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COVID-19

STAY SAFE

THIS WINTER

Given the new Coronavirus variant, it is vital that we all continue to play our part in keeping ourselves and our colleagues safe:

- **Wear a face covering** where required, such as in Output areas and offices, unless exempt
- **Wipe down the cab** every time you take over your bus
- **Keep a distance** from colleagues, especially when indoors and taking over your bus

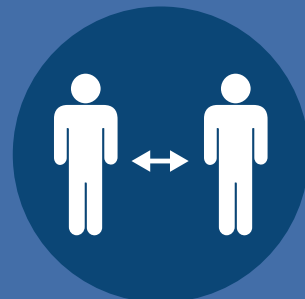
ALWAYS REMEMBER



HANDS



FACE



SPACE

Message from John Trayner

MANAGING DIRECTOR

This year's Christmas and New Year message rightly starts by acknowledging the ongoing impact of coronavirus. As the families and friends of 15 Go-Ahead London colleagues, sadly lost to the pandemic, prepare for a festive period without their loved ones I know they will be in our thoughts.

One of the ways in which we pay tribute to those impacted by the virus is to remain vigilant to an evolving threat and rigorously maintain the now established safety measures in place across our premises and vehicles. Before moving onto other matters, I must thank every one of you for continuing to serve our communities. I know these remain difficult times – your contribution is real and it is appreciated.

Despite the very real challenges, the company has, once again, maintained its position as London's largest, and most innovative, bus company. In doing so, we have delivered a host of improvements during the last 12 months, including:

- The partial opening of Henley Road, Silvertown, which, when building work is complete, will be the capital's first purpose built, all-electric bus garage.
- The introduction of electric buses on Routes 69 and 200, with more to follow over the coming months, including London's first pantograph charged e-buses on Bexleyheath-based Route 132. Developments such as these cement our position as the UK's premier Zero-Emission (ZE) bus company, which is an achievement we should be proud of.
- An overall successful tender round, with a lot of new work to come (such as Routes 264 and W15) and some notable retentions (Routes 119 and 200).
- Record numbers of new driver and engineering apprentices.
- The companywide roll out of an Employee Assistance Programme.
- Imaginative diversity training in co-operation with Unite and Show Racism the Red Card.
- A refurbished Academy building at Camberwell.

Unsurprisingly, 2021 proved to be a year of change. The company was inevitably impacted by the devastating effect of coronavirus on Transport for London's (TfL) finances, which resulted in substantial bus service reductions that compelled us to relocate routes in order to keep certain garages viable. It is also apparent that the wider industry, mostly, but not exclusively, outside of London, is struggling to attract and retain drivers, which is worrying.

2021 has also seen some major developments in the Go-Ahead family and wider transport sector. We will soon bid a fond farewell to David Brown, our long-serving Chief Executive and welcome his replacement, Christian Schreyer. David was an unwavering supporter during a tremendous period of expansion and I look forward to developing an equally good rapport with Christian, who has already taken the time from his busy schedule to visit Merton Head Office and some garages.

continued

Away from Go-Ahead, National Express has recently acquired Stagecoach, while RATP and Tower Transit have joined forces in the capital. These moves will undoubtedly make an already competitive market tougher still, as the loss of Routes 63 and 180 a few months ago demonstrated, so it is important we maintain the service excellence that delivered consistently high rankings throughout 2021 in TfL's league table data.

As the achievements summary I referenced earlier highlights, there is still much to celebrate. Fleet decarbonisation has commenced in earnest and it is scheduled for completion by 2034. We were early adopters and our ground-breaking expertise is apparent at multiple locations, with more to come. It is also pleasing to see patronage recover to reasonably healthy levels but there is clearly more to do and the latest strain of the virus has the potential to impact user confidence, so we must remain vigilant.

2021 was also the year in which individual excellence was recognised when Caroline Welch, our Apprenticeship Manager, scooped a prestigious Everywoman in Transport award. Caroline's success is richly deserved, not least because her team has transformed how we develop new colleagues and created a gold standard in the process.

