

SPECIAL XMAS BUMPER EDITION

BUSTalk

Go Ahead-London

ISSUE #61 - DECEMBER 2019



**ANNUAL LONG
SERVICE AWARDS**

**REMEMBRANCE DAY
POPPY APPEAL**

**2019 STAY SAFE
COMPETITION!**
ORPINGTON CELEBRATE!

**CHRISTMAS VIDEO MESSAGE
FROM JOHN TRAYNER**

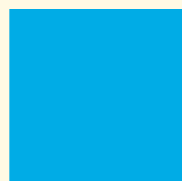
MERRY XMAS!

FROM JOHN TRAYNER



JOHN TRAYNER
MANAGING DIRECTOR

Click to watch John Trayner's Christmas message on vimeo:



Pensions:

Deciding how to take your retirement benefits

Having saved into the Go-Ahead Pension Plan ("the Plan") whilst working, the time will come to take your retirement benefits. The big questions are - "What options do I have?" and "How do I decide what to do?"

Following recent changes to the law, pension scheme members now have a great deal of flexibility to decide how they wish to use their pension pot. It can be taken as a one-off lump sum, or a series of payments - known as income drawdown - or paid to an insurance company to buy a guaranteed income for life - this is called an annuity. Alternatively, a member can mix and match and take a combination of these three options.

There is no one size fits all, and what is right will depend upon individual

circumstances. There are advantages and disadvantages of each route, and careful consideration of all the issues will be important. Not all of these options are available directly from the Plan, so you may need to transfer to another pension arrangement to access them.

Luckily, there is lots of information and support available to help you decide. When it comes to your time to retire, you will be sent an information pack with all the facts and figures. There are also online tools and resources, and a telephone helpline, provided by the Plan administrator - Fidelity. You are strongly recommended to make best use of all this support or take your own financial advice before making this very important decision - a decision that you will usually only get one chance to make.

Fidelity's dedicated Retirement Service Helpline can be contacted on **0800 3 68 68 73**.

You are also encouraged to sign in to your online account via Fidelity's PlanViewer website: (www.planviewer.co.uk).

Simply enter your User Name and Password.

Note: You can reset these online or by phoning the general Helpline on **0800 368 68 61**.



HAPPY HOLIDAYS!

The Go-Ahead London Christmas message board

"We would like to wish everyone a very Merry Christmas, and a prosperous New Year!"
Communications Department

"Merry Christmas to all my family and work family at River Road, and across all of the Go-Ahead network."
Love you all, SJoA

"Merry Xmas to my 11 year old Son Teddy Bond.
Love from Dad!"
Charles Bond, Driver Q

"Merry Christmas to my beautiful wife Vimmi and loving kids, Kiara and RJ."
Love from Ricky Tiwari (amazing husband and super Dad) xxx

"I want to say a massive thank you to everyone at Stockwell Garage for supporting me through this difficult year." MH

"I would like to wish all my family and New Cross garage a Merry Christmas - Thank you for all your support."
Fluffy xx

"Merry Christmas to you all, especially those at SW and C, you deserve a great festive time, here's a cheer for your 2020 from me."
Hannah Man, GM at SW and C

"Wishing my wonderful husband Ashley, a Merry Christmas and a Happy New Year! Lots of love."
Your dear wife Jana x

"Merry Christmas Mum, Wishing you all the joy and health."
From Seyi, Silvertown

"I would like to wish all my fellow Waterloo colleagues a Merry Christmas and a Happy New Year!"
Lance McFarlane, operations Manager, RA

"Hannah and I have donated to a Dementia charity, in place of sending cards this year. We wish you and your families a lovely Christmas!"
Chi Man, Croydon

"To my partner Keeley, (NX Driver) Thanks for all you do! Looking forward to many more Christmas's together."
Love from Dean, BX iBus

"To my one and only Misiu, the love of my life, I hope you will have a beautiful Christmas, love forever."
Aleksandra, Driver SW

"Wishing a great Christmas to my family, Priya, Ananya and Aarnav."
Love from Ratnasigamany Ashokraj Route 57 Driver from Merton

"To all my colleagues at New Cross Garage, wishing all a Merry Christmas and a Happy New Year."
Love Kirsty, New Cross

It's a cold and wintry Monday morning. You're delighted to be back at work after spending quality time with your family and friends at the weekend. Nevertheless, you happily greet your colleagues and take a seat at your desk. You switch on your PC and you're greeted with a photo of your precious dog on your desktop. You smile. You then click the Internet Explorer app and... nothing! You do it again and still...nothing! You sigh a big sigh and think to yourself, not now, please!!??

We've all been there right? But fortunately for us, there is always help at hand. Our trustworthy and friendly I.T Service Desk will do all they can to get us up and running; ready to take on the world, or at least retrieve the emails in our inbox!

Since 20 March 2019, the Newcastle based Helpdesk have provided 24-7 support, 364 days a year to help with our I.T issues.

The team of over 20 colleagues cover 1st, 2nd and 3rd line support queries. All calls are initially handled by 1st line support where issues will be resolved, if possible. If a call cannot be handled due to access issues or a lack of knowledge, it will be passed on to the team in 2nd line support. The same process follows the 3rd line team which is where issues of greater seriousness are dealt with.

Colleagues can log problems through the 'Service Now' portal, email, telephone or 'live' chat.

Group 1st Line Service Desk Team Leader, Sarah Archer has worked at the I.T Service Helpdesk for 4 ½ years. She started out as a contractor and soon became an Analyst, followed by a Senior Analyst.

Escape your IT troubles and take Control

Sarah explains: "The team has doubled in size since February due to the implementation of 1st, 2nd and 3rd line support, and also to cater for the calls from Go-Ahead London."

"The team receives up to 350 calls per day from the entire Go-Ahead Group, which includes bus and rail. We endeavour to answer 95% of them within 30 seconds. Over half the number of calls are resolved on the same day. Most of them relate to password resets and we regularly deal with sites with no network, no internet and individuals who are unable to send emails."

So, if you have a problem and if no one else can help, maybe you can call... the **IT Service Helpdesk!**

Go-Ahead London
WORKING AS ONE TEAM

THE NEWCASTLE HELPDESK TEAM, HARD AT WORK.

WELCOME TO Go Ahead-London

Go-Ahead London
BUILDING RELATIONSHIPS

UNVEILING LDP292, AFTER BEING DONATED TO THE INDUSTRIAL TRAINING CENTRE (ITC) IN ZAMBIA

ZAMBIA BUS HANDOVER

Back in early April, LDP292 was sent to Immingham docks to be shipped to Walvis Bay, Namibia where it began its 1300 mile trip to Lusaka in Zambia, arriving on 20 May.

On October 16, the bus which was donated to Transaid by Go-Ahead London was formally presented to the Industrial Training Centre (ITC) in Zambia

by Go-Ahead Group Managing Director, Bus Development, Martin Dean.

Transaid work with governments and other organisations to create and promote far-reaching improvements in driving standards.

Originally based in our **CAMBERWELL** bus garage, the bus will now be used to deliver professional driver training to help make roads safer in Zambia.



Paul Watson joined **HEAD OFFICE** as a **Field Service Manager** on 14 October 2019.

He previously worked for Wrightbus Customcare (aftersales and warranty) in London before the company went into administration.

