



DECEMBER 2020

# WINTER 2020 AT GO-AHEAD LONDON



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## A MESSAGE FROM MANAGING DIRECTOR

*John Trayner*

As the current pandemic illustrates, we live in a fast-paced world of 24/7 news and opinion, all of which makes accurate and timely company information essential. Following a review earlier this year, we have enhanced our communications team and I am delighted to say it is now led internally by Tiffany Nicole and ably supported by Natalia Linton, Hassan Ibrahim and Gurnam Singh.

This refreshed edition of your company magazine is one example of a new approach to our messaging and, as always, feedback is welcome. Please send an email to [communications@goaheadlondon.com](mailto:communications@goaheadlondon.com).

As I write, we have just come to the end of a second disruptive lockdown and although this is not what anyone would have wished for, the company will continue to be guided by expert advice. The recent results of scientific research suggest there is cause for cautious

optimism, but we know from tragic personal experience the devastating impact of Coronavirus.

I therefore cannot stress enough the need to maintain safety and this includes staying away from work if you, or someone living in your household, feel unwell with Coronavirus symptoms.

Please do not report for duty and risk being a spreader. Instead call your garage manager, who will help you to book a test if required.

At the end of a demanding year, Christmas will soon be upon us. Ordinarily, it is a time of family, friends and fun, but as 2020 draws to a close, I am sure we will also take some time to reflect on those sadly no longer here.

Unlike other industries, it is business as usual for us over the period and into the new year. Although this festive season will be like no other, I would like to wish you a happy and peaceful time and to offer my best wishes for a healthy 2021.



**JOHN TRAYNER**  
MANAGING DIRECTOR

TIER 1

TIER 2

TIER 3

# YOUR GO-AHEAD LONDON CORONAVIRUS UPDATE

**To renew the trust of our customers regarding safety on public transport, and to make our environments Covid-safe for all colleagues, Go-Ahead London has invested in the safety within our services.**

Working alongside TfL and the trade union, our Communications team regularly sent out updates to all colleagues to keep them informed and up-to-date on all government changes and safe working practices during the Coronavirus pandemic.

We effectively stepped the service down and back up in reaction to the demand for buses, with the frequent introduction of new schedules coupled with decommissioning and then recommissioning an element of the fleet.

Go-Ahead London prioritised safety for colleagues and customers during this time and secured PPE for colleagues from the initial stages of the pandemic, including sealing up assault screens, and providing wipes, disinfectant, and face masks for all colleagues, partnering with local companies and suppliers. In an effort to reduce the environmental waste of disposable face masks, we have secured a reusable alternative in a variety of colours for all colleagues.

Made by a local company in New Cross called [Masks For Extraordinary People](#), Go-Ahead London commissioned 13,000 face coverings made of breathable cotton, which can be washed on a normal cycle (after which they will require a gentle push to return shape) and are designed to last. The masks can also be ironed, and faulty masks can be replaced.

Go-Ahead London also upped the cleaning regime for buses to ensure all services were safe for customers and worked with TfL on appropriate signage for safer travel, including the implementation of School Service buses for the return to school in a Covid-safe way in September 2020.

We also collaborated with TfL to take part in their temperature testing trial, and supported TfL regarding the direction of a University College London report into CV-19 fatalities, of which we contributed data to.

**Thank you to all colleagues who have done their bit to keep our garages, buses and customers safe.**



# Apprentices on THE FRONTLINE

Go Ahead London  
BEING CAN-DO

**'Apprentices on the Frontline' (in association with The Royal Navy) highlights some of the most extraordinary stories of employers and their apprentices across different business sectors, showing how they have adapted to new working practices during the Covid-19 pandemic.**

The National Apprenticeship Service are recognising these people and showcasing the most inspiring stories from across the country. One of the people featured in the online exhibit is Go-Ahead London's Sherice Cadette.

During Covid-19, Sherice Cadette balanced her key worker role as a London bus driver alongside her duties as a mother of two young children and a carer for her elderly mother. Sherice felt she had a moral obligation and responsibility to do her bit during the pandemic and ensure transport was available to those who needed it most. Her role as a bus driver meant essential and key workers across London could get to their place of work safely throughout the pandemic.

**SHERICE CADETTE**  
STOCKWELL DRIVER



Sherice takes her regular route through several areas across London, passing major hospitals including St George's and Springfield. Many of her passengers were either doctors, nurses, and other hospital staff, as well as patients.

Sherice's professionalism throughout the pandemic is truly inspirational, despite the ongoing challenges she faced, especially with her own health, Sherice didn't stop driving her favourite route. Sherice was determined to make a contribution to society and help continue to provide a much needed service across London.

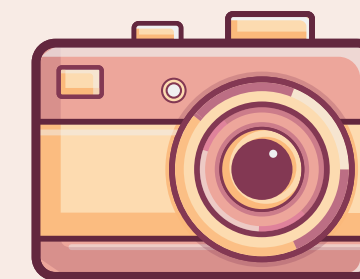
Sherice was also awarded a commendation for excellent Driver Quality Monitoring conducted covertly by (TfL) Transport for London.

The achievement demonstrates how much pride Sherice takes on delivering excellent customer service experience, keeping the safety and well-being of passengers in mind.

