



ISSUE #64 - JUNE 2020

**THANK
YOU**

#TransportWorkers

**MESSAGE FROM
JOHN TRAYNER**

**MAKING A STAND
AGAINST COVID-19**

**LIFE IN
LOCKDOWN!**

**MIRRORLESS BUSES - HOW
ARE THEY PERFORMING?**



Bus drivers are the literal driving force which has kept London moving and allowed essential keyworkers such as those in the NHS and supermarket workers to safely arrive to work and return home again.

At the start of this pandemic, Go-Ahead London, in agreement with TFL and Unite the Union made changes to our cleaning regime on buses and garages/offices; making all areas safe for our colleagues to carry out the vital roles they play to ensure our services remain running on a daily basis. Hand sanitiser has been readily available at every location since February, and additional changes were also made, including a one-way system in garages to help practice social distancing. We have all made many



JOHN TRAYNER
MANAGING DIRECTOR

adjustments to both our home and working life and continue to do so. As we come to terms with a new 'normal', I would like to take this opportunity to thank each and every one of you for your bravery; thank you for flexibility, and thank you for your commitment during the coronavirus crisis.

We are now entering a new phase, so please remain vigilant and continue to adhere to Government guidelines for the safety of both yourself and others.

I also pay my utmost respect to our colleagues and other transport workers who are no longer with us and offer my deepest sympathy to the families and friends they have left behind. Our thoughts are with you all.


Thank you once again - together, we WILL get through this.

A HUGE
THANK YOU
FOR ALL YOUR EFFORTS

CLEANING YOUR HANDS


As part of the national effort to curb the spread of coronavirus and limit our exposure to dangerous germs, we understand **the most effective way to remove or deactivate germs is to clean your hands with warm running water and soap. Hand sanitiser should never replace soap and water where its available.**

1.




Apply soap and warm water

2.




Rub your hands palm to palm

3.



Rub in between your fingers and cover all surfaces


4.



Make sure your hands are completely dry


If soap and water isn't available, use hand sanitiser as an alternative.

1.




Apply hand sanitiser

2.




Rub your hands palm to palm

3.



Rub in between your fingers and cover all surfaces

4.



Make sure your hands are completely dry

Apply the gel product to the palm of one hand. Rub your hands together. **Rub the gel over all the surfaces of your hands and fingers until your hands are dry.** This should take around 20 seconds.

Avoid eye contact. Do not use on damaged, sensitive or irritated skin. Adult supervision required for child use. Flammable liquid and vapour. Keep away from heat/sparks/open flames/hot surfaces. No smoking.

PASSENGER COMMENDATIONS

Congratulations to all our drivers who have received praise from customers. Here is a selection of those received...



WENDY NAKITTO
CROYDON

C

WENDY NAKITTO

"I want to say thank you to the driver. She lowered the ramp, dropped the bus to the kerb and allowed me to board with my buggy through the middle doors. She was so kind and professional."

AL

ANNA GERE

"She was polite and friendly to everybody who arrived. Thank you driver."



ANNA GERE
MERTON

RR

AMAR HUSSAIN

"He was helping a blind woman out of the bus and cross the road. BIG THANK YOU to him!"



AMAR HUSSAIN
RIVER ROAD

NP

DEBRA RICKETTS

"Debbie is an exceptionally considerate driver. Very calm and professional. Our best journey on this route for quite some time."



DEBRA RICKETTS
NORTHUMBERLAND PARK

SW

ALI FARAH

"Thank you for taking care of stopping and waiting for me while I ran with my child and a bag! I really appreciate this kind gesture from your driver."

AF

MALCOLM MINETTE

"The bus driver was very friendly and drove smoothly. This made my journey very pleasant."

PL

FRANK NYAMUTALE

"The driver was very patient as he waited for me at the bus stop. He was also polite and professional when dealing with other road users. We need more drivers like him."



FRANK NYAMUTALE
WATERSIDE WAY

MB

CHARLES NELSON

"I was in some degree of difficulty but the driver helped me out to ensure that I was okay. He advised me of the nearest stop for my convenience and was very reassuring."

KERRY SMITH

SI

"Kerry's friendly smile in the mornings never fails to lift my spirits. A simple smile goes a long way. Please can you pass on my feedback, thanks and sincere appreciation to Kerry."