"When I am not hard at work, I relish every moment with my young family. I also enjoy motorcycling and maintaining my Aprilia RSV."

Motorsport follower and Charlton Athletic fan Paul describes his new role as exciting and daunting at the same time.

"I am settling in well, the team at Go-Ahead London have made me feel very welcome. I have a great team around me, and I am pleased to say that my manager and lead engineers who I look after have been very supportive."



Tyler Jay Cambridge joined **HEAD OFFICE** as an **Imprest Stock Administrator** 7 October 2019.

Prior to joining Go-Ahead London, he had a management background working for the London Distillery Company as a Fulfilment Manager and was also a Team Leader at Sainsburys.

"Outside of work I am a musician and Martial Arts enthusiast. I am also in the process of attempting to learn German," he says.

Millwall supporter Tyler-Jay also reveals that he is enjoying his new role within the Company and adds: "I am very eager to learn more over the coming months. My team have been nothing but supportive and welcoming since I started my position."



Stephen Cribbin joined **HEAD OFFICE** as a **Quality Auditor** on 30 September 2019.

He has previously worked for Speedlink, National Express, Abellio and Reading Buses where some of his roles varied from, Workshop Supervisor to Assistant Engineering Manager. He achieved Top scoring DVSA Technician and was 2nd placed Mechanical Technician in the annual IRTE SOE Skills Challenges in 2014 and 2016.

"I also have a keen interest in F1 Motor Racing, motorcycling, car and motorcycle repairs, but enjoy nothing more than spending time with my family."

Stephen is finding his new position very enjoyable, going on to say: "From day one, I have been mentored by the Quality Team, covering ISO Auditing, MOT management, as well as other ongoing Quality Control issues. I am fortunate to say that it's a pleasure to come to work."

Passenger Commendations

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

X68

JENNIFER SCOON

"Very very, lovely bus driver, extremely polite and smiley; clearly loves her job. She's a great driver who put a big smile on my face! Nice to see a happy bus driver!!! A credit to your company."



JENNIFER SCOON
CAMBERWELL

AL

164

BLERIM PEÇI

"What an amazing bus driver! He saw me running across the road to catch his bus, he signalled for me to slow down because he would make sure I got on the bus. He also looked out for other people who were running for the bus."



BLERIM PEÇI
MERTON

MG

108

ANDRE THOMPSON

"I would like to say how pleasant and lovely the driver was this morning. He took the time to announce to everyone who was travelling to North Greenwich that there were delays on the Jubilee line and they may experience some waiting times when they got there. A credit to your company to have him as an employee."

RR

EL3

ABDI MOHAMED

"The driver spotted me running at least 200 meters away from the bus stop and pulled over at the next stop to wait for me. When I turned around the corner and saw the bus waiting for me, I couldn't believe it. Well done to your driver."



DIANA MATHURANAYAGAM
WATERLOO

RA

507

DIANA MATHURANAYAGAM

"I have to cross a fairly busy road to my bus stop at Marsham Street and the driver could see me waiting to cross the road. She waited for me to board, superb driver."

A

93

MICHAEL GABRIEL

"He got off the bus to help a young lady board with a double pram. Absolute hero - need more bus drivers like this!"



You can see the latest driver commendations on Go-Ahead London's Twitter account (@Go_Ahead_London) or by searching for #GoodGALbusdriver

Thank you!

PM

37

HUSANI WILLIAMS

"The driver was really friendly, he waited for me at the bus stop and greeted me with a big smile. Thank you very much to him."

SI

135

RADOSLAW PIECZYNSKI

"I would like to thank the driver for his professional service, he was very considerate and smiled as I boarded the bus. As he approached the bus stop there was a large puddle of water, so he pulled in extremely slowly, ensuring that customers who were waiting didn't get wet."

AF

22

SASA JOVETIC

"The driver on the 22 bus was efficient, courteous and went out of his way to greet each passenger on arrival, in a very genuine way. The mood on the bus was upbeat as a result."

PL

493

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."

405

ALYCE SMOKER

"This lady was excellent in giving out instructions and advice when there was an accident and the route was delayed. She was very helpful and polite."

ALYCE SMOKER
CROYDON



BX

132

DANIEL LLOYD

"After a long and really tiring day, the guy just made my day by welcoming every single passenger getting on the bus and thanking them for touching their passes. He was being very polite and friendly. Hopefully I'm not the only one who's sending good wishes to him."



DANIEL LLOYD
BEXLEYHEATH

NX

N171

HYACINTH HAYLES

"I am extremely grateful to the N171 bus driver who directed me to the correct bus stop, which allowed me to catch the N11 bus to Liverpool Street rail station without getting lost. Excellent customer service!"

SW

170

SYLVIA SPENCER

"I can say I have never met such a lovely bus driver who greets everyone on and off the bus, overall just made my day by getting on her bus, thank you."

NP

214

KAI DEVONTAI

"Brilliant driver and very helpful. London needs more drivers like this. He was very courteous, polite and considerate. Great customer service. If there were star ratings he would certainly get all five."

MB

320

FLOYD PAGE

"This is the most friendly driver I have ever come across in my 38 years using London buses, he is always so polite and courteous!"

Q

CAMBERWELL

MG

MORDEN WHARF

MB

ORPINGTON

A

SUTTON

RA

WATERLOO

BX

BEXLEYHEATH

PM

PECKHAM

C

CROYDON

SW

STOCKWELL

PL

WATERSIDEWAY

RR

RIVER ROAD

NX

NEW CROSS

SI

SILVERTOWN

AF

PUTNEY

AL

MERTON

NP

NORTHUMBERLAND PARK

WANTED

For exceptional customer service

GOOD DEED FEED

Thank you so much to the driver of the G1 bus at Clapham Junction at around 7pm on Monday. With a full load of passengers, he calmly defused a tense situation caused by a man with threatening behaviour. And then, after this man had left the bus, the driver made sure his passengers were OK. We salute you.

Sandra, Grateful Bus Passenger



ATTENTION ALL G1 DRIVERS
Are you the mystery driver? If so, please contact:

BUSTALK@GALBUSES.COM

The Metro newspaper has become the most read newspaper in Britain with an audience of 10.4 million a month, according to the National Readership Survey. A daily sight at tube stations and even available on some of our very own buses, it is easily accessible to catch up on the latest news, sport, entertainment and much more.

The 'Good Deed Feed' is a popular and welcome feature which allows commuters to write in to thank an individual or people for the help they received in their time of need.

In the November 6 edition, you may recall reading about a route G1 driver at Clapham Junction who was commended for 'calmly defusing a tense situation...' Our driver is saluted by 'Sandra, Grateful Bus Passenger', for also making sure all of his passengers were OK following the incident.

Was this driver you? We'd like to know more! If you recall this incident taking place on your bus at Clapham Junction on Monday 4 November at around 7pm, we'd like to hear from you!

FIX UP LOOK SMART!

HERE at Go-Ahead London, we pride ourselves on being the biggest and best bus company in London with over 24% of the market. We would also like to claim that we have the smartest bus drivers on the roads too!

In order to help achieve this, **CAMBERWELL** Assistant Operating Manager, Yulia Pyatkina created a competition based on uniform standards. All Camberwell drivers were invited to participate via email and the garage app.

