



UK BUS AWARDS
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Handing over the rein-deers

Message from **Managing Director John Trayner**



Dear colleague,

I am writing my latest column in the immediate aftermath of Transport for London's (TfL) welcome decision not to proceed with major withdrawals to the bus network. Thanks to a co-ordinated campaign involving many organisations and individuals, a compelling case was made to justify the current system and I applaud all those involved. TfL's announcement is a welcome relief for most of our garages initially impacted, but the loss of Routes 507 and 521 is less encouraging, despite revisions to Route 11 that will partially compensate for their withdrawal.

TfL quickly followed this decision with further welcome bus news. Having decided to implement an enlarged Ultra Low Emission Zone (ULEZ) from August next year, TfL intends to enhance Outer London bus services and although the specifics are yet to be determined, this is very encouraging.

Elsewhere, recent tender news has generally been positive, although the loss of Route 276 is regrettable. As 2022 comes to end, there are many exciting 'behind the scenes' initiatives that will become apparent in 2023. For example, Route 358 will soon showcase world-class public transport in the form of 20 e-buses capable of 'top up' charging at each end of the service. The buses themselves are stylish, with features not previously seen in the UK and I have every confidence they will attract non-users. It is also fitting that Sutton Garage, 99-years-old early in the New

Year, will commence e-bus operations shortly thereafter, in the process proving how flexible our people and premises are.

The end of 2022 has also seen external recognition for what we do. The annual UK Bus Awards independently judge service excellence across a range of disciplines and the competition is always intense. It was therefore with immense pride that I attended the event to witness Putney being recognised as London bus garage of the year, followed shortly thereafter by Northumberland Park driver/mentor Koli Begum, who scooped the accolade as London's top driver.



JOHN TRAYNER
MANAGING DIRECTOR

As most of you know, I relinquish day to day responsibility of Go-Ahead London on 31 December 2022, following a 16-year period as Managing Director. To use a sporting analogy, we win, or lose, as a team and I

am fortunate to have presided over a great many notable milestones, none of which would have been possible were it not for a talented group of largely unsung individuals.

London's buses are the city's lifeline and without them, the capital is considerably less attractive and efficient. Although I have made it my business down the years to engage with as many colleagues as possible, there are some I have inevitably never met. Irrespective of position or location, whether I know you or not, please accept my personal thanks for your contribution. Collectively, we have made Go-Ahead London a 'go to' public transport provider, in the process raising the bar across many areas.

In passing the baton to David Cutts, whose promotion is deserved, I know that the organisation is in safe hands and well placed to grow. David will be ably supported by the established director team of Richard Harrington and John Slattery, plus a new Operations Director in due course.

Although no longer Managing Director, I have agreed to remain on the Go-Ahead Group's Executive Committee, which oversees important strategic decisions across the entire company. As a result, the Regulated Bus Division, currently comprising London, Ireland, Singapore and Sweden, will continue to report to me, so this is not a final good-bye.

2022 has been a year of profound challenge and change, both personally and professionally. Consider for a moment the many seismic events that have shaped the last 12 months. The list includes new owners, the threat of large service reductions, Her Majesty The Queen's state funeral, a serious cyberattack, ongoing fleet decarbonisation and remaining vigilant to covid. All of this while operating a quarter of London's world-famous red buses 24/7. Our response to the unplanned and/or difficult is one of the many things that sets us apart and I commend each of you for making that the case.

As 2022 closes, 2023 has much for the Go-Ahead London family to be excited about. A significant number of e-buses will enter service from multiple garages (Camberwell, Croydon, Merton, Orpington, Putney, River Road and Sutton) over the next 12 months, in the process demonstrating our ability to retain work and grow the business, while innovatively delivering Zero-Emission

public services. TfL's intention to develop bus provision in the suburbs also presents opportunities and it is heartening to start the New Year with the spectre of large route reductions largely behind us.