Elsewhere, it is always a pleasure to recognise loyalty, which is why last month's long service event was a well-deserved recognition of over 4,000-years dedicated duty to London. I was honoured to host the event and it was heart-warming to spend time with so many fantastic colleagues. As I said on the evening, a sincere thank you and well done to all those involved, including the families and friends of those who work for us, as they too make very real sacrifices.

Although Christmas and the New Year are likely to be quieter for some, it will be business as usual for us.

For many this means working a range of hours as we provide an essential service for key workers, shoppers and others. For some, it means a break from duty to be with loved ones.

As 2022 approaches I, for one, remain cautiously optimistic. I do so for many reasons, but especially the fact that science continues to meet the challenge, supported by a dedicated National Health Service. My recent garage visits also confirm that all within Go-Ahead London continue to look out for each other and that is highly commendable.

Whatever you are doing this Christmas and New Year, please stay safe. Thank you for making a real difference to real people in 2021 and here is to a much happier 2022.



JOHN TRAYNER
MANAGING DIRECTOR



[Click here to watch](#)
John Trayner's Christmas message!

A warm embrace

**Go-Ahead London welcomes
Go-Ahead Group CEO
Christian Schreyer**



CHRISTIAN SCHREYER
GROUP CHIEF EXECUTIVE

Christian Schreyer, Go-Ahead Group's recently appointed Chief Executive, took time from his busy schedule last month to visit Head Office, Merton Garage and Stockwell Garage.

Christian met a number of colleagues, including controllers, drivers, engineers and he heard their first-hand experiences of working during the pandemic.

Go-Ahead Group welcomed Christian Schreyer as the new CEO, following the retirement

of former Go-Ahead London colleague David Brown. Go-Ahead London had the pleasure of hosting Christian and introducing him to our London operations.

In his group-wide introductory message, Christian said:

"The Go-Ahead Group is a great business. We work alongside 27,000 people dedicated to delivering outstanding bus and rail services across three continents. We're a company with a proud heritage in public transport, an inclusive ethos, a belief in investing in people and a genuine commitment to sustainability. I know that it's been a difficult period for the company.



FROM LEFT TO RIGHT: JOHN SLATTERY, JOHN TRAYNER, CHRISTIAN SCHREYER, DAVID CUTTS AND RICHARD HARRINGTON

The Covid-19 pandemic has posed challenges that we never could have imagined. However, Go-Ahead has stepped up with a can-do spirit and our people have pulled out all the stops to keep our customers and colleagues safe.

My commitment to you, though, is that we will come out of these difficult times stronger than before. Go-Ahead is a resilient business and I see many promising opportunities ahead – as we adapt to a changing landscape for transport following the pandemic. Looking ahead, Go-Ahead has an exciting future. I will be counting on all of you for your support as we embark on a new journey together."





FROM LEFT TO RIGHT: KASTRIOT GASHI (GENERAL MANAGER), GETANEH TESFAYE (TRADE UNION REPRESENTATIVE), JAMES MITCHELL (TRADE UNION REPRESENTATIVE), JOHN TRAYNER (MD)

Go Ahead London
**RESPECTING
EACH OTHER**

SHOW RACISM THE RED CARD

Diversity training at Putney Garage

Earlier this year colleagues at Putney Garage led the way in championing diversity by organising a series of Go Diverse training workshops, in collaboration with the charity 'Show Racism the Red Card'.

Over 350 colleagues participated in the training sessions, which highlighted the importance of understanding and respecting different cultures, beliefs and lifestyles. The training generated dynamic conversations amongst colleagues at all

levels with discussions around the content of the course and its positive impact. Following the training, Putney colleagues created a Global Community Board, on display at the garage, to celebrate the wide diversity of the workforce.

The success of the training was recognised on 26th October, when John Trayner (Managing Director), visited Putney to present certificates to a selection of colleagues who had participated in the course to recognise their work.

The training involved close collaboration between management and Unite trade union colleagues.

Kastriot Gashi (General Manager) said "We are a diverse workforce and I think having the opportunity to learn and talk about this topic is great. The local team worked hard to pull this together and I want to thank everyone who attended."