Go Ahead London
BEING CAN-DO



DEREK BARKER
GENERAL MANAGER

AFOLABI MAFIMISEBI
CAMBERWELL DRIVER

"I explained that if you wish to have the chance to win an Amazon Fire tablet, all you have to do is have your photograph taken by a manager looking your absolute best in full uniform attire," recalls Yulia.

The competition closed on November 12 and choosing the winner was a tough choice, as everyone looked so smart in their uniform as they posed for the camera. Nevertheless, a choice had to be made by the independent judge who selected route 176 driver, Afolabi Mafimisebi, who has worked at Go-Ahead London for 2 years.

"I always make the extra effort to look smart by wearing my company blazer when out on the road. Winning this competition is just brilliant as it proves that I have been recognised for taking pride in my appearance whilst at work," said a delighted Afolabi, who also claimed an Amazon Fire tablet as promised.

Yulia urges her colleagues at Camberwell to maintain the high uniform standards as displayed by those who took part in this competition, and particularly the exemplary standard achieved by winner, Afolabi.

Save on your favourite brands this FESTIVE SEASON



Go Ahead-London

<http://www.galtasticsavings.com>

BUS TALK | PAGE 8

KNOWING YOUR COLLEAGUES

SALEEM PATEL is a Run-Out Controller at **SILVERTOWN** and has worked at the garage for 13 years.

When he is not at work, Saleem supports a charity called ASF (Ahlus Sunnah Foundation) based in Malawi which is located in the continent of Africa.

"I got involved with ASF through the chairman of the charity as I was looking for Imam (Mosque teachers) for my local mosque in the UK," Saleem explains.

"The foundation specialises in educating students to become qualified teachers for mosques that require teachers. Through my charity work, I have brought teachers to this country for my local Islamic education centre. It's something I like and love to do for the community."

Saleem regularly collects donations from his family and friends and also takes yearly Zakah from them. This is 2.5% of their annual savings that's been in their account for a full year.

The cost of each student back in Malawi is £80 per year. The donations help boys and girls with Islamic and academic education. Once they reach the required level, they are employed locally and sent to other organisations, and in some cases to other countries.

"Supporting a charity like this gives me great pleasure and with the support from my friends and family, I intend to continue my efforts and assist ASF in every way possible."

'TIS THE SEASON OF GIVING



BUS TALK | PAGE 9

PUMP FICTION

DEMOLITION OF OLD PUMP HOUSE AT NORTHUMBERLAND PARK

Work is well underway for one of Europe's biggest overnight charging electric bus garages.

Go-Ahead London's **NORTHUMBERLAND PARK** garage currently operates 34 electric buses that charge on site and now has won a further four routes which will take that number to 95 within the next nine months.

The end of September saw the demolition of the redundant pump house that sits in the middle of the new parking plan. The work is of a specialist nature as the old wing houses the electrical infrastructure and is to remain in place. Additional equipment to support the chargers will also be housed here so the sub base requires extra support.

Once the demolition is completed by New World Builders, Go-Ahead London's electrical contractors (SSE) will commence on the fitment of new chargers and associated equipment.

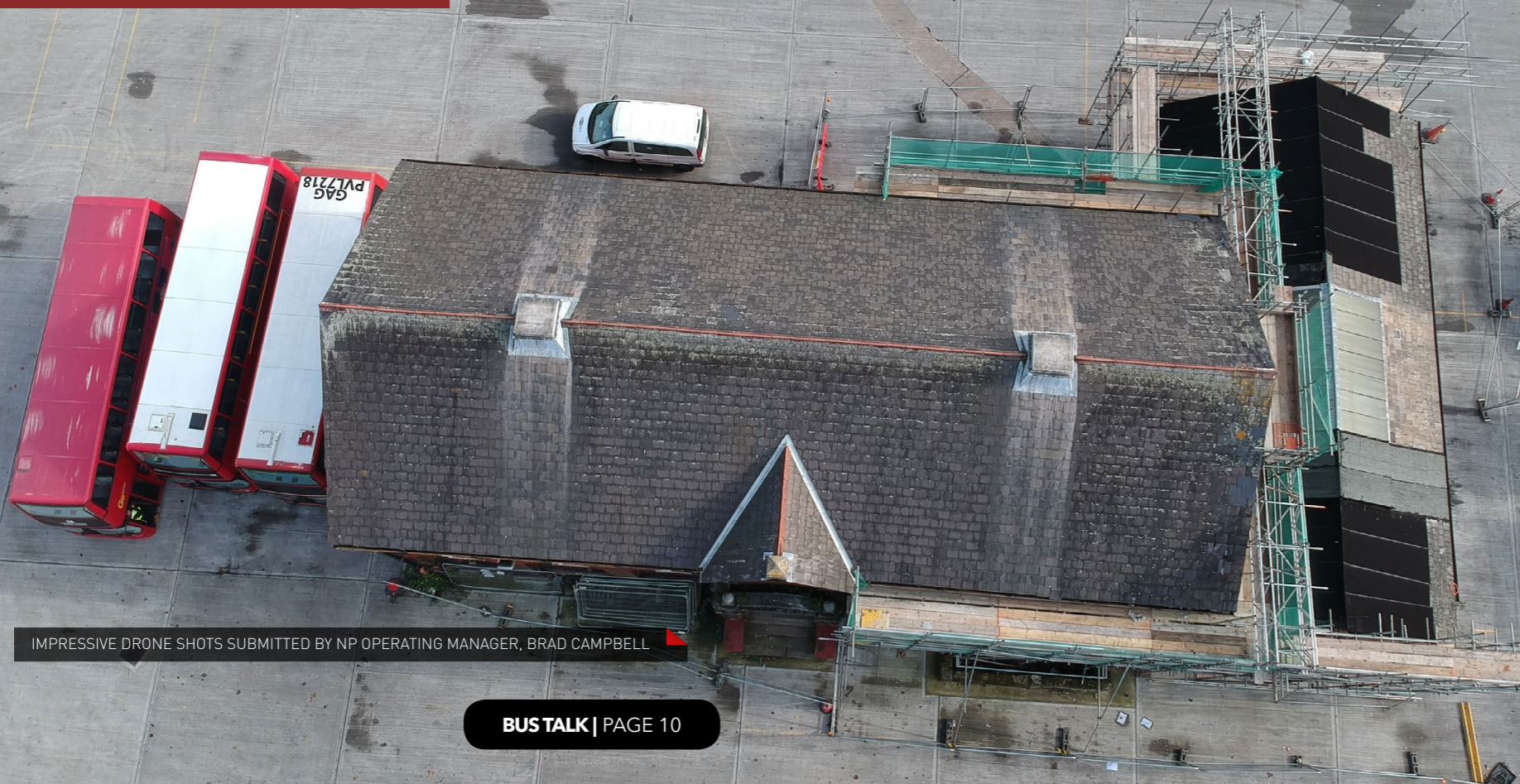
The new fleet will also include 49 BYD/ADL double decker's which will have the potential for ground-breaking vehicle to grid technology.