Steve Jobs, one of Apple's co-founders, once said: "Great things in business are never done by one person, they are done by a team of people." In my opinion, the late Mr Jobs was right and his wise words bring alive what we do. Running buses successfully is rewarding. We deliver equitable mobility without prejudice and our capital would be much poorer without a world class bus system. In my 47-years, and counting, the industry has experienced many good times and some occasional low points. Although technology evolves, many of the processes I learned as a fresh faced 16-year-old remain in place today, despite tendering, privatisation and the widespread use of computers. I equally believe today's service is as good as it has ever been and that is because of a relentless focus on the issues that matter to users, which was harder to achieve earlier in my career.

I have had the good fortune to work with a great many genuinely dedicated people at Go-Ahead London and the company is fortunate to have them at their disposal. It has been my immense privilege to be Managing Director and although I will soon hand that title to David, I look forward to a new, and therefore different, role.

Wherever you are, and whatever you are doing, I wish you a very Happy Christmas and best wishes for 2023. As always, thank you for making a real difference and I hope you enjoy reading this latest edition of Bus Talk.

Breast Cancer Wear it pink



Go-Ahead London colleagues came together on 21 October, for 'Wear it Pink'.

The purpose of the day is to increase awareness of Breast Cancer and raise money for life-changing research and support for those with the condition. It was good to see so many colleagues, across departments and garages, wearing pink-coloured items of clothing. Donations from colleagues were collected. We raised a total of over £300 for Breast Cancer Now, supporting their vital work all over the UK.



COLLEAGUES FROM ACROSS THE BUSINESS WEARING PINK



AL: Merton Garage HO: Head Office NX: New Cross Garage C: Croydon Garage

ANOTHER NOTCH ON THE BELT

Congratulations to Merton Garage colleague Stephen Appiah who won the second-highest placed Go-Ahead driver award at the Bus Driver of the Year competition held in Blackpool in early October. Stephen, who has an excellent track record of success at this event, was especially pleased to have received an award after the competition's absence over the last three years.

The competition saw Stephen, and four other Go-Ahead London colleagues, being tested on their driving skills and experience over the weekend alongside competitors from a wide range of UK bus operators.



“It was fantastic to once again be able to come together for Bus Driver of the Year. I really enjoyed the competition and the challenge and am especially pleased to have continued my long track record of success.

STEPHEN APPIAH

STEPHEN APPIAH
DRIVER/MENTOR



Thank you Didi!

A huge thank you to bus and train enthusiast Didi Wogu who kindly drew a Go-Ahead London Wrightbus Streetdeck. Submitted in appreciation for all the hard work bus drivers and fellow staff put in during the COVID-19 pandemic.

Meet
Go-Ahead London's
Newest Graduate
Thomas Beardsley



We sat down with Thomas Beardsley, who recently joined our Bus Graduate Management Scheme back in September, to see how he is settling in.

Hailing from Derby, Thomas had heard many good things about Go-Ahead London before applying to the scheme. Coming from a family of a transportation: his dad works as a consultant for airlines and his grandfather also worked in the train industry for many years.

What are you most looking forward to as part of the graduate scheme?

I've just passed my PCV test, so I'm now qualified to drive a bus, which I am really looking forward to. I'm also looking forward to seeing more of the managerial aspect of the business and gaining an insight into the finance department.

Congratulations on obtaining your Passenger Carrying Vehicle licence, how did you find it?

I found it quite challenging; I initially picked the wrong city to learn how to drive a bus, coming from Derby, where there aren't that many cars on the road. I, nonetheless, relished in the experience and I look forward to growing my confidence more with driving around London.

What are your interests outside of work?

I enjoy playing football; I hold a season ticket to my home team, Derby County, whom I avidly support. I also enjoy taking part in marathons and playing golf.

Tell us an interesting fact about yourself?

I have flown a light aircraft, when I was 14.

What's one thing you think that the company could do to be more inclusive?

As a new graduate myself, I think it would be good to have more workshop related meetups for other graduates to bounce off and learn about other similar experiences.

In loving memory
CHRIS MAHER
1961 - 2022

Remembering Chris Maher, who was a driver at Waterloo Garage for 25 years and a bus driver for 33 years. Chris' passion for buses first developed at a young age, when he used to visit bus garages, and dreamt of one day being behind the wheel of a red London bus.

