to move out of its previous accommodation by providing space at the local station.

The foodbank, run by the Whyteleafe Community HUB charity, now has its preparation and distribution centre in a large former storeroom at Whyteleafe station.

When the community group heard that its previous host could no longer spare the space, station salesclerk June Henty, a member of the group, asked her employer if the disused storeroom could be made available, and Southern were delighted to open it up for community use.

Waterloo Garage, Living Wall bringing greenery to the city

Go-Ahead London colleagues are on a mission to “go green” and “green-fingered” as part of the Stay Safe Competition. More Go-Ahead London garages are displaying their gardening talents so plants can absorb carbon dioxide, storing it and therefore reducing our carbon footprint.



Andrew Gooch, Senior Garage Administrator explained “the living wall at Waterloo is a way of bringing a bit of greenery to the hustle and bustle of the city. Being surrounded by buildings, it brings some colour and brightness to the area. Drivers within the garage, as well as residents who use the Waterloo Bus Cafe, have all donated for the upkeep of the wall. Our aim going forward is to extend this to other areas of the garage”.



Luke Marion appointed Managing Director of the Oxford Bus Company

Previously Finance Director for ten years, Luke has been Interim Managing Director since April 2022, replacing Phil Southall who has moved to a role at The Go-Ahead Group's head office in London.

A chartered accountant by training, Luke qualified at Ernst & Young, and he worked at Reckitt Benckiser before moving into transport. In addition to his role at Go-Ahead, he is a director of Oxfordshire's Low Carbon Hub.



Oxford Bus Company's Brand the Bus! 2023 competition

A record-breaking 79 entries and more than 11,000 public votes.

SeeSaw, a charity that provides grief support for children, young people and families in Oxfordshire scooped first prize to have a double-decker wrapped in its branding. Thanks to Oxford Bus Company's partnership with JACKfm it will also receive £20,000 worth of radio advertising.

It was selected by a judging panel from a top ten group of good causes which had earned the most public votes.

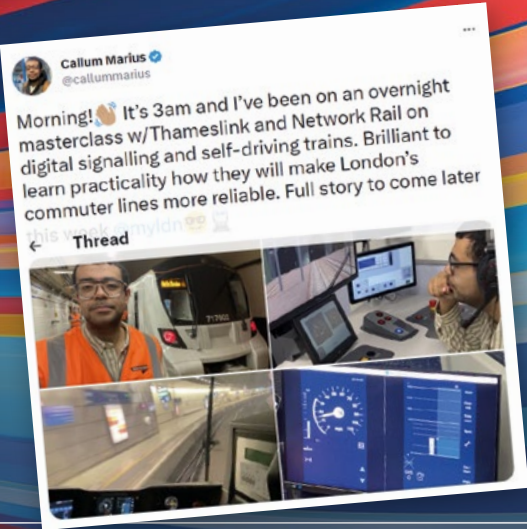
Runners-up Oxford City Angels and Sobell House will receive on-bus digital advertising support worth £2,000 each. Oxford City Angels is a voluntary run female-focused support team for women at night in the city. Sobell House Hospice specialises in palliative care to those facing life threatening illness, death, and bereavement in Oxfordshire.

Luke Marion said: "We made it easier for good causes to enter this time and the response was phenomenal. We're proud that despite a tough period for bus operators we have not only maintained the Brand the Bus! competition but made it even better."



It's gone viral!

Govia Thameslink Rail had a recent visit from Callum Marius, writer from MyLondon and The Editor of Modern Railways. Callum did an overnight masterclass with Thameslink and Network Rail on digital signalling and self-driving trains, learning about the practicality of how the rail companies will make London's commuter lines more reliable.



Go North West were visited by Manchester Evening News reporter Nicole. She learns how to drive a bus for a feature she is writing on the bus company who are looking to hire more female bus drivers.



The Editor of Modern Railways had a go on a simulator at Hornsey Rail Station as he learns about the East Coast Digital Programme. The East Coast Digital Programme is the flagship digital signalling deployment and will facilitate the rollout of European train control systems across the rail network.



Go-Ahead Singapore fits an additional 50 buses with solar panels

By the end of April 2023, 52 buses at Go-Ahead Singapore will be fitted with roof-mounted ultra-thin solar panels including the two buses on trial since March 2021. They will be deployed on various services operated by Go-Ahead Singapore.

The trial aimed to evaluate the buses' performance and effectiveness to harness solar energy to reduce carbon emissions and fuel consumption under Singapore's tropical climate and traffic conditions.

Go-Ahead Singapore was able to achieve fuel savings of 3% to 4% a year. This translates to about 3.7 to 4 tonnes of carbon emissions annually per bus. The ultra-thin solar panels convert solar energy into electricity to power the bus battery. This lessens the load on the bus alternator, which in turn saves fuel and minimises greenhouse gas emissions.



Reduce carbon emissions by approximately 200 tonnes annually and save fuel by 3% to 4% per year



We need you to help shape the 'Next Billion Journeys'

Nobody understands our business better than our own colleagues. That's why we are offering you the chance to tell us about your ideas to help us to innovate and grow towards the 'Next Billion Journeys'.

To achieve our 'Next Billion Journeys' strategy we are focused on two distinct challenges:

- 1. Improving the experience for passengers on our trains and buses and making public transport more attractive.
- 2. Making our bus and rail services as operationally efficient as possible.

Please submit your ideas by email to ideas@go-ahead.com and answer the following questions:

- a) What problem does your idea/innovation fix?
- b) Why does this matter?
- c) Does your idea align with one of the mega trends highlighted in our business strategy? e.g., Ageing population, digitalisation/acceleration of technology, climate change and urbanisation.

THE BILLION JOURNEY PROJECT

Powered by Go-Ahead

ONE IDEA CAN TRANSFORM A BILLION JOURNEYS

Get to know...

Nigel Featham

Managing Director for Go North West and Go North East



Congratulations on securing the first two major contracts to be awarded by Transport for Greater Manchester, you must be proud?

It's a massive endorsement of Go-Ahead's standing that we were selected to operate both of the two large franchises on offer in the first round of tendering. While the Group has extensive experience of running franchised operations elsewhere, I would like to think that the standards set at Queens Road since the business was acquired in 2019 were influential in TfGM's final choice. This success is down to each and every one of the team there. I am extremely proud of them.

What's it like managing two bus operating companies?

The specific challenges in Go North East and Go North West are different but, in the end, my role in both amounts to the same thing: building a vision and inspiring people to make the changes needed to deliver it. The scale of the two means I get to work with a lot of outstanding people and that's highly rewarding and motivational.

What do you like most about working for Go-Ahead?

Go-Ahead's devolved model is the star attraction. It empowers local teams to make decisions and generates a powerful sense of local ownership. It delivers success over and over again. I'm convinced there is no better place in the UK Bus industry. I don't think any other major bus group could have seen through the turnaround at GNW or foster the level of change now happening at GNE. It's incredibly heartening that our new owners believe in it.



How has working for Go-Ahead helped you in your career?

Joining Go-Ahead has been a gateway to working with some fantastic people. Because of our devolved structure I'm simultaneously part of many teams; my local OpCo teams, the team of UK Bus managing directors, and part of various central teams. All of those are full to the brim with top talent. I also especially like working for my boss, Martin Dean; I've learnt a lot about influencing people from him, and with colleagues Jon Croxford, Chris Seddon, Joe Mear, Sabrina Mohd Edi and the emerging team at GNE, which includes several people I believe will go on to become very strong leaders.