DURING

Go
Ahead-London
**FORWARD
LOOKING**

BEFORE



IMPRESSIVE DRONE SHOTS SUBMITTED BY NP OPERATING MANAGER, BRAD CAMPBELL

BUSTALK | PAGE 10

AFTER



BUSTALK | PAGE 11



LEFT TO RIGHT: GREG FRENCH, SELMA SIRET AND RICKY TIWARI



LEST WE FORGET

On Monday 28 October, Go-Ahead London were proud to be part of the annual photo shoot for Poppy Buses which were fully wrapped in Poppy livery to mark the annual Remembrance Appeal.

The shoot took place at the Queen Elizabeth Olympic Park; home ground of West Ham Football Club and was attended by 7 other London bus operators.

It was organised by Transport for London who were tasked with taking professional publicity group shots of the buses, followed by individual photos of each wrapped bus along with the driver and company representatives. An impressive backdrop of Queen Elizabeth Olympic Park and the ArcelorMittal

Orbit, along with clear blue skies created a stunning setting.

Ricky Tiwari, (currently seconded to Head Office) drove Go-Ahead London's specially wrapped bus, WSD10 from **MERTON** bus garage to the location. The bus received plenty of attention as he travelled through the streets of London with some members of the public taking pictures as they took their chance to capture this rare sighting.

“This event was a great opportunity to remember those who fought for our country”

“It has been quite an experience! Meeting colleagues from other bus operators; being part of this photoshoot and driving WSD10 in full Poppy livery will be added to my list of Go-Ahead London highlights,” said Ricky.

Also representing Go-Ahead London was Mentor and **PECKHAM** driver, Selma Siret and Communications Co-Ordinator, Greg French.

RICKY TIWARI



Go Ahead-London POPPY APPEAL

IN support of The Royal British Legion, Go-Ahead London ran a vintage Routemaster bus, RML2305 on route 14 from Putney bus garage to Tottenham Court Road on 8 November; this vehicle has special links to the route from many years ago.

Our Commercial department was approached by Peter Noyes, a retired London Buses employee, to take part in this year's Poppy Appeal, along with other bus operators based in London. Transport for London kindly pledged

all passenger fares to the appeal, and Go-Ahead London managed to raise an additional £210.00 in donations. Commercial Operations Manager, Jason Tann assisted with arranging the day and said: "Commercial Operations Assistants, Ricky Harman and Steven Perrett both arranged for RML2305 to be prepared and ready for the fundraising event. They also organised the print and installation of the route 14 destination blinds and contacted The Royal British Legion to obtain poppies and a collection pot."

Printing company Vinyl Plus Graphics produced and donated advert panels

for the bus which significantly improved the appearance of the vehicle. They also made a generous cash donation which was most appreciated.

Assistant Schedules Manager, Ben Smith based at our Head Office in **MERTON**, kindly submitted a bespoke timetable and duty card with 3 rounders which ran throughout the day.

Driver and Conductor Paul Harris and Robert Carroll from the Croydon Private Hire Panel operated the service on the day.

Collectively, all bus operators involved raised over £2000.00 for The Poppy Appeal.



PICTURE SUBMITTED ON TWITTER BY: @PlasmaUkt



RML2305 OUTSIDE MERTON GARAGE



RML2305 MAKING ITS WAY AROUND PICCADILLY CIRCUS
PICTURE SUBMITTED ON TWITTER BY: @e400olympus

ROBERT CAROL
COMMERCIAL PRIVATE
HIRE DRIVER

PAUL HARRIS
COMMERCIAL PRIVATE
HIRE DRIVER



THE 2019 **STAY SAFE** COMPETITION

YOUR GREATEST WEALTH IS YOUR MENTAL HEALTH

THE 2019 Stay Safe Competition Awards Dinner took place on 11 November hosted by Engineering Director, Richard Harrington. The competition theme was accident reduction, based on the TfL initiative, 'Vision Zero'. Entries were of a high standard, making the judge's decision challenging.

On the night, **ORPINGTON** garage were announced as the winners. Their campaign was based around raising awareness on mental health and wellbeing, and how this can affect the way colleagues carry out their roles. The team recognised that colleagues who come to work with worries or concerns may not concentrate fully or be 'in the zone' when driving and therefore encouraged them to indicate their feelings using emoticons on an iPad. Hitting the red/sad face would generate contact from a manager within 24 hours, enabling a conversation and help.

Orpington Operating Manager, Dave Terry said: "The team was headed by Assistant Operating Manager, Karen Taylor who was assisted by a team of willing volunteers. After many hours of research and drawing on personal experiences, they produced a comprehensive pack of facts, figures, self-help, manager guides, and all-important contact information, along with 'the pod,' a simple idea but an extremely effective one."

Dave continues: "The Orpington pod offers a discreet way for colleagues to talk to managers about how they are feeling. Three touch screen faces are on the home screen and if you're feeling happy, pressing the green face will record this emotion and no further action is taken. For those feeling low,

there is an amber face which will lead you to a 2nd screen where you are prompted to input your employee number; a 3rd screen appears where you are invited to enter a brief description of how you're feeling and submit it. A manager will contact the individual within 72 hours to check on their well-being and offer support. The red face is for when you are extremely low and again will prompt you for further information. In this instance, a manager will get in touch within 24 hours."

During the trial, the pod was used over 2,000 times and most were pleasingly green; however, those pressing amber and red have been offered support and guidance on dealing with personal or work-related issues. Feedback from these colleagues has been positive.

"The team really did put their all into this campaign and it's been great to have made a difference and hopefully we continue to do so. This is such an important issue and I know Karen and the rest of the team are eager to see this concept rolled out, not only within Go-Ahead London, but Go-Ahead in its entirety," concludes Dave.

In 2nd place came **WATERLOO** Garage whose slogan, 'Gimme 5' was aimed at allowing customers an extra 5 seconds to sit down before pulling away from bus stops to reduce slips and falls.

PECKHAM garage achieved both 3rd place, and the PHSC Prize for Innovation. Their submission was based on a 'Share the Road' campaign and engaging with the local community.

The best ideas will be implemented over the coming months.

Well done to all who took part and a huge congratulations to our worthy winners - Orpington.



RICHARD HARRINGTON
ENGINEERING DIRECTOR



THE TEAM AT ORPINGTON
SHOWING OFF 'THE POD'



A MIRROR SAFETY DEMONSTRATION
WITH THE NEW CROSS TEAM



1ST ORPINGTON

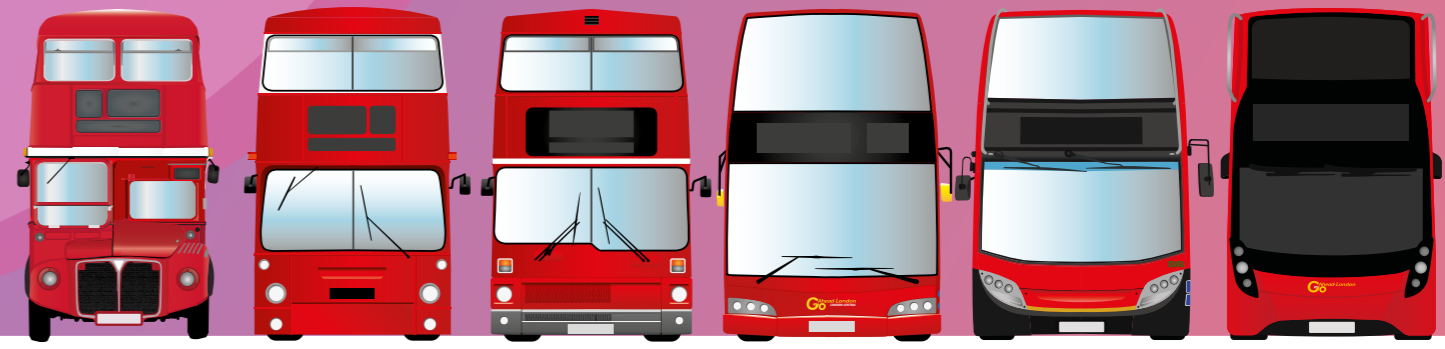


2ND WATERLOO



3RD INNOVATION PECKHAM

Annual Long Service Awards



On Friday 22 November, the company returned to the Royal Lancaster London, to celebrate the **Annual Long Service Dinner; a night for recognising 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 Transport for London's Claire Mann, Director of Bus Operations, Surface Transport as guest of honour. She presented engraved Dartington Crystal clocks and certificates to our 70 long-serving colleagues.