Having joined Waterloo Garage, when it first opened, Chris saw the many transformations - the biggest being diesel buses going electric.

Waterloo Garage have undertaken a raffle in memory of Chris, with the proceeds going to Macmillan Cancer Support.

The draw took place on Friday 23 December by the General Manager and Union Representative. Thank you to all who participated.



I had the pleasure in meeting Chris 7 years ago when I joined Go-Ahead, Chris was always a bit quiet at first but once you got to know him you soon would realise what a kind man he was. I was very lucky in not only being his work colleague but also considered him as a friend. He was a great man who helped with everything he could and made everyone at Waterloo feel welcome. Waterloo will never be the same without him. RIP Chris.

STEVEN MENDONCA
SENIOR GARAGE ADMINISTRATOR

I've worked with Chris for many years at Waterloo and over that time he became a friend, he never had a bad word to say about anyone. Nothing Chris was asked was too much trouble and he would bend over backwards to help, both in work and out in his own time. He will be greatly missed at Waterloo. RIP mate.

GARY SMITH
TRADE UNION REP

Chris enjoyed driving and was always helpful around the garage. He was a kind and selfless person. Waterloo will not be the same without Chris.

HEMA RUSSELL
CURRENT OPERATING MANAGER

I worked with Chris for just over a year and can only describe him as someone who truly represented the garage he worked for. Along with others he was one of the iconic Waterloo drivers and was considered a legend in the garage to anybody who had the pleasure of meeting him.

BRAD CAMPBELL
OPERATING MANAGER (2017 - 2018)



From Botswana to London



We are pleased to introduce you to Nyasha Dennis Chigweshe (prefers to be called Dennis). Dennis is our first engineer to join Go-Ahead London through the new Skilled Worker visa scheme. This means that Go-Ahead London can act as a sponsor allowing Skilled Workers to stay in the UK and work with us. This is an exciting development, ensuring that we have roles filled with experienced colleagues.



Hello Dennis, how are you finding it all so far?

Good, thank you, I have joined very recently and am getting to know it now. I found out about this scheme through a friend, who also will be joining.

How did you find the process to join us?

I did not find the scheme difficult. My journey to reach here was more of a challenge though. I missed the plane in Botswana as they kept changing the schedules. In the end, I travelled by car to South Africa which took four and a half hours. I then caught the plane from there. It was all good in the end.



DENNIS CHIGWESHE
ENGINEER

Where are you now based?

I am working at Merton Garage and live nearby. My sister is also joining me.

How is your previous work history relevant to engineering on buses?

I undertook my engineering training in Zimbabwe. I also gained experience in Botswana. I worked on buses, coaches, and had good experiences with this. London buses are a bit different as there is more technology involved, but the fundamentals are the same. I am keen to learn and receive further training.

Thank you, Dennis, and all the best in your new role.

TfL Commissioner visits Stockwell Garage



Back in October, we were pleased to welcome London's Transport Commissioner, Andy Byford, to the Grade II listed Stockwell Garage for a behind the scenes tour.

Hosted by our Managing Director, John Trayner, and members of the local team, Andy saw for himself what goes into smoothly running some of the capital's busiest and most used services.

Among other things, Andy observed the service

control room during the busy morning peak, and he received a detailed briefing on the rigorous vehicle maintenance regime.

The Commissioner also engaged with a significant number of colleagues, which was appreciated by those he met.

John Trayner said: "It was a pleasure to host the TfL Commissioner and I thank him for taking the time from his busy schedule to talk with the cleaners, controllers, drivers and engineers, whose dedication keeps London moving. Andy's attendance was a great, and surprising, boost for the garage."

The visit was the latest in a number of events that have taken place during 2022 to celebrate this iconic building's 70th birthday.

They include an open day in June that raised over £5,500 for two local good causes.



TfL Commissioner Andy Byford with Managing Director John Trayner during his tour of Grade II listed building

Passenger Commendations

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

AL

TIAGOANDRE SILVA

"I used the 152 to travel and was so happy with the driver. He was really helpful especially with my daughter. I saw that he was very helpful and friendly with other passengers as well so felt the need to let you know how good your driver is."