DEBORAH SKINNER
SUTTON



DEBORAH SKINNER

A

"She is always courteous and makes the passengers feel welcome. The driver wished me a nice day; something she did for each passenger alighting the bus. Thank you."

NX

VALERIE SHAW

"The lady driver was very helpful in getting me and my son on the bus, even though some passengers refused to move down. This driver is amazing and I hope to get her as a driver again."



VALERIE SHAW
NEW CROSS

RA

CHRISTOPHER WORRELL

"The young driver calmly explained that we needed individual cards for tapping in and was kind about it. Nothing appeared too much trouble for this driver."

BX

KEITH SMITH

"What an outstanding polite and pleasant driver! Passengers were having a little trouble boarding and alighting from the rear doors. The driver politely explained the new procedure."

Q

KEVIN EVANS

"The service suffered some disruptions. The driver informed all passengers in a polite and informative manner for the reason of the delays. He is a great asset to the company from what we experienced."



KEVIN EVANS
CAMBERWELL

HUSANI WILLIAMS
PECKHAM



HUSANI WILLIAMS

PM

"I was greeted by a friendly driver and I want to make sure he gets the recognition he deserves. He made a joke which made me smile and was polite to people getting on."

Thank you!

Q

CAMBERWELL

MG

MORDEN WHARF

MB

ORPINGTON

A

SUTTON

RA

WATERLOO

BX

BEXLEYHEATH

PM

PECKHAM

C

CROYDON

SW

STOCKWELL

PL

WATERSIDE WAY

RR

RIVER ROAD

NX

NEW CROSS

SI

SILVERTOWN

AF

PUTNEY

AL

MERTON

NP

NORTHUMBERLAND PARK

MAKING A STAND

The rainbow has become a symbol of support for children and adults making a stand to show their support for NHS workers on the front line during the coronavirus pandemic in the UK.

But what about bus drivers? **SILVERTOWN** Operating Manager, Brad Campbell and Garage Administrator, Karen Smith pondered on this question and came up with an ingenious idea to allow children to show off their creative skills, support transport workers and help brighten up the depot all at the same time! Genius!

The initiative was to encourage drivers to ask their children to colour in the image of a bus in recognition and support of London bus drivers who are keeping the city moving for key workers.

Karen said: "We had a great response with some brilliant works of art presented from the children of our drivers."

Pictured here is a selection of just some received.

"The rest are displayed nicely around the garage on a special board in recognition of the great job our colleagues are continuing to do. The pictures are certainly helping to raise extra smiles in and around the garage at this time of uncertainty. Thank you to all the parents and children who took part in a bid to show your support, and simultaneously help brighten up a bus driver's day," Brad concluded.



Tote
Age 5

Can you colour in our bus to say a big thankyou to all Key Workers?



Name: Tote
Age: 5

Can you colour in our bus and show the NHS and Key Workers you care?



Name: Tatin Age: 5

Name: Tatin Age: 5

Can you colour in our bus to say a big thankyou to all Key Workers?



Name: Umaiza Age: 7

Can you colour in our bus to say a big thankyou to all Key Workers?



Name: Nikola M. CERUAT
Age: 7

Name: Nikola Age: 7

Name: Nikola Age: 7

Can you colour in our bus to say a big thankyou to all Key Workers?



Name: Lucas Man
Age: 2

Name: Lucas Man Age: 2

Name: Lucas Man Age: 2

Can you colour in our bus to say a big thankyou to all Key Workers?



Name: Sajid Uddin (Abu Ubaid)
Age: 3

Name: Sajid Uddin Age: 3

Name: Sajid Uddin Age: 3

Can you colour in our bus to say a big thankyou to all Key Workers?



Name: Luke
Age: 2

Name: Luke Age: 2

Name: Luke Age: 2

LIFE IN LOCKDOWN

Family Time with John Hope

When Boris Johnson announced that the UK would be going on lockdown, I thought it was a good decision as I believe the less people on the streets, the better it would be for all in our fight against the coronavirus.

Since it's been in place, I've managed to finally complete a lot of DIY which I've been putting off for months. It's also been great as I have been able to have a lot more quality time with my wife and son. Keeping him entertained certainly raises a smile much to my wife's amusement!

I must say that I do miss going out and socialising though. Everyone loves a decent pub on a sunny afternoon, right? It's not quite the same in the back garden as I'm sure most of you have tried! Restrictions on seeing my family and friends is also challenging for me but with the use of 'Messenger', I've managed to stay connected to those closest to me nearly every day!