The evening was organised by Nita Patel, Assistant HR Manager; and Valerie Clark, PA to the Directors who celebrated 35 years' service. Valerie took some well-deserved time off for the evening to mingle with her fellow colleagues.

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.



CLAIRE MANN, DIRECTOR OF BUS OPERATIONS PICTURED WITH VALERIE CLARK, DIRECTORS PA



CLAIRE MANN, DIRECTOR OF BUS OPERATIONS PICTURED WITH BELCHER PENFOLD ENGINEERING MANAGER



CLAIRE MANN ALONG WITH THE GO-AHEAD LONDON APPRENTICE TEAM

Continue on to the **next page** to read about the **Metrobus Long Service** awards and **two of our long service attendees.**



Metrobus Long Service Awards

On 26 September, the Metrobus Long Service Award function was held at Ruskin House in Croydon. It was a privilege for the management teams and the Union to join together and host the event.

Trevor Johnson, Area General Manager, commenced with a speech and thanked all long-serving colleagues for their loyalty to the Company. Vouchers and certificates were presented by General Manager's, Hannah Man and Charles Newitt for **CROYDON** and **ORPINGTON** respectively. Twenty colleagues with over 15 years' service attended along with guests to enjoy a buffet meal, followed by dancing.

Keven Stagg, one of the key organisers and Convenor for both Croydon and Orpington thanked those involved for their hard work and assistance in putting such an enjoyable evening together.

Croydon Trade Union Representative Terry Sproule assisted with organising the event and also received an award for 15 years' service stated: "It was a pleasure to be involved, especially as I was receiving a long service certificate."

Mugove Magege with just under 18 years' service thoroughly enjoyed the evening and was proud to say: "Orpington is a great place to work; there is always a good atmosphere

and I get on with all my colleagues. They are friendly, welcoming, and very accommodating. I really enjoy my job, I just love driving."

Derek Thomas, who also received an award, went on to say: "I really enjoyed this event; it was a great night. It gave me the chance to replace my uniform and get dressed up to meet other drivers who work hard to take people on their daily journeys. It was also a pleasure to be thanked by managers for the work we do. I enjoy being part of Go-Ahead London as I feel respected and at the end of the day, I know I'm part of a team providing a service that matters."



METROBUS LONG SERVICE COLLEAGUES SHOWING OFF THEIR CERTIFICATES ALONG WITH CROYDON GENERAL MANAGER, HANNAH MAN AND CROYDON OPERATING MANAGER, JAMES BARLOW

BLESS U DELROY DALEY

KNOWING YOUR COLLEAGUES

“Driving is as hard as you make it.”

DELROY DALEY DRIVER

Delroy Daley has a motto in life and that is to be 'confident'. That was the name of the bus company in Jamaica where he spent a decade working as a conductor, and it has provided inspiration for him ever since.

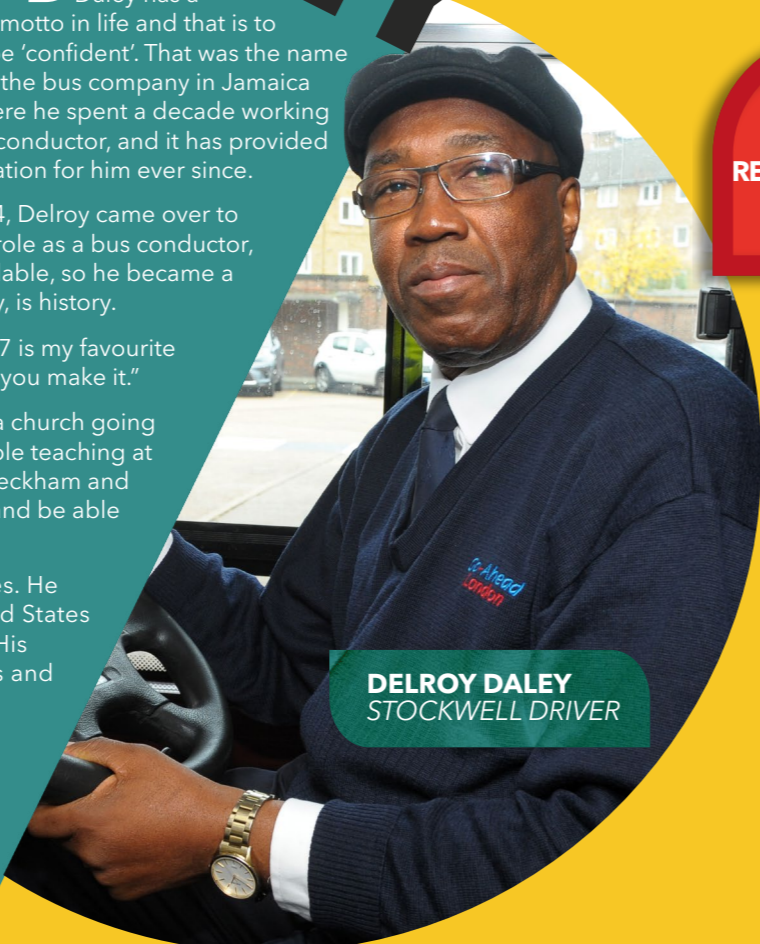
In 1994, Delroy came over to the UK hoping to continue his role as a bus conductor, but there were no positions available, so he became a driver instead. The rest as they say, is history.

"I love being a bus driver, and the 87 is my favourite route," he says. "Driving is as hard as you make it."

Delroy has a wife and daughter and is a church going man, who is locally known to assist in Bible teaching at New Testament Pentecostal churches in Peckham and Brixton. He says that this helps him reflect and be able to cope with any stress and worries.

He loves cricket and supports the West Indies. He also enjoys travelling, particularly to the United States and Jamaica, and hopes to visit Canada soon. His favourite books are from the Lorna Doone series and Pilgrim's Progress.

Hannah Man, General Manager, **STOCKWELL** said: "I would like to thank Delroy for his continued commitment to Go-Ahead London and the travelling public. It was also a pleasure to see him soaking up the atmosphere at the Long Service Awards evening in November."



DELROY DALEY STOCKWELL DRIVER

Go-Ahead London BUILDING RELATIONSHIPS

Your Story NICHOLAS CUMMINS

Cool, calm and collected

NICHOLAS CUMMINS joined the company in 1994 after leaving the Pub business. He is married with three daughters and a grandson who keep him busy when outside of work.