Reflecting on the success of the training, Getaneh Tesfaye (Unite Trade Union Representative) said "Colleagues really embraced the training. We must all work together to continue the conversation about promoting respect, tolerance, inclusion and diversity."

CHRISTMAS JUMPER DAY

Christmas Jumper Day 2021 at Go-Ahead London

Go-Ahead London

**BUILDING
RELATIONSHIPS**



SLAWOMIR SKOWYRSKI
RIVER ROAD GARAGE



PHILLIP IZARD
ORPINGTON IBUS

GNIEWKO KAZMIERSKI
ORPINGTON IBUS

The second Friday in December is when Save the Children hold their annual fundraising campaign, Christmas Jumper Day encouraging people to make the world 'better with a sweater' by supporting the charity by wearing a Christmas Jumper and making a small donation to the charity, which helps some of the poorest and most vulnerable children across the world.

On 10th December, the entire Go-Ahead London family rallied together for this great cause and donned their merriest jumpers. Colleagues from around the company wore their festive knits and made donations to support children in need across the globe, as well as spreading some Christmas cheer in difficult times.

A big well done and thank you for all who participated.



SAKTHIVEL KUMARAN
CROYDON GARAGE



HIGHLY COMMENDED!

MARCELA RAMIREZ-VERGARA
MORDEN WHARF GARAGE

CONGRATULATIONS TO MARCELA, WHO WAS HIGHLY COMMENDED BY JOHN TRAYNER FOR HER COMPETITION ENTRY

WINNER!

ZANIA HAZEL
PUTNEY GARAGE



CONGRATULATIONS TO ZANIA WHO WAS SELECTED BY JOHN TRAYNER AS THIS YEAR'S BEST ENTRY



NATASHA SMITH
APPRENTICESHIP TEAM

NATASHA LOOKING FESTIVE WITH HER SON EZRAH

If you would like to make a donation [click here!](#)



GARY DODDS
SUTTON IBUS

INDU SOMASUNDARAM
SUTTON IBUS

Annual Long Service Awards

Go Ahead London
WORKING AS ONE TEAM

The pandemic has become synonymous with delayed celebration, much to our dismay. However, on Friday 26th November, colleagues had the pleasure of making up for lost time at the Royal Lancaster London, where they gathered for the Annual Long Service Dinner. The event recognised colleagues with 25, 30, 35 and 40 years' service.

Master of Ceremonies John Trayner, Managing Director, paid tribute to the hard work and loyalty of our long serving colleagues. This year, we were delighted to welcome David Brown, outgoing Go-Ahead Group Chief Executive as guest of honour. He presented engraved Dartington

Crystal clocks and certificates to our 102 long serving colleagues.

The evening was organised by Valerie Clark, PA to the Directors, Debbie Saunders HR Assistant, Natoya Smith, HR Assistant and Nita Patel, Assistant HR Manager (who also celebrated 30 years' service).

All guests enjoyed a three-course meal and could stay the night at the hotel, which overlooks Hyde Park.

“Congratulations and well done to our long servers. The evening was a huge success and it was wonderful to celebrate after missing last year's event. Those who attended on the night represent close to 4,000 years' service, that is just incredible!”

Debbie Saunders





COLLEAGUES WITH 25 YEARS' OF SERVICE



COLLEAGUES WITH 30 YEARS' OF SERVICE WITH THEIR CERTIFICATES





Pin the TWEET

Many customers, colleagues and Go-Ahead London bus enthusiasts follow our Twitter page and use it as a platform to communicate their feedback about their experiences.

On it we receive a lot of positive tweets on topics as diverse as good customer service to retrieving lost property.



Are you following Go-Ahead London on Twitter?
[Find us here @Go_Ahead_London](#)

We're verified!



The Go-Ahead Group
@TheGoAheadGroup

.@TransaidOrg provides driver training to people across Africa, which has the worst rate of road traffic deaths in the world. In 2019 we also donated a @Go_Ahead_London bus to the Lusaka training centre - see pictures attached.