Q

JOAOVITOR DE OLIVERIA

"Driver was extremely welcoming, smiley and welcomed every passenger on the bus. Lovely to see some happy TfL staff it really brightened my day. This driver needs some recognition!"

A

ADAM KANE

"I wanted to say THANK YOU so much, for rescuing my mobile after it fell out of my pocket when I was cycling to work. What you did went above and beyond and was more important than you could ever know."

SI

ENAMUL ISLAM

"The bus driver was very professional. As the bus was very busy, he made an announcement for all the customers to move up and make space, in a very polite and calm manner. All the customers followed his instructions. He made the journey feel very safe and pleasant."

MONIQUE HAYNES

"The journey was very smooth. Her driving skills are excellent."

PM

RR

MARK CHAMBERS

"Very helpful and happy driver. Gave me all the information I needed for my journey."

SW

ANDREW DIAS DA SILVA

"Not all heroes wear capes but the young man driving the 118 surely is. I was sitting in the front row of the bus when a member of the public was on the phone while driving decided made a sudden U turn in the road, cutting in front of the bus in the process. The driver reacted quickly, and smoothly to avoid a most certain collision. Well done to this driver!"

BX

HASSAN MUSLU

"This is the best bus driver I've come across I find myself waiting if I can for his bus because I know it will be a safe journey for me. I cannot speak highly enough of him, and I've seen it for myself how happy other passengers are when they see him always smiling and thanking him."

NX

DIZY LAGO

"Amazing service really made my day. I was very late and running for the bus and it drove off, but he saw me and stopped for me. Really, really appreciate it."

MG

DAVE WIGGAN

"A huge thank you to the kind and thoughtful bus driver who picked me up this morning. Thank you so much for your kindness and thoughtfulness. It made a difference to my day."

DS

BADRUL HUSSAIN

"I just wanted to compliment today's driver, after he was racially abused by a female passenger. He was calm and polite to her yet received a torrent of abuse. He checked that I was okay - which I was - and I asked him the same. No one should have to tolerate this behaviour but hats off to the driver for remaining calm and concerned for his passengers."

NP

ABDIRAHMAN WAISE

"Great service."

MB

HENRY UKAHUKWU

"Lovely driver I had today, he waited for me to sit down as my leg is badly hurt and he was so polite and respectful, asked me how I was doing."

PL

WAYNE CESPEDES

"A big thank you to the bus driver who waited for me to get to the bus stop. I had a long day yesterday and his kindness was really appreciated. Top guy."

AF

MALCOLM MINNETTE

"Driver very helpful and friendly, we had two diversions and he announced all the stop names we wouldn't be serving as well as helping a few tourists and other passengers out on which routes and bus stops they should go to. Top marks all around."

Thank you!

DS

HENLEY ROAD

Q

CAMBERWELL

MG

MORDEN WHARF

MB

ORPINGTON

A

SUTTON

RA

WATERLOO

BX

BEXLEY HEATH

PM

PECKHAM

C

CROYDON

SW

STOCKWELL

PL

WATERSIDE WAY

RR

RIVER ROAD

NX

NEW CROSS

SI

SILVERTOWN

AF

PUTNEY

AL

MERTON

NP

NORTHUMBERLAND PARK

Zero emission *Going green*

Go-Ahead's Zero Emission Centre of Excellence has been officially launched, during a visit to Bexleyheath Garage. The centre will be based in London, and its purpose is to strengthen our capabilities in this area and spread best practice around the Group.

Richard Harrington, Engineering Director at Go-Ahead London, and head of the group's Zero Emission Centre of Excellence said: "Go-Ahead is already the UK's largest operator of electric buses and we're determined to deliver a zero-emission fleet by 2035.

Polling findings in detail include:

- 26% of the public think bus travel is a 'green' form of transport. This compares to 3% for flying, 4% for taxis, 9% for car travel, 26% for rail travel, 73% cycling and 83% for walking.
- If a bus was 'zero emission' and powered through an electric battery or hydrogen fuel cell, would you consider it to be green? 81% agree, 6% disagree.