Like many other colleagues, he joined the bus industry as a 'stop gap' and had no intention of staying for too long. 25 years later he is still happy working on route 87.

"I truly enjoy working for Go-Ahead London and like the company of my colleagues; it's great to have a laugh and feel part of a team," explains Nick.

"No two days are the same. On one memorable day, I felt immense pride when I stopped an altercation on my bus between two people which could've possibly become quite serious. I knew better than to put myself in the potential of harm's way though."

Christopher Gibbs, Cover Assistant Operating Manager at **STOCKWELL** said that when he was working in iBus, he always knew that Nick would help out. He continued: "When on shift with Nick, you know you had a colleague who would give 100%, not because he was asked to, but because he takes pride in providing a high standard of service."

Hannah Man, General Manager, says, "Nick is a great representative for Go-Ahead London and his professionalism shines through. Seeing him at the Long Service Awards in November was a delight," she recalls.



NICHOLAS CUMMINS STOCKWELL DRIVER



LEFT TO RIGHT: HANNAH MAN, WIKTOR KOWALSKI, GEORGE THORP, KYLE SIMMONS AND JAMES BARLOW

HEADS AND BOULDERS

...ABOVE THE REST



CROYDON Operating Manager James Barlow transferred from Waterloo garage 6 months ago. His previous admin team will fondly recall the day they were treated to participate in his passion for bouldering which he also identifies as a team bonding exercise.

Now settled in at **CROYDON**, James led his current operating management team to their first bouldering experience which is low level climbing against a purpose-built climbing wall without the use of any ropes.

General Manager, Hannah Man who also put her climbing shoes on and participated in this fun activity said: "The management team learned a lot about each other from the exercise. They also learnt more about the importance of communication (even if it was only where to put their foot next) and enhancing trust in a fun and engaging way."

Due to its success, James is planning another team building exercise in the coming months.

WHAT'S HAPPENING AT...

Diabetes Health Awareness

Back in October, **CROYDON** garage held a Diabetes Awareness forum, hosted by new driver Phylex Green, who is also a Diabetes Community Champion, supported by Diabetes UK.

The one-day event was held in the canteen on Friday 18 October and followed the same forum held in June 2019. Most interactions with drivers were based around diet and those taking part voluntarily completed a 'Know Your Risk' assessment to establish whether or not they have a low, moderate or high risk of becoming a Diabetic.

Phylex said: "Some drivers were advised to see their GP as their result came back as high risk and others were advised on healthy eating and lifestyle adjustment."

Further forums took place at West Croydon Bus Station and **STOCKWELL** bus garage in November which were equally of great benefit to those who attended.



THE TEAM WHO CONQUERED THE 5K RACE, WELL DONE!

Race for the kids

On Saturday 12 October, the Go-Ahead London team took part in 'RBC Race for the Kids' in support of seriously ill children at Great Ormond Street Hospital.

The team was set up by Katarzyna Bilinska, Accident Prevention Supervisor at Merton, as she recently read online about a new trial at Great Ormond Street Hospital for kids with leukaemia, where it was reported that 12 out of 14 treated were free from disease after only 3 months.

"As a mother of two grown up boys, I thought it would be amazing to help raise funds for an amazing hospital

which saves the lives of young kids, giving their families hope," she explains. Katarzyna ordered and designed personalised t-shirts for each team member with a fun and quirky catchphrase for each participant.

"On the day of the event, the weather was dull and wet, but it did not 'dampen' our spirits! There were around 10,000 people in attendance all raising money for the same cause which was truly heart-warming."

Each member from the Go-Ahead London team showed great passion and determination to complete the 5K race, with an element of friendly competition from John Trayner, Daniel Corbin,

Katarzyna and her son who all completed the race in under 29 minutes!

At the finishing line, the team were cheered by a huge crowd of supporters and congratulated for their efforts.

"So far, we've raised £1,870! The Just Giving page: <https://www.justgiving.com/goahead2019> is still open for donations. We would love to make this an annual event with an extended invitation to the whole of Go-Ahead London. Imagine the difference we could all make," concludes Katarzyna.

If you require any more information, please do not hesitate to contact Katarzyna on 020 8417 8509 or 07415 324 982.



LEFT TO RIGHT: KASTRIOT GASHI WITH DAUGHTER ARIELA, CHI-KWONG MAN AND HANNAH MAN

KEEPING LONDON MOVING: THEN AND NOW

FRANK MURRAY began his career in the bus industry with Go-Ahead London in October 2003 where he was passed to **CAMBERWELL** garage after he successfully completed his test. He briefly moved to Ireland where he continued to drive

FRANK MURRAY
CAMBERWELL DRIVER

buses but soon returned to the Company where he also attended the Pre-Promotion course in 2007. In 2014, he transferred to **NEW CROSS** garage to be closer to home where he also undertook the mentor role.

Back in September, Frank was approached by New Cross General Manager, Graham Johnson to appear in a Channel 5 TV documentary entitled Keep London Moving: Then and Now. With Frank's wealth of experience and knowledge in the bus industry, Graham decided he would be a suitable candidate.

"When Mr Johnson selected me for the role, I was both surprised and honoured. Being chosen for the documentary showed that my efforts are valued.

It gave me a sense that I have been recognised for the effort and pride I put into my job, and it was a pleasure to carry out the role," Frank says enthusiastically.

Filming took place on an out of service New Bus for London travelling on the 321 route. The cameras rolled for about an hour before they returned to New Cross garage.

"I was very nervous when the film crew arrived. When the filming started my palms were sweaty. Nevertheless,

I spoke about how buses started in London along with other historical bus and transport related topics. It was a great way to spend the morning."

"When we watched it on telly, my wife couldn't stop smiling and I thought I came across very well. I received plenty of good feedback from my family, with some suggesting I should audition for the next Bond movie", he says playfully.

"On a serious note, I would like to add how proud I was to be asked to do this. All of my managers and SGAs should also take credit because without them, I wouldn't be able to do the job I do."

CHANNEL 5 IS ALIVE

"I received plenty of good feedback from my family, with some suggesting I should audition for the next Bond movie."

THE NAME'S MURRAY,
FRANK MURRAY
DRIVER
NEW CROSS

Meet Daniel Taylor, a Driver and Mentor from **BEXLEYHEATH** bus garage who joined the company 10 years ago. Over to you Daniel...

"I am still buzzing from the excitement of finally marrying my amazing wife. We recently celebrated our 4th month anniversary and I can't believe how quickly the time has passed!

We got engaged on Christmas Day in 2018 and I just couldn't wait to tie the

knot. We had an extremely busy 2019 planning the wedding and on July 13, the big day arrived! The ceremony took place in Guildhall Museum in Rochester where 120 guests joined us in our celebrations. It was a truly unforgettable day, with warm and bright sunshine being a welcomed backdrop for our wedding photographs.

The stand out moment (apart from seeing my wife standing at the altar) was also seeing my children adorned in their outfits walking down the aisle and having my son as my best man.

Following the wedding, we went on to celebrate further by flying out to Turkey for our honeymoon, with temperatures reaching a scorching 36 degrees. We settled in to a beautiful hotel overlooking the waves of the Mediterranean Sea.