12:07 PM · Oct 27, 2021 · Twitter Web App

1 Retweet 19 Likes

Go-Ahead London
@Go_Ahead_London

Our very own Koli Begum has been featured on the @Apprenticeships awards website! Click the link below to read her story:
appawards.co.uk/aotf/view?id=1

11:58 AM · Nov 17, 2021 · Twitter Web App

Cheers to 43 years!

John Carroll retires after 43 years of service

After four years of working for an engineering firm as an apprentice, John started as a trainee bus driver at Chiswick on 13th November 1978 at the age of 21; where he trained on RT and RM type vehicles. He was then passed to Peckham Garage as a fully qualified bus driver on 2nd December 1978.

John's first route was the 63, however he went on to cover

various routes throughout his career including routes 12, 36, 36B, 37 and 363. Outside of the joys of driving the iconic red London bus, John loves spending time with his 12 grandchildren and visiting his family in Margate, where he is hoping to move to and enjoy his retirement.

Mark Cambridge (Operating Manager) said "It was great to work with John over the last 4 years and I wish him all the best for his well-earned retirement."



JOHN BEING PRESENTED WITH A CONGRATULATORY AWARD BY TREVOR JOHNSON (AREA GENERAL MANAGER)


Reece Plaster
@reeceplaster

@Go_Ahead_London, I know this is one of your drivers and he seems to be the only one during this fuel crisis actually taking time to help out with the endless traffic jams. He must be from either BX or MG. would love for him to get praise for this..... What a guy.

0:03 567 views Send message

2:24 PM · Sep 25, 2021 from Plumstead Police Station · Twitter for iPhone


WANTED
For exceptional customer service


**Are you the
mystery driver, or
do you know who is?**

**If so, please contact:
BUSTALK@GALBUSES.COM**



Passenger Commendations

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

AL

SCOTT HORNEY

"Was impressed today. Driver got off his bus to help a passenger go to the right bus stop as he was on the wrong bus and then 20 mins later driver got off the bus again to help an elderly woman on the bus with her shopping. It was nice to see what helpful staff you have."



SCOTT HORNEY
MERTON

Q

IAN WEBB

"He was very polite and helpful. He saw me running for the bus, waited, and smiled when I got on. Excellent customer service."

A

ANTHONY JONES

"How well, considerate, careful and positively he drove. He was polite and a real credit to your company. So I believe when someone is good, or very good at their job as in this case, they should be praised."

SI

TINA REYNOLDS

"One of the loveliest drivers out there. I was with both my daughters, one in a pushchair. She made sure I was parked first before moving off. She also made sure that elderly people were seated first and then drove at a steady speed. She made me feel comfortable and safe."



TINA REYNOLDS
SILVERTOWN

RR

ANTHONY FALODU

"He's a regular driver and is always so friendly with all the customers & gives such a smooth ride! He's a true professional."

NP

BARAN SECCIN

"Whoever was driving the 230 bus by Fyfield Road at about 1720 today was an absolute gentleman. So wonderful with my 18-month-old kid, showing him how the bus works. Big compliments and every credit."

SW

JEROME TAYLOR

"Such a polite gentleman, he lowered the bus to help me get on and off the bus. He also waited until my pram was parked safe and I was seated."

Thank you!

DS

HENLEY ROAD

Q

CAMBERWELL

MG

MORDEN WHARF

MB

ORPINGTON

A

SW

STOCKWELL

PL

WATERSIDEWAY

RR

RIVER ROAD

NX

NEW CROSS

NX**ERHAN AVCU**

"He was very supportive after my car accident which did not involve a bus. Your driver offered me water and invited me to wait on the bus until the police arrived. A lovely member of staff that genuinely cares for people."



ERHAN AVCU
CROYDON

PM**LATESHA POLSON**

"Would like to say what a very polite, smartly dressed in uniform, waited patiently for the elderly to be seated etc, very friendly & professional driver. I spoke to the driver & said thank you for a very pleasant journey & hope to get on her bus again. "

PL**ANDRAY YOUNG**

"I wanted to say how kind, courteous and helpful this driver was. He went above and beyond to help me, following a hospital appointment. Please let him know that his commitment to his passengers was noted. He is such a positive and considerate member of your staff."