• 55% of respondents would be more likely to travel by bus if they knew it was a zero-emission bus. For those aged under 35, the figure was 66%

“ We are proud to be tackling the issues of climate change and working as a team to build on our experience and find solutions that help our Group colleagues. ”

RICHARD HARRINGTON
ENGINEERING DIRECTOR



GROUP CEO CHRISTIAN SCHREYER PICTURED WITH THE ZERO EMISSION TEAM



DEPUTY MAYOR OF TRANSPORT, SEB DANCE PICTURED WITH DIRECTORS AND THE BEXLEYHEATH GARAGE TEAM

Leading the **CHARGE** PANTOGRAPH CHARGING TECHNOLOGY



On 26 October we were delighted to host Seb Dance, Deputy Mayor for Transport, at Bexleyheath Garage, where we showcased our innovative 'opportunity charge' electric buses.

Zero Emission (ZE) pioneers for over a decade, we worked with our supply chain partners to conveniently, and easily, add

extra range for the fleet of 18 e-buses that run on the busy Route 132 between Bexleyheath and North Greenwich by locating a pantograph charging unit on the forecourt of our premises. Adding additional range is cost-effective as it enables us to run a full service with slightly fewer buses than would otherwise be the case were we to just charge them overnight.

We believe in continuous improvement and evaluating a range of technologies to deliver practical decarbonisation solutions. As the UK's most experienced ZE bus company, with around 300 ZE vehicles in service and a similar number on order, look out for more industry leading initiatives from Go-Ahead London over the coming months.

Bringing home the GOLD

Earlier this year we were made finalists at the UK Bus Awards. Putney Garage were shortlisted for London Bus Garage of the year. Driver/mentor Koli Begum was shortlisted for The Luke Rees-Pulley Award for Top London Bus Driver.

The event took place on 15 November. Putney won their award out of 80 competing garages, repeating its previous successes of winning in 2007. Northumberland Park driver/mentor, Koli Begum was announced as Top London Bus Driver, out of 24,000 London competing bus drivers.

John Trayner congratulated both winners, and said, "Both Putney and Koli are worthy winners and I congratulate them on showcasing the best of Go-Ahead London. Their honours are richly deserved, and they illustrate our commitment to deliver world-class public transport for the areas we serve."



LEFT TO RIGHT: BBC PRESENTER JANE HILL, KOLI BEGUM, DIRECTOR OF BUS (TFL) LOUISE CHEESEMAM



LEFT TO RIGHT: JANE HILL, NICK ROUSE (ENGINEERING MANAGER), SAF PATEL (GENERAL MANAGER), LOUISE CHEESEMAM



Have you *heard?* the **SoundDoctor** is here

Take part in The Sound Doctor programme and help improve understanding of driver fatigue.

Take part in the programme and

Earn up to £125



Understanding fatigue



Improving alertness



Reducing risk

The Sound Doctor programme is a series of training modules on the subject of driver fatigue and or regular surveys on driver confidence, lifestyle and behaviour. The anonymous data from the surveys will provide TfL with information to better understand and more effectively address driver fatigue.

LAUNCH OF THE SOUND DOCTOR PROGRAMME

THE SOUND DOCTOR

Ah, ha, ha, ha, stayin' alert

In early October, the first stage of The Sound Doctor programme was launched at Waterloo and Peckham Garages. This educational part of the programme aims to address driver fatigue, improve driver alertness, and provide health and wellbeing support - through a series of online training modules and regular surveys.

The Sound Doctor initiative has been developed with some of the UK's leading experts on sleep and is supported by Transport for London (TfL), as part of the Vision Zero road safety campaign.

In this first part of The Sound Doctor programme, over the next six months, 80 driving colleagues from each garage will complete a series of training modules on the subject of driver fatigue and or regular surveys on driver confidence, lifestyle and behaviour. The anonymous data from the surveys will provide TfL with information to better understand and more effectively address driver fatigue.

At the launch event at Waterloo, Hema Russell, Operating Manager, said "Increasing awareness and understanding of driver fatigue, and how we can work together to better address it is a key business objective. The Sound Doctor programme

will support this effort and I look forward to seeing the results leading to policies and actions that further improve safety for driver colleagues and all road users."