One of our first excursions was a trip to an alligator park where I got the chance to be photographed with one; much to the displeasure of my new wife!

As we approach the festive holidays, we are looking forward to spending our first Christmas together as husband and wife! Merry Christmas to you all!"

Just Married

CONGRATULATIONS DANIEL TAYLOR

BUS TALK | PAGE 24

CON-GRAD-ULATIONS!

To our new **GRADUATE** starter
LUCY ARNOLD

After completing a History degree at the University of Westminster, Lucy Arnold joined the Go-Ahead Group in September 2017 as an Operations Graduate with Oxford Bus Company.

"I started the scheme by obtaining my bus licence and driving in service. Having been out on the roads, I then supported frontline operations and service control. Following this, I was involved in the launch of Oxford's Demand Responsive Transport service, "PICKMEUP" and later moved into route management for Oxford's city services, leading a team of driver colleagues," Lucy explains.

Interestingly, earlier this year, Lucy joined the Go-Ahead International bid team in Perth, Australia which gave her an insight into regulated bus and sparked her interest in the London bus network.

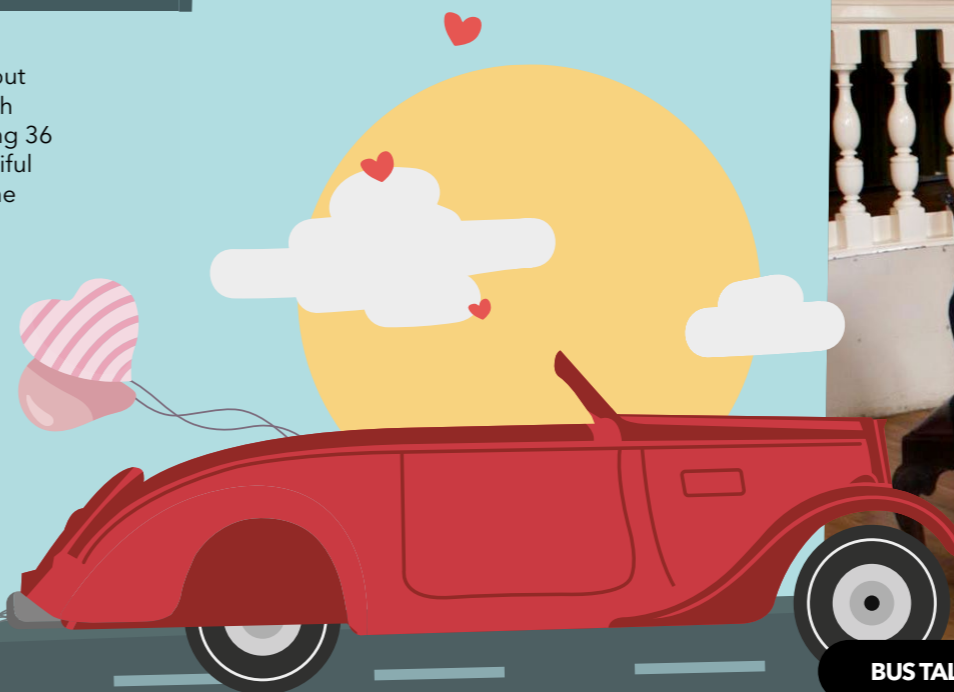
On 15 October 2019, Lucy took on the role of Assistant Operating Manager with Go-Ahead London and she is settling in well.

"I have really enjoyed getting to know the teams at both **MERTON** and **CAMBERWELL** and look forward to moving around the business and meeting more friendly faces. Everyone I have had the pleasure of working with so far has been incredibly helpful."

LUCY ARNOLD
ASSISTANT OPERATING MANAGER

KNOWING YOUR
COLLEAGUES

Go-Ahead London
**WORKING AS
ONE TEAM**



DANIEL TAYLOR PICTURED WITH HIS WIFE LORRAINE TAYLOR AND HIS MOTHER SHARON TAYLOR

BUS TALK | PAGE 25

move on up



"remember your dream is your only scheme, so keep on pushing, take nothing less than second best!" - Curtis Mayfield

Your Story 12 years on the clock Shiu-Fung Larm

Progressing in the Company and moving to where you want to be is never an easy task but with persistence and hard work, you may just reach your goal. Shiu-Fung Larm has worked at **PECKHAM** Bus Garage for 12 years and this is his story:

"My employment with Go-Ahead London began in July 2007 as a Bus Operator. I was soon selected by the allocation team as Mileage Champion for Peckham Bus Garage when the old system of recording lost mileage was changed over to the new software program, which was more complex and required further investigative work and documents to support for non-deductible mileage, resulting in additional work and many hours for the allocation team.

Back then they were handling cash, so they had to do pay which inevitably had last minute issues with either drivers or members of the public. I was eager to learn how the garage was run when I finished

my driving duties, so I always stayed behind to help coding lost mileage and I 'got good at it'!

After two years, the Company decided to advertise for a Mileage Clerk position; I applied, but sadly I was not offered the position. It was a tough selection process, but I continued to offer my services as Cover Mileage Clerk and other areas such as CCTV, Accidents and Admin.

Now after five years, I am a Mileage Clerk at Peckham Bus Garage. It is still a continuous learning curve for me as I am discovering new procedures all the time.

I would like to thank everyone who supports me in this role, and I'd like to add that my door is always open to help others too. My persistence and hard work has certainly paid off."

SHIU-FUNG LARM
MILEAGE CLERK



A STEP IN THE RIGHT DIRECTION SYED'S AUTUMN PRE-PROMOTION SUCCESS

The Autumn Pre-Promotion course started on Tuesday 10 November and 25 aspiring colleagues were lucky enough to take part and learn more about the varied roles within Go-Ahead London and listen to presentations from guest speakers from our Operating, Performance and Risk departments.

The course ran for 7 consecutive weeks and we are proud to announce that Syed Naqv, Bus Driver from **RIVER ROAD** came top of the class in the written test in week 7.

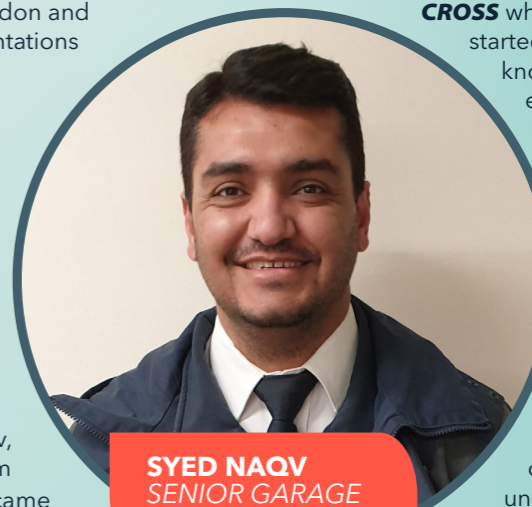
Syed, who joined Go-Ahead London in March 2018 said: "I got to know more about the business and roles within the Company. I think the whole course has been extremely useful; all of it is relevant and well put together. I would encourage anyone to apply for it if they are looking to find out more about the Company and progress within the organisation."

As the winner of this course, Syed was given the opportunity to choose a secondment to a department of his choice. He chose to take on the role of Senior Garage Administrator at **NEW CROSS** where he has already started to gain further knowledge and vital experience since 2 December 2019.