C**STEVEN SHANKS**

"It was very kind that this gentleman slowed down his bus and waited for me when he saw me running towards the bus stop. I was a few hundred yards away and he honestly did not have to wait. For that, I would like to say a big thank you sir "

AF**NOUREDDINE ZAADANE**

"When I caught the 430 bus, the first thing I noticed that the bus driver lowered the bus for the elderly and infirm passengers. He actually waited for us to sit down before driving off. I wish this could be the standard for all bus drivers. What a great experience it was to finally be able to enjoy a bus ride. "

BX**KOLAWOLE AMODU**

"Very smooth driving very polite waited for passengers to be seated nice relaxing journey."



KOLAWOLE AMODU
BEXLEYHEATH

MG**ZILLION ADDY**

"The driver was kind professional and an excellent driver."

TEONIA MCDONNELL

"This driver was simply brilliant. Courteous and kind to all passengers and welcoming everyone with an encouraging smile. Her driving was impeccable, taking time to allow room and space for cyclists and driving smoothly the entire way. She is a credit to your workforce."

MB

SUTTON

RA

WATERLOO

BX

BEXLEYHEATH

PM

PECKHAM

C

CROYDON

SI

SILVERTOWN

AF

PUTNEY

AL

MERTON

NP

NORTHUMBERLAND PARK

CELEBRATING one year of iGO

Back in 2014, Go-Ahead London successfully launched the first portal enabling driver colleagues to make use of a wide range of applications at their fingertips. Following this success, in September 2020 the current portal was upgraded with the release of the innovative iGo mobile app and The Hub.

Since its launch, the iGo app has allowed colleagues to stay up to date with current garage, company and transport industry news. Currently the iGo app receives over 5,000 users per week.

The app has a range of applications to assist colleagues, with quick links to Onboard, payslips, report forms, emails and much more all in one place.

To celebrate the one-year anniversary of the launch, workshops took place across garages. Mentors were on hand to help colleagues make full use of the iGo app and to introduce new features and to gather any feedback.

A lot of positive feedback was received and we are looking forward to your continued feedback and support.

I do!

At 5:48am, on 17th November Nick Ringwood and his partner Amy welcomed a healthy baby girl who they named Amelia. Since the pandemic put a damper on Nick's more traditional romantic proposal plans, he popped the question in the delivery room, and she said yes! Congratulations from the entire Go-Ahead London family!



BABY AMELIA

NICK RINGWOOD
BUS DRIVER



NORTHUMBERLAND PARK GARAGE



RIVER ROAD GARAGE

In safe hands

Rachael Ayegba

Rachael Ayegba, apprentice driver at Camberwell Garage, was drawn to the bus industry and Go-Ahead London after a fourteen year career as a professional footballer.

Rachael, who played as a goalkeeper, had many successes during her career including winning the Finnish Naisten Liiga (Premier League equivalent) title with football club PK-35 Vantaa in 2013, making her the first African female goalkeeper to enjoy such a breakthrough abroad.

Rachael played at international level as well, representing Nigeria, participating in the 2007 Women's World Cup and the Olympic Games in Beijing the next year. Following her successful playing career, Rachael then moved into football coaching.

When Rachael moved to the UK in 2018, she quickly realised how important buses are to London and looked to the industry for her next