The second stage of The Sound Doctor programme at Go-Ahead London will see a trial of an audio tool in the driver's cab, designed to increase driver alertness, installed in 100 buses at Northumberland Park Garage from November. Andrew Bury, Project Manager - Risk & Safety, said "This initiative, being launched as part of the Innovation Challenge, will provide driver colleagues with a ground-breaking programme of audio interventions that can be triggered to help keep them alert during their shift."

Ridin' Electric

On 19 October, Transport for London held an e-scooter trial awareness event for bus operator colleagues. The trial, across ten London boroughs, involves up to 4,500 e-scooters being available to hire from three companies and is part of a UK-wide scheme.

The event, held at West Ham Garage, provided an opportunity for representatives from Go-Ahead London and other bus operators to understand more about the e-scooter trial, give their feedback to the companies running the trial, and have a ride on the e-scooters.

The event highlighted how e-scooters are another category of vulnerable road user and, as professional drivers, we have an obligation to look out for them on the capital's roads. Especially when turning and manoeuvring, as e-scooters may not be visible due to mirror blind spots.

Representatives from the three companies explained that their e-scooters have a number of safety protocols in place - such as speed limits, registration plates, insurance, and geo-fencing (that restricts where the e-scooters can go). All users of the private-hire scooters must be over

18, have at least a provisional driving licence and complete a safety guidance module. The e-scooter trial differs from privately-owned scooters which are illegal to use on public land and roads (although they are a presence).

Raj Viswanathan, Croydon Garage mentor, who attended the event said "It was very interesting to learn more about the e-scooter trial and give my feedback to the company representatives on behalf of Go-Ahead London colleagues. It is vital that we all look out for vulnerable road users, such as cyclists, pedestrians, and e-scooter users."



RAJ VISWANATHAN (CROYDON MENTOR)
PICTURED WITH A PRIVATE-HIRE E-SCOOTER

CHRISTMAS JUMPER DAY

in support of 'Save the children'

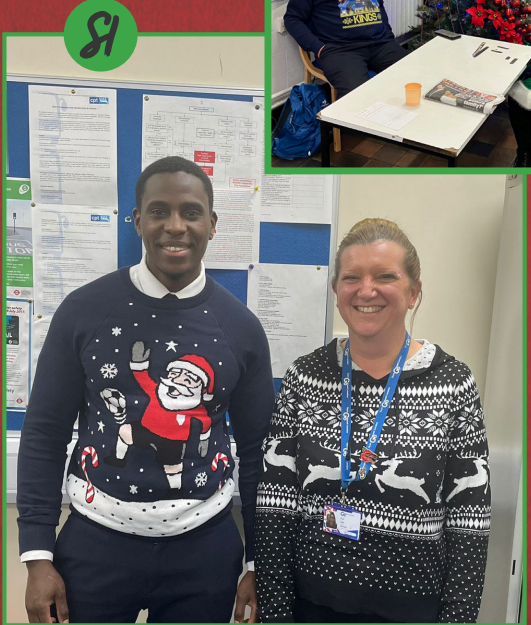
Well done and thank you to everyone who took part in Christmas Jumper Day 2022.

Your participation not only brightened the day on 8 December, but also raised vital funds for Save the Children. Your support means that more children are kept safe and healthy in the UK and across the world.

We received so many wonderful photos as part of the competition.

Well done to all those who took part, and congratulations to the winners who will soon be receiving their prizes.

- The winners are:**
- 1st prize** - Bexleyheath
 - 1st prize Individual** - Croydon
 - 2nd prize** - Sutton iBus Control Team
 - 3rd prize** - Waterside Way



ANNUAL STAY SAFE COMPETITION 2022

After a two-year hiatus, our annual 'Stay Safe' Risk and Safety Competition Awards returned and took place on Wednesday 23 November at The Vincent Rooms in Central London.

This year's theme focused on practical solutions to reduce our carbon footprint and entries were of a very high standard, making it a very difficult decision across the board.

and the winners of this year's Risk and Safety competition are...