James Barlow, Operating Manager, Croydon and Pre-Promotion Course Co-Ordinator said: "Attending this course is one of the best ways or colleagues to understand how they can take the next step in their career. It is tailored

for all individuals, and I can guarantee anyone leaving the course will have a better understanding of how the industry and Company operates. Past attendee's range from SGA's to General Managers."

Please see your manager if you are interested in taking part in the next course which runs in February 2020. Details on how to apply will be available on the employee portal in the coming weeks.



SYED NAQV
SENIOR GARAGE
ADMINISTRATOR

Your Story ELAINE DALE

I have been a Go-Ahead London employee since October 2014 and I'm really enjoying my time with the Company.

I first undertook the role of Traffic Clerk at Mandela Way; I also joined the team in the Accident Prevention department to cover the Accident Prevention Supervisor in his absence. This role included logging all the daily accidents and occurrence reports on the TFL database, pulling the hard drive off buses and downloading CCTV footage (until the introduction of online downloading Land link). During this time, I also carried out my normal Traffic Clerk administrative duties.

In 2017, I moved with my colleagues to **MORDEN WHARF** when Mandela Way

garage closed on 28 July of the same year. After 5 years with the company, I felt it was time to try and move up and applied for the Pre-Promotion course to gain a greater insight and further understanding of the Company.

I recently applied for one of the Apprenticeship Assessor roles and I was delighted to be selected, as it linked up with my previous role in banking where I did performance reviews, assessments, mentoring and coaching. I started this role on November 23, and I am thoroughly enjoying the challenges so far.

Go-Ahead London is a really great company to work for and I am pleased that they have supported me in my aim to progress within the organisation.



ELAINE DALE
APPRENTICESHIP ASSESSOR



PETER HUTTLY
BRONZE WINNER
(FOR TOP LONDON BUS DRIVER)



HANNAH MAN
GENERAL MANAGER

BELCHER PENFOLD
ENGINEERING MANAGER

CROYDON, BRONZE WINNER IN THE
BEST LONDON BUS GARAGE CATEGORY.



ENERGY GLOBE AWARD



UK BUS AWARDS

Managing Director John Trayner was delighted to advise that the Company was recently recognised at the 20th Energy Globe World Awards for its pioneering electric bus conversion work at **WATERLOO** garage.

Since 1999, the Energy Globe World Awards have encouraged organisations to showcase their expertise in the form of an extensive written submission. All are extensively reviewed over a period of months by a distinguished panel of experts before being shortlisted to a final three. Go-Ahead London's entry was one of 2,000 and we found ourselves up against a \$1.3bn solar energy scheme in Chile and an equally impressive 'green' IT project from Sweden.

Despite stiff competition, Waterloo shone through and achieved first place in the 'Nature's Nobel Prize' category

which is recognised as the most prestigious environmental award in the world.

Mr Trayner who was delighted with this accomplishment said: "I would like to take this opportunity to again thank all those involved in the Waterloo conversion. It was a collective team effort that set an industry standard, and recognition of the kind we have recently secured, is a fitting accolade."



RICHARD HARRINGTON
ENGINEERING DIRECTOR

TAREQ EMTAIRAH
UNIDO - DIRECTOR OF
ENERGY DEPARTMENT

JOHN TRAYNER
MANAGING DIRECTOR

"I would like to take this opportunity to congratulate our worthy winners and say a huge well done."

JOHN TRAYNER
MANAGING DIRECTOR

The UK Bus Awards took place on 19 November and celebrated 24 years of recognising outstanding talent and hard work in the bus industry. The event was held at Troxy in Commercial Road, London.

Representing Go-Ahead London at the ceremony was Managing Director John Trayner; Engineering Director Richard Harrington; General Manager for Stockwell and Croydon, Hannah Man; Croydon Engineering Manager, Belcher Penfold and drivers Peter Huttly, Orpington and Simon Ellis, Croydon. This year, we are pleased to announce that **CROYDON** was the BRONZE winner in the Best London Bus Garage category.

Further success at the awards event went to **ORPINGTON'S** Peter Huttly who was announced as the BRONZE winner in the category for Top London Bus Driver.

Managing Director John Trayner said: "I would like to take this opportunity to congratulate our worthy winners and say a huge well done. This is good news for Go-Ahead London."



TENDER NEWS

A **yellow highlight** indicates an involvement with **Go-Ahead London**.
All are retentions unless stated otherwise.

ROUTE 23 | Westbourne Park to Hammersmith Bus Stn.
TOWER TRANSIT. Contract Retained.
Contract begins on July 25, 2020.
Using new Electric Double Deck (24 PVR).

ROUTE 139 | Golders Green Station to Waterloo Station.
METROLINE. Won from London Sovereign.
Contract begins on August 29, 2020.
Using new & existing Hybrid Double Deck (23 PVR).

ROUTE 202 | Crystal Palace Parade to Blackheath.
ARRIVA LONDON SOUTH. Won from Metrobus.
Contract begins on September 19, 2020.
Using new Hybrid Double Deck (15 PVR).

ROUTE 319 | Sloane Square Station to Telford Avenue.
ARRIVA LONDON SOUTH. Contract Retained.
Contract begins on September 12, 2020.
Using new Electric Double Deck (19 PVR).

ROUTE 324 | Stanmore Station to Tesco Brent Cross.
METROLINE. Contract retained.
Contract begins on October 24, 2020.
Using existing Diesel Single Deck (7 PVR).

ROUTE 326 | The Spires to Brent Cross Shopping Centre.
LONDON SOVEREIGN. Contract retained.
Contract begins on July 25, 2020.
Using existing Diesel Single Deck (15 PVR).

ROUTE 405 | Redhill Bus Station to Katharine Street.
ARRIVA LONDON SOUTH. Won from Metrobus.
Contract begins on August 29, 2020.
Using new Hybrid Double Deck (9 PVR).

ROUTE 466 | Addington Village Interchange to Westway.
ARRIVA LONDON SOUTH. Contract Retained.
Contract begins on August 29, 2020.
Using existing Diesel Double Deck (19 PVR).

ROUTE C3 | Clapham Junction Station to Warwick Road.
TOWER TRANSIT. Won from Abellio London.
Contract begins on October 3, 2020.
Using new Electric Double Deck (9 PVR).

ROUTE N5 | Edgware Bus Station to Whitehall/Trafalgar Sq.
LONDON SOVEREIGN. Won from Metroline.
Contract begins on July 25, 2020.
Using existing Hybrid Double Deck (N/A PVR).

ROUTE N20 | Barnet High Street to Whitehall/Trafalgar Sq.
METROLINE. Contract Retained.
Contract begins on July 25, 2020.
Using existing Hybrid Double Deck (N/A PVR).

*In loving
memory of*

**Kenneth
Matcham**

Orpington Garage, Bus Driver

Remembered with respect by his colleagues



It comes with great sadness to report the loss of our dear colleague and friend, Kenneth Matcham.

Kenneth passed away following a serious road traffic collision in Orpington at approximately 2210 hours on the night of October 31.

Immediate efforts began to support his family by setting up a JustGiving page; a senior colleague has also had regular direct contact with the family to offer emotional support. On Friday 1 November, a 2-minute silence was also held around the Company in his remembrance.

Our thoughts and condolences will always remain with Kenneth's family.