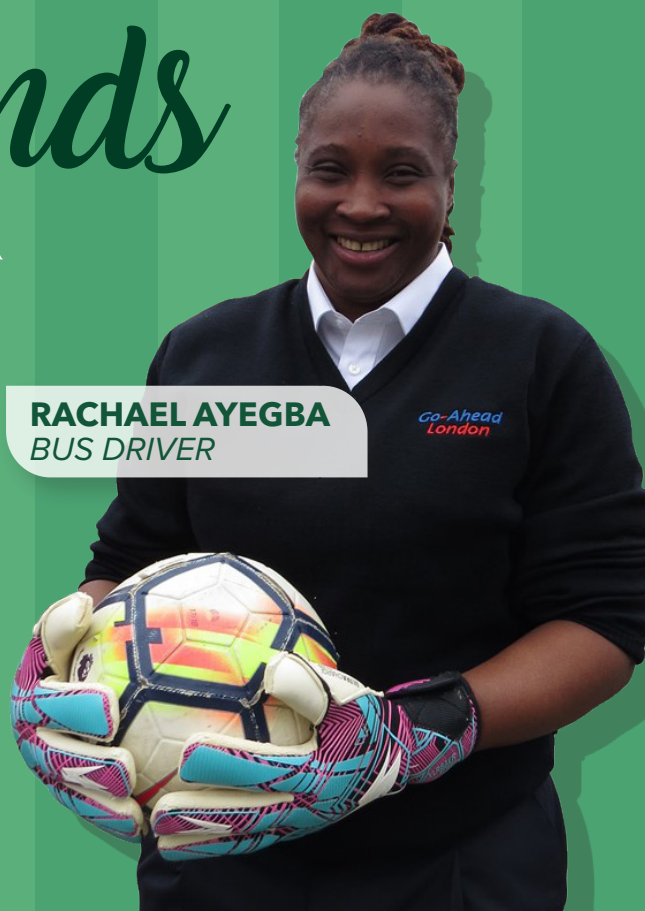
career move. Go-Ahead London's smart uniform really stood out for her.

Rachael, who drives the route 185, is really enjoying the role said "Everyone at Go-Ahead London has been really helpful and very welcoming. The apprenticeship team have been incredibly supportive from the first day."

Rachael's story also recently featured in the Evening Standard!

“
Everyone at Go-Ahead London has been really helpful and very welcoming.

”
RACHAEL AYEGBA
BUS DRIVER



RACHAEL AYEGBA
BUS DRIVER



RACHAEL PICTURED WITH TEAMMATES
AT FINNISH CLUB PK-35

Leading by egg-xample

At Go-Ahead London we train our drivers to stay calm in difficult circumstances, and Harry Manser (Waterloo Garage) was recently a shining example of this.

While driving route 153 towards Finsbury Park, a member of the public threw an egg into Harry's cab, making a considerable mess. Covered in raw egg, Harry called iBus to report the incident. He remained calm and professional and told the controller that he would continue to Finsbury Park, to avoid disruption. After finishing the route Harry refused an offer to end his shift early. Instead, he changed into spare clothes he had with him and finished his day.

Harry said, "It was an unfortunate event but I didn't want the passengers to be inconvenienced by having to wait for another bus late at night and in the cold. I am here to help the public, so I thought that if I could clean it

up myself, to keep the service going, then why not.

Harry went above and beyond to keep passengers out of the cold and darkness, and his calm and professional reaction to an otherwise frustrating situation was exemplary.



“ ———
It was an unfortunate event but I didn't want the passengers to be inconvenienced by having to wait for another bus late at night and in the cold.

”
HARRY MANSER
BUS DRIVER



Go Ahead London

BEING
CAN-DO

Four... and counting

They always say treat people how you would like to be treated and Apprentice Driver Remanae Daniel lives by this. Since starting at Orpington Garage in May 2021, Remanae has received an impressive four passenger commendations.

Remanae used to work in customer service, sales, and has managerial experience in the fast-food industry.

With ambitions to become an Instructor one day, she has been fully trained in Routes 208 and 320 in addition to her usual Route 358.



REMANAE DANIEL
APPRENTICE BUS DRIVER

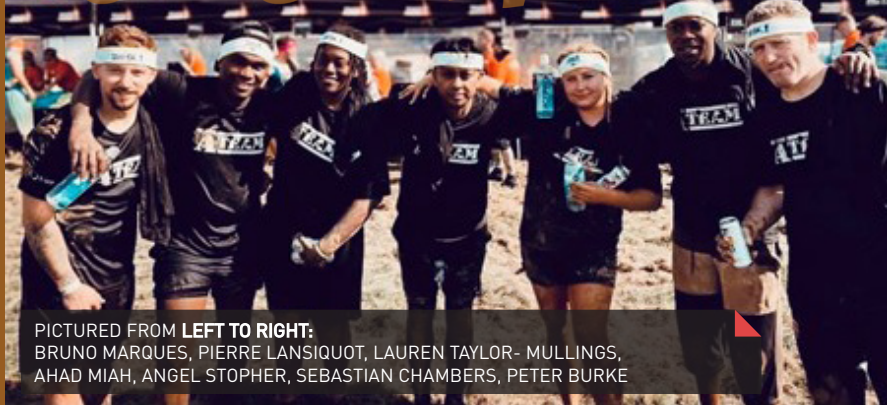
Alan Green, Remanae's Apprenticeship Assessor said: "Remanae is a star, and I am so proud of her customer service and communication standards. She keeps passengers informed and calm, when dealing with difficult conditions, apologising for any delays. Her quality as a professional bus driver is shining through and she has a bright future with Go-Ahead London."