New Cross Garage *Reducing the use of paper*



NEW CROSS GARAGE COLLEAGUES ACCEPTING THE AWARD FOR FIRST PLACE, FROM ENGINEERING DIRECTOR RICHARD HARRINGTON

First Place



In second place was the Driver and Engineering Training School, with the initiative of car share for colleagues.

In third place was Waterside Way Garage, with the initiative of recycling and reusing of waste and materials.

In addition to our winners, Northumberland Park additionally picked up the Innovation award for "Reducing idle time on EVs", sponsored by the Personnel Health & Safety Consultants Ltd.

Other initiatives included the use of solar floodlights, holograms, car sharing and creating wall gardens. As per every year, the best ideas put forward will be implemented over the coming months.

Second Place

Training School *Car share for colleagues*



DRIVER AND ENGINEERING TRAINING SCHOOL COLLEAGUES ACCEPTING THE AWARD FOR SECOND PLACE, FROM ENGINEERING DIRECTOR RICHARD HARRINGTON

Third Place

Waterside Way Garage *Recycling and reusing of waste materials*



WATERSIDE WAY GARAGE COLLEAGUES ACCEPTING THE AWARD FOR THIRD PLACE, FROM ENGINEERING DIRECTOR RICHARD HARRINGTON

Innovation Award

Northumberland Park Garage *Reducing idle time on EVs*



NORTHUMBERLAND PARK GARAGE COLLEAGUES ACCEPTING THE INNOVATION AWARD FROM NICOLA COOTE, DIRECTOR OF PHSC

NEW ROUTES

ROUTE 533

ROUTE 470



FORWARD
LOOKING



Route 533

Route 533 became the latest to join Go-Ahead London, commencing operation on 15 October. The service, which follows the River Thames from Hammersmith to Barnes via Mortlake, supports passengers in southwest London during the Hammersmith Bridge closure.

Operated from Putney Garage, using Enviro-200 vehicles, the service was warmly welcomed by colleagues at the garage. Nigel Charlette (right), who drove the first 533 service

from Putney, said “I’m excited and honoured to drive the first Route 533 bus out of the garage. It is a pleasure to serve the community on this route.”

Saf Patel, General Manager, commended the efforts of colleagues saying, “Well done the Putney team for the successful launch of Route 533. Given the limited timescales we had, it was a great example of effective teamwork across departments.”



DRIVER **NIGEL CHARLETTE**,
PICTURED WITH A ROUTE 533 BUS

“**I’m excited and honoured to drive the first Route 533 bus out of the garage. It is a pleasure to serve the community on this route.**

NIGEL CHARLETTE
DRIVER





ADAPTABLE

Route 470

Congratulations to the team at Merton Garage for successfully launching the Route 470 on Saturday 3 December. The service operates from Colliers Wood Station to Epsom High Street, Monday to Sundays. The route is operating with single door SE buses.

TUPE driver, Jayakumar Kanagasabathy, who came over with the route, said, “I am very happy to be joining

Go-Ahead London, and I am looking forward to driving all your routes here.”

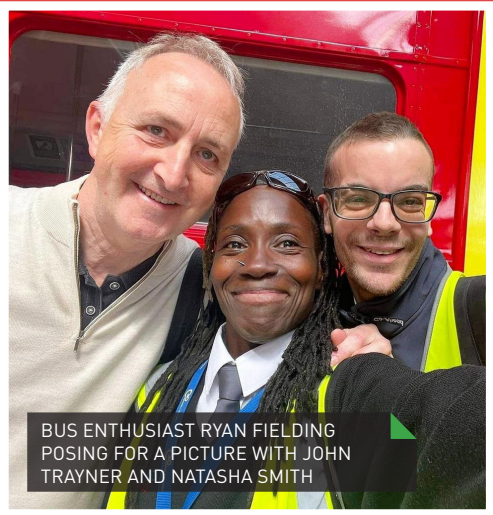
Carl Trainor, Operating Manager at Merton Garage, expressed his delight at the latest route launch, and said, “I am very pleased with the how the introduction of the Route 470 went. It was a smooth transition with all departments playing a crucial role in making it happen.”