I'm definitely looking forward to theme parks and parks in general re-opening. One of the first things I'll do is take my son for a day out filled with fun and activities which he's undoubtedly missed during lockdown and the implementation of social distancing.

Anyway, time for work now - mask and gloves at the ready! Stay safe everyone!



JOHN HOPE
WATERLOO DRIVER

JOHN HOPE SPENDING SOME QUALITY TIME WITH HIS FAMILY DURING LOCKDOWN.

Keeping in touch

with friends and family

Personally, I think it would've been a better idea if Boris Johnson implemented the lockdown 2 weeks before Monday 23 March; nevertheless, early or late, it was something that had to be done for the safety of the UK public.

Life is now so different, but I've managed to adapt whilst sticking to the rules of the lockdown. I'm now doing a lot more reading and gardening and I've also managed to improve my cooking skills! Like everybody else though, I really miss my family and friends, so I've been spending quality time catching up with them on video calls. I also 'WhatsApp' my family every evening and every morning to check they are all still in good health.



CLAUDE PARCHMENT
MENTOR - STOCKWELL

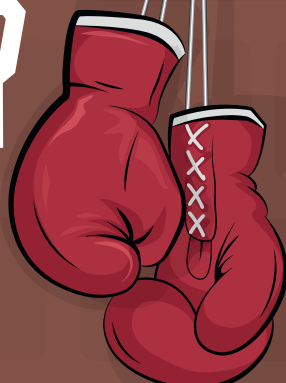
Seeing the devastating impact of the coronavirus pandemic, my perception on cleanliness has changed in a big way. I am so much more conscious of the things I touch, paying particular attention when disposing rubbish - I have listened to the Government's advice on regular hand washing and will continue to do so once this is all over.

I'm looking forward to returning to life as close to what it was pre Covid-19. I'm seriously missing a proper steak in a good restaurant; pubs and the like can wait.

As sad as it is to say, I don't think life will ever be the same again, but with my tight unit of family and friends, it will be a change which we will all get through together.

LOCKDOWN

Mohammad Chaudhary IN THE RED CORNER



In this edition of Know Your Colleagues, Mohammad Chaudhary, Assistant Operating Manager based at **MORDEN WHARF** garage, talks about his sporting heroes and reveals the TV show which really 'cracks him up!' Over to you Mo...

MOHAMMAD CHAUDHARY
ASSISTANT OPERATING MANAGER

I am 32 years old and have been in the bus industry since 2007. I joined Stagecoach as a driver in 2007 and worked at Bow garage. In 2011, I was Tupe'd to First Capital with the route 30 which then operated from Lee Interchange. In 2012, I successfully applied for the position of Senior Garage Administrator (SGA) and continued this role until 2017 when I became a cover AOM at the same garage. I then joined Go-Ahead London in April 2019 as Assistant Operating Manager and have worked at River Road and New Cross; I am now based at Morden Wharf garage.

Outside of work I enjoy nothing more than spending time with my wife and child aged 2. Despite being a 'family guy', I'm also mad about sports, especially Boxing and UFC. My sporting heroes are Mohammad Ali and Khabib Nurmagomedov. I love Mohammad Ali's determination and the way he stuck to his morals and beliefs; he had a colossal personality and immense charm. Khabib Nurmagomedov, a Russian mixed martial artist and UFC fighter is humble, well-spoken and in my opinion the best UFC fighter in the world.

I also follow football and support Manchester United. I last watched them play against Club Brugge at a stadium in February 2020 where they won 5-0! The atmosphere was fantastic with a real buzz in the air.

In contrast, when I want to relax there's nothing better than watching a good movie or binge watching a TV series. My favourite film of all time is Public Enemies, a 2009 American biographical crime drama. I could also happily sit through my favourite series including Game of Thrones, Breaking Bad and Rick & Morty. I cannot watch an episode of Family Guy though without cracking up with laughter! Peter Griffin; what a character!

Hair today, gone tomorrow!

Martin Miners joined Go-Ahead London 16 years ago back in January 2004 as a bus driver at Bexleyheath garage. After 12 years, he took the brave step into management and started at Orpington as a Cover Performance Manager. Successful in his trial, the position became permanent in May 2017 and since November 2019, he has been the Performance Manager at **BEXLEYHEATH**.