Remanae's quality as a professional bus driver is shining through and she has a bright future with Go-Ahead London.

ALAN GREEN
APPRENTICESHIP ASSESSOR



TOUGH MUDDER



PICTURED FROM LEFT TO RIGHT:
BRUNO MARQUES, PIERRE LANSIQUOT, LAUREN TAYLOR- MULLINGS,
AHAD MIAH, ANGEL STOPHER, SEBASTIAN CHAMBERS, PETER BURKE

In September, a group of colleagues from the Apprenticeship Team came together to raise money for a worthy cause. They decided that raising money for cancer support was something that resonated with each of them, as they had all been affected by cancer in some form.

Their chosen charity was Shine Cancer Support which supports young adults who are suffering from cancer. Shine's vision is to help and support those diagnosed, in a way that suits their lifestyle and as part of a confident, supportive, and empowered community of young adults living with cancer.

The Go-Ahead London Apprentice 'A Team' decided to raise money by participating in an endurance event, called 'Tough Mudder' where the obstacles often

play on common human fears, such as fire, water, electricity and heights.

The team were blown away by the support and words of encouragement from friends and colleagues, their initial target goal was £700 but, in the end, the total amount raised was an incredible £841.

The event went as smoothly as something could when there is a mix of freezing water and electricity. But they all made it back in one piece, except for some grazes and being totally soaked in mud.

The team wanted to thank all of the big-hearted people who donated to such a worthy cause. Without your support 'A Team' may not have pulled through the course; each of them was spurred on by wonderful generosity and encouragement.

Go Ahead London

RESPECTING
EACH OTHER



Every Breath *charity walk*

In September, Bexleyheath Garage colleagues walked 30 miles from the garage to the Isle of Sheppey to raise money for lung health charity 'Every Breath'. Former colleague Mick Cribben also joined the walk.

The walk was organised in aid of colleagues at Bexleyheath who are currently living with lung conditions and the families of those colleagues who have sadly been lost to such conditions.

The incredible efforts of Bexleyheath Garage colleagues raised an impressive £1,000 for the charity.

MOVEMBER

choose your tache:

Colleagues at Stockwell Garage came together to participate in Movember to raise awareness about men's health.

Movember is an annual event involving the growing of moustaches during the month of November to raise awareness of issues such as prostate cancer and testicular cancer. The goal of Movember is to "change the face of men's health."

James Barlow (Operating Manager) organised the local campaign and fundraising with £354 raised for the

Movember Foundation, who fund over 1,200 projects in more than 20 countries.

“

A heartfelt thank you to all those who contributed and took part in Stockwell's Movember fundraising this year. We know colleagues who have struggled with the issues this charity champions, and we wanted to show them our support.

Although my partner doesn't quite like my moustache, it might stay a little longer!

JAMES BARLOW
OPERATING MANAGER

”



PHOTO LEFT TO RIGHT - JAMES BARLOW, CLIFF FROST, PETER RUSSELL AND RICCARDO CANDIDO



THE
crossbar



THE
sweeper



EL
capitan



THE
one-two



THE
flick-on



THE
nutmeg



THE
curler

ROUTE UPDATES

ROUTE 413

ROUTE S1

ROUTE 463

Three routes transferred to Go-Ahead London earlier this year from former operator Quality Line.

It has been five months since the transfer and colleagues have shared their experiences.