“**I am very happy to be joining Go-Ahead London, and I am looking forward to driving all your routes here.**

JAYAKUMAR KANAGASABATHY
DRIVER



CREDIT TO **@RYANFIELDING164** ON TWITTER FOR
SUBMITTING THIS LOVELY PICTURE OF A ROUTE 470



BUS ENTHUSIAST **RYAN FIELDING**
POSING FOR A PICTURE WITH **JOHN TRAYNER** AND **NATASHA SMITH**

MISSION CHRISTMAS

Cash for kids

Earlier this month, colleagues at New Cross Garage came together to help raise awareness and help disadvantaged children for Save the Children UK.

They raised an impressive £305 in donations and a very generous donation of toys, which will go on to make a difference to the lives of disadvantaged children in the local community.

Accident Prevention Assistant, Mary Trantham, who was one of the organisers of the event, said, "I am very proud of how the event went - it was a great success, and thank you to everyone who donated, too. It was so nice to see people come together for a good cause."

"I am very proud of how the event went - it was a great success, and thank you to everyone who donated."

MARY TRANTHAM
ACCIDENT PREVENTION ASSISTANT

COLLEAGUES AT NEW CROSS GARAGE GET TOGETHER TO RAISE AWARENESS



LONDON MARATHON

Richard Harper's hard work pays off

Richard Harper, iBus Controller, took part in the London Marathon, on 2 October. To prepare himself for the 26-mile run, Richard trained by taking part in half marathon races and running around 70 miles every week.

Richard chose to focus on supporting a small charity, Guy's & St. Thomas' Hospital Kidney Patients' Association. He raised an astounding £1,526.40 in funds for them.

Speaking to Richard on how he felt taking part, he said, "It was truly amazing and very humbling, the way people I didn't know were cheering for me and helping me get through the race. From start to finish, the support from London's public was out of this world. It was an experience I will never forget." Richard completed the Marathon in just over 5 hours. Well done Richard.

"It was truly amazing and very humbling... It was an experience I will never forget."

RICHARD HARPER
IBUS CONTROLLER

£1,526.40
Raised for Guy's & St. Thomas' Hospital



RICHARD HARPER
IBUS CONTROLLER

Read about Lisa Robertson's London marathon story on the next page

LONDON MARATHON

In loving memory of Geoff Robertson

In memory of former engineering colleague Geoff Robertson, who sadly passed away from myeloma cancer in 2017, his daughter Lisa ran the London Marathon in early October.

Lisa successfully completed the 26-mile challenge in just over 5 hours. She raised an incredible **£2,616** for the Anthony Nolan charity, that works to save the lives of those with blood cancer.

Lisa was very grateful to Go-Ahead London colleagues who contributed to her fundraising effort saying, "I want to say a huge thanks to all at Go-Ahead London who donated. It really meant a lot and was very much appreciated." Well done Lisa.

“ I want to say a huge thanks to all at Go-Ahead London who donated. ”
LISA ROBERTSON

£2,616
Raised for the Anthony Nolan charity



Refer a friend



GENERAL MANAGER, DEREK BARKER PRESENTING REFER A FRIEND CHEQUE TO DRIVER, RICARDO MCDONALD



Thank you to everyone who is continuing to refer someone to work for us. Your efforts do not go unnoticed, and most importantly, colleagues across the business are receiving their monetary incentives.

If you would like to earn some extra money, then make sure to take part in the scheme. If you have any questions, please email communications@goaheadlondon.com or speak to your local management team.

Lest we forget

POPPY APPEAL

We are pleased to announce that our special edition Poppy Day pin badges have all been sold. This year, there were two designs of buses, old and new.

Created to honour those who have served in the Armed Forces, we donated over £3,000 to the Royal British Legion.

Thank you to all colleagues who generously donated.



WE RAISED OVER
£3,000

Merry Christmas

from the Communications and Customer Services team.

We wish you all the best for this festive time and celebrating the start of 2023



There is a lot to look forward to in the Spring Edition of BusTalk, including photos from the Long Service Awards, Chinese New Year celebrations and tales of local heroes.

Please do keep sending us your experiences and photos to **BusTalk@goaheadlondon.com**
It is wonderful to share all of your great stories