Lockdown has forced us to do many things ourselves, for example cutting our hair! But pleased with the 'locks' grown and happy with the compliments he has received, Martin says: "It's taken me all of lockdown to get my hair to this length - I've been told it makes me look younger!"

However, fellow colleague, Colin Rowe approached Martin and asked him if he would consider cutting his hair to help raise money for Great Ormond Street Hospital. In Colin's words: "Your hair is getting long and ya starting look like look like an old rockstar!"

Despite the friendly put down, he happily obliged.

As a child, Martin experienced 35% burns due to spilling a pot of tea over himself. He was in hospital for the best part of his childhood, so this was his way of rewarding the friendly staff who took care of him.

Scissors at the ready and sitting comfortably at home, his daughter Jade (who lives in the same household), begun snipping away.

"I must say I felt sick once Jade started to cut. I was hoping my wife wouldn't give me that divorce she mentioned when I initially said I was becoming a skinhead for charity! But on a positive note, the children will definitely benefit from the £500 raised."

As he gets accustomed to his new hairstyle and happy that he still has a wife, Martin would like to thank everyone who supported and helped him to raise funds for Great Ormond Street Hospital.



Before



After

MARTIN MINERS
PERFORMANCE MANAGER

ISSUE #64 FACE 2 FACE WITH ELEANOR MCDONNELL

IN THIS ISSUE OF BUS TALK, WE SPEAK TO **NEW CROSS** ASSISTANT OPERATING MANAGER, **ELEANOR MCDONNELL** WHO HAS WORKED FOR GO-AHEAD LONDON FOR 1 YEAR.



ELEANOR MCDONNELL
ASSISTANT OPERATING MANAGER

1) When and where was your last holiday?

I went to Galway, Ireland with a group of friends in February this year. Little did we know that our next catch up would be a self isolating video call!

2) It's Friday night - what do you order, an Indian, Chinese, Fish and chips or something else?

Dominoes pizza Texas BBQ flavour, but I wouldn't turn down any takeaway!

3) Would you rather spend or save?

I like to think I have a good balance, but maybe I would be able to save more if I didn't subscribe to annual next day delivery on ASOS!

4) What is your favourite movie and why?

I am a massive film nerd! I especially love all **Quentin Tarantino** movies because they are so creative but if I have to choose one, it would have to be Pulp Fiction.

5) What makes you smile?

A lot makes me smile, I'm a pretty smiley person! Family, friends and food if I had to be specific.

6) What is your first childhood memory?

Probably when my dad put me on his shoulders at Disneyland and ran through a massive crowd of people so that 'Mary Poppins' would see me and wave. I was a massive fan at 4 years old!

7) Which album would you want to be stranded on a deserted island with?

This question is impossible! My music taste is SO varied, I think I would break down if I could only ever listen to one album and then end up hating it!

8) Creation or Evolution?

Evolution - In my opinion, the scientific evidence is pretty hard to dispute!

9) What is your favourite lockdown pastime?

BBQ'ing in the garden. It's the next best thing to being able to go out and eat!

10) Do you have any pets?

We recently bought a French/English Bulldog puppy and have named him Aldo (after a character in a Tarantino directed movie). He is the cutest and has definitely kept us occupied during lockdown. Our house rabbit Thor won't be fooled by those big puppy dog eyes though!

THE PECKHAM COMMUNITY

Operating Manager, Mark Cambridge and the Senior Garage Administration team at **PECKHAM** garage would like to give a huge and sincere thanks to all their colleagues for the extremely hard work and efforts put in during this very challenging period.

"Despite the understandable concerns raised by a number of colleagues, following some informative staff engagement, everyone at Peckham continues to make a positive contribution during these difficult circumstances, and sensibly respond to the guidance being circulated, which is being updated on almost a daily basis.

A factor that has been evident during this period is the increased feeling of the 'Peckham Community' in and around the garage, at a time when it is even more important to show support

and respect for each other.

We would also like to emphasise that whilst it is right to recognise the efforts being made by NHS workers, it is also important to remember the vital role of bus drivers, whom several key and essential workers rely on daily.

Your efforts have also been recognised by members of the public who have contacted the garage in writing and even in person, to compliment your good work.

Your continued diligence has not gone unnoticed and is highly appreciated and respected.

Thank you and stay safe."

"Your continued diligence has not gone unnoticed and is highly appreciated and respected."