ROUTE 413

“

Everything has worked out well so far and I have felt welcome at Merton Garage. It has taken a bit of adjustment as Merton is a lot bigger than my previous garage. It been great to get to know many new colleagues.

MARCIN CLAPA
MERTON GARAGE

”



“

My anxiety over settling in at Go-Ahead London has turned into a very pleasurable experience. My efforts in maintaining high professional standards have been recognised and appreciated by the company.

SAKTHIVEL KUMARAN
CROYDON GARAGE

”

ROUTE S1



ROUTE 463



“

Although I was sad to leave Epsom Garage, myself and the other Epsom drivers have settled in well at Croydon. I was made to feel very welcome by all the staff and the whole process went smoothly. It's a friendly garage and being only a 20 minute walk from my home, it's been a good move for me!

DENISE SIMMONES
CROYDON GARAGE

”

GOING GREEN

Route 413 goes electric!

On Saturday 11th December, the 413 became the latest Go-Ahead London route to convert to zero-emission electric vehicles. The route, which operates between Sutton and Morden, is the second at Merton Garage to go electric this year.

The operating team worked over the last month to complete the driver type-training whilst the engineering team worked closely with external partners to get the additional nine charging units in place ready for the launch.

The route is now operating with BYD SEe-type vehicles and driver mentor Martin Todd (pictured), who has been instrumental in conducting the type training, said 'I love it! It's a fantastic bus. Everything about it is good. It's smooth, comfortable, and nice to drive. All the colleagues I've trained on the bus said the same, we all really like it.'

Ian Hogg, Technical Services Manager, explained that 'The chargers that were installed for the BYD SEe-type buses at Merton provide double the charge versus the existing units, resulting in faster vehicle turnaround times.'

Saf Patel, General Manager, said 'I would like to thank all colleagues who were involved in making the 413 electric conversion happen, it's another important step forward in sustainability for Merton Garage and Go-Ahead London.'

“
It's great to see all the teams at Merton working together to achieve another successful transition. Thanks to all those that have gone the extra mile on this project.

RICHARD HARRINGTON
ENGINEERING DIRECTOR

”



MARTIN TODD INSPECTING THE BUSES ON LAUNCH DAY



Refer a friend

to Go-Ahead London as a bus driver
get up to a £600 bonus*
with payments made automatically

Visit [The Hub page](#) for more details
and get referring to get rewarded!

*terms and conditions apply

HENLEY ROAD

Development continues at Henley Road, which is set to be London's first purpose built all-electric bus garage.

Routes 15, N15, 69, 115 and three school routes now operate from the site, which is a short distance from Silvertown Garage. Five months after the launch, colleagues at Henley Road have shared their experiences so far.



CARL TRAINER
ACTING OPERATING MANAGER

“

I've loved the challenge and the variety. Seeing the site grow from initial beginnings to a fully fledged garage has been a great experience.

As a team we have had to adapt to new ways of working and have collaborated closely with colleagues from across the business, particularly at Silvertown and River Road Garages.

I am excited for the future and growing the Henley Road team further.

”



“The transfer was a huge change, and it took a bit of time to settle in. However, it’s fantastic to be part of the Henley Road team and see the site as it develops – I really feel like I am part of the garage and the team.”

JEEVAN BIMRAH
BUS DRIVER

“I am really enjoying the job and working at the garage, things are really well organised.”

NISSAR ASGHAR
BUS DRIVER



“The transfer to Henley Road took a bit of adjustment but I am enjoying being part of the team. I am especially looking forward to when the garage is fully developed.”

TERESA HOGARTH
BUS DRIVER

“We’ve worked together and built the Henley Road operation from scratch; everyone has been really supportive in the effort.”

“There is a great atmosphere and it will be exciting to watch as the site develops further.”

PAWEL KIERSZNIEWSKI
ACTING SENIOR GARAGE ADMINISTRATOR





Merry Christmas

AND A HAPPY NEW YEAR
from the Communications Team!

Thank you for reading our **Winter 2021** issue.

If you would like to provide feedback or suggest
an article for the **Spring 2022** issue please email:

bustalk@goaheadlondon.com