MARK CAMBRIDGE
OPERATING MANAGER
PECKHAM GARAGE



LEFT TO RIGHT: JAMIE ANDERSON, MARK CAMBRIDGE AND TINA WRIGHT.

Reflecting on no... Reflections

Mirrors to mirrorless buses

How times are changing. Remember when going to the cinema was normal? Remember when visiting a friend after work was normal? Remember when buses with mirrors... was normal?

It has now been 8 months since we started using EH type mirrorless buses on route 197 at **CROYDON** garage. Technically known as Camera Monitoring System or CMS, it is the first time buses of this kind have operated in London. This was a huge change for drivers as it represented such a large departure from standard wing mirrors which were first added to vehicles in 1921, almost 100 years ago!

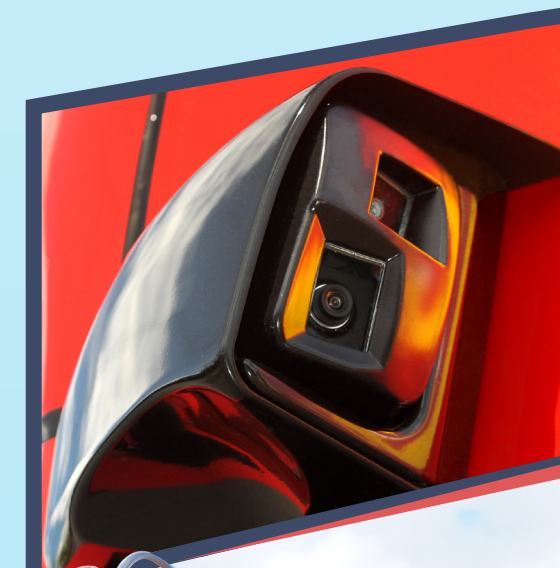
Route 197 driver Domingos Martins says: "For me, they're the best! I don't want the old mirrors anymore. Sometimes drivers from other bus operators come and ask me if it is better, and for me I say much better! At night,

for reversing, in the rain, in the fog, for seeing other cars, I could go on."

Richard Conn, Satellite Manager at Croydon believes that the CMS mirrors have aided the engineers, by reducing the number of call outs and lost mileage to replace broken mirrors. "When the mirrorless buses first arrived, there was a few teething problems which we have fully rectified and now they are performing well. For both the engineers and the drivers, there was a period of acclimatisation as we all got familiar and accustomed to this new technology," explains Richard.

Operating Manager James Barlow continues: "Having seen the possibilities of this new technology, we are excited to see where further developments in this may take us."

Go Ahead London
**FORWARD
LOOKING**



A ROUTE 197 MIRRORLESS BUS IN SERVICE.



Life is like a... BOX OF CHOCOLATE ... you never know what you're gonna get.



It's fair to say that we're living in strange and uncertain times and for some, what goes along with this is a loss of routine - perhaps a change in diet which now includes a few naughty chocolate treats (when no one's looking of course!)

For our lucky colleagues at **WATERLOO**, they could tuck in to as much chocolate as they liked thanks to a huge donation of the good stuff from Waitrose, Kings Cross. This kind delivery of chocolate goodies was their way of saying thank you for keeping London moving during this difficult time.

After Head Office received a call from Kings Cross Waitrose store manager with this generous offer, it wasn't long before the delivery of chocolate arrived.

Warmly received by Operating Manager Lance McFarlane, the goodies were neatly displayed ready for colleagues at Waterloo to enjoy.

"This kind offer is brilliant," said Lance, trying hard to contain his excitement! "When does being given chocolate not put a smile on your face?"

Waterloo Driver Jose Mendonca commented further: "It is nice and thoughtful of Waitrose. It's great to see key workers looking out for each other."

Lance continued: "In this current climate, it is pleasing to see how a kind gesture can bring people together (maintaining social distance of course). Colleagues here were most thankful for their donation and gesture of thanks for helping to transport keyworkers to work and home again! A huge thank you to the Waitrose team for their generosity!"



LEFT TO RIGHT: ALEX FERNANDES, ALPHA KALLON, NATHAN DANIEL (WAITROSE), JADA SINGTONG (WAITROSE) AND OPERATING MANAGER, LANCE MCFARLANE

The gift of GIVING

We are all experiencing trying and testing times at the moment - support, help and acts of kindness is being seen all over the country by individuals and charities alike.

Closer to home, Go-Ahead London's Abdul Rouf was a driver at **SILVERTOWN** garage between 2008 and 2019; following this, he was promoted to the role of driving instructor.

When Abdul isn't busy at work, he spends his time supporting the DH Foundation, 'a 100% non-profit UK based charity with an aim to alleviate poverty in Bangladesh.'

In addition to their normal charity work, the DH Foundation have also been supporting those working on the frontline during the coronavirus outbreak in London. Abdul and his colleagues have been transporting sandwiches and water to key workers during these very pressing times. Clearly noble, Abdul contacted Silvertown garage Operating Manager Brad Campbell to offer refreshments for the hard-working drivers transporting keyworkers to and from work during this pandemic.

Brad was pleased to accept the offer and the following day, Abdul arrived at the garage with a selection of sandwiches and drinks courtesy of DH Foundation charity.

Commenting on this act of kindness, Driver Kayes Kabir stated: "This gesture was well received by everyone and further enhanced the community spirit at Silvertown garage. At times like this, small gestures have massive impacts."

Colleagues graciously helped themselves to a drink and sandwich with encouragement from Abdul, kindly reminding them that they are a key worker, playing an important role in keeping the city moving.

Brad continued: "The team here at Silvertown have really come together during these pressing times, and at times like this, we notice that whatever our role is in the business, none of us are immune to the impact this virus is having on our everyday lives. We have taken a positive approach to move forward and it's acts of kindness as displayed by Abdul and the DH Foundation that will ensure we all get through this as one. I am really proud of how everyone has played their part in keeping the garage moving. Thank you all."

After visiting Silvertown garage, Abdul's next stop was Guy's and St Thomas' hospital; truly and richly deserved as NHS staff put their own lives at risk on a daily basis to help and support those battling this life-threatening illness.

Many thanks to Abdul and the DH Foundation - Stay safe everyone.



ABDUL ROUF
DRIVING INSTRUCTOR

"...it's acts of kindness as displayed by Abdul and the DH Foundation that will ensure we all get through this as one"

BRAD CAMPBELL
OPERATING MANAGER
SILVERTOWN GARAGE



ABDUL AND COLLEAGUES AT SILVERTOWN DISTRIBUTING FOOD COURTESY OF DH FOUNDATION





TENDER NEWS

A **yellow highlight** indicates an involvement with **Go-Ahead London**.

All are retentions unless stated otherwise.

* = 24 Hour Route.

ROUTE R7 | Chelsfield Village to Chislehurst Sainsbury's.
METROBUS. Won from Stagecoach Selkent.
Contract begins on December 5, 2020.
Using Existing Diesel Single Deck (4 PVR).

ROUTE 306 | Second Avenue to Sands End / Sainsbury's.
METROLINE. Won from London United.
Contract begins on December 12, 2020.
Using Double Deck (details TBC) (11 PVR).

ROUTE 385 | Chingford Station to Salisbury Hall.
HCT Group. Contract retained.
Contract begins on October 17, 2020.
Using Existing Diesel Single Deck (1 PVR).

ROUTE 654 | Addington Village Interchange to Eldred Drive.
METROBUS. Contract retained.
Contract begins on October 24, 2020.
Using Existing Diesel Double Deck (1 PVR).

ROUTE 200 | Mitcham Fair Green to Lambton Road.
LONDON GENERAL. Contract retained.
Contract begins on February 20, 2021.
Using Existing Hybrid Double Deck (15 PVR).

ROUTE 283 | Brunel Road to Hammersmith Bus Station
London United. Contract retained.
Contract begins on February 27, 2021.
Using Existing Diesel Single Deck (10 PVR).

ROUTE 649/650/651 | School Routes.
BLUE TRIANGLE. Contract retained.
Contract begins on January 2, 2021.
Using Existing Hybrid Double Deck (9 PVR).

ROUTE S4 | Wilson's School to St Helier Station.
ABELLIO LONDON. Contract retained.
Contract begins on December 5, 2020.
Using Existing Diesel Single Deck (6 PVR).

ROUTE 456 | Crews Hill to North Middlesex Hospital.
LONDON GENERAL. Contract retained.
Contract begins on October 17, 2020.
Using Existing Diesel Single Deck (5 PVR).

Keeping it 100

**Congratulations to
Sutton driver, Marco
Martin who achieved
a BCES score of 100.
Well done!**



MARCO MARTIN
SUTTON DRIVER