[You can read more about Sherice and the other apprentices of the pandemic here.](#)

# FACES OF THE PANDEMIC

## THE BOOK



**Yacina Addala from NEW CROSS Garage will be featuring in a coffee-table photo book regarding Faces of the Pandemic, which will be hitting the shelves this month. It captures the challenges and heroes of the pandemic through portraits of people from all over the country including many front-line workers.**

Yacina Addala, known to all as Yaz, has worked as a bus driver for Go-Ahead London at its busy New Cross Garage for a decade. 44-year-old Yaz drives numerous central London bus services and was promoted to the role of driver/mentor approximately 12 months ago. In this position, Yaz imparts her experience and knowledge to guide new recruits in their early and formative weeks of entering service as a London bus driver.

Yaz takes pride in serving her local community and her calm and reassuring demeanour is appreciated by all those she interacts with, especially passengers. She has worked throughout the Coronavirus pandemic and is described by Graham Johnson, her Garage General Manager as being: "The ultimate professional whose presence puts other people at ease." Graham, who is responsible for 680 drivers, 225 buses and 14 routes based

at the 114-year-old building, added: "Yaz makes a positive contribution to garage life and her practical advice was invaluable as we responded to an evolving Coronavirus situation."

In the book Yaz is quoted saying, "I would have found lockdown difficult were I not working. This has enabled me to channel my positive energy into a job I love and I am one of around 25,000 London bus drivers who have helped to keep the capital moving in difficult times. I look forward to many more happy years in service behind the wheel of my big red bus."

[To find out more about the book, please click here.](#)



PHOTOGRAPHER HOLLY CLARKE  
TAKING A PICTURE OF YACINA.





An  
Immigrant  
Saving a  
Racist's  
Life.  
x 500,000  
UK 2020

STEPHEN APPIAH  
MERTON DRIVER

# SOUTHBANK EXHIBITION

Go Ahead London  
WORKING AS  
ONE TEAM

**Go-Ahead London colleagues have kept their communities connected as the city closed its doors.**

The word community epitomised our Go-Ahead family as we came together to serve the people of London when the city closed down due to Coronavirus. The company stayed focused and positive as we were recognised as key workers in the community supporting those who needed our services to get safely from A to B.

This was reflected in a recent exhibit around the Hayward Gallery and the Southbank Centre in Waterloo, London, which has come alive with 'Everyday Heroes', a free open-air exhibition celebrating key workers during the pandemic in a vivid series of art and poetry commissions.

“ I’ve never felt so proud doing the job I love as a bus driver. ”

NATASHA LAMBERT  
MERTON DRIVER

NATASHA LAMBERT  
MERTON DRIVER

The exhibition is made up of large scale posters and dynamic digital displays for passers-by to delight in the featured artists' inventive approaches to image-making and poetry while reflecting on the everyday heroes who have helped to hold society together during this time.

Two Go-Ahead London colleagues, Stephen Appiah and Natasha Lambert were photographed and feature in the exhibit as key workers on the frontline. Printed on a large scale, their portraits are featured on the Grade I listed building as well as in hotspots around London and the UK.

When getting his photograph taken, Stephen commented on his experience as a bus driver during the pandemic. Stephen said, "Working as a bus driver over this period was one of the most challenging times of my life, but I was very proud to be able to participate in serving the nation in such difficult times. We're all in this together, and I'm glad to have been able to play a part."

When asked about her experience Natasha said "Buses are very important to the city for keeping communities connected. Working on the frontline during the pandemic was definitely a challenging time, but I've never felt so proud doing the job I love as a bus driver."

The team were very proud to see Go-Ahead London colleagues representing the industry for the city that means a lot to all of us.

[To find out more please watch the video here.](#)





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. This month we received a lot of positive tweets about wonderful colleagues saving the day with retrieving lost property, and even getting gifted for their excellent customer service. Well done to all colleagues mentioned below!



Are you following  
Go-Ahead London on twitter?  
Find us @Go\_Ahead\_London



Go-Ahead London  
@Go\_Ahead\_London

You deserve it! It's wonderful when our customers appreciate our colleagues 🍫 little things can really make someone's day. Save some for us!



**doubledecker\_momo** @momolondon4 · Oct 10

A customer today morning he is working in @sainsburys surprised me by giving me a bar of chocolate because i waited for him as He was running for the bus 😊  
@Go\_Ahead\_London  
Proud to be a bus driver  
Have a good day xx



6:11 PM · Oct 10, 2020 · Twitter for iPhone

2 Retweets 54 Likes



Go-Ahead London  
@Go\_Ahead\_London

We love to hear your lost property success stories! We're so glad the wallet made it back to you safely @sarahheal our bus drivers know their communities well!



**Sarah Healey** @sarahheal · Oct 27

@Go\_Ahead\_London Thank you so much to your wonderful no 42 bus driver today who not only retrieved my daughter's friend's wallet but noticed them on the bus later in the day and let them know so we could go and fetch it from lost property. Total star.

10:15 AM · Oct 28, 2020 · Twitter for Android

3 Likes



Go-Ahead London  
@Go\_Ahead\_London

We're so pleased you got it back! Our teams do all we can to reunite customers with their lost belongings, we are here to help!



**Lanna Joffrey** @LannaJoffrey · Oct 23

@Go\_Ahead\_London & @TfL I'm beyond grateful to your 104 bus driver who found my phone & arranged for me to get it from him after I finished work. The memories/photos/messages on that phone are priceless. THANK YOU SO MUCH! BRAVO KINDNESS! This smile on my face is his 🧡💚💙💜💖

9:32 AM · Oct 23, 2020 · Twitter Web App

1 Quote Tweet 7 Likes



Go-Ahead London  
@Go\_Ahead\_London

Thank you for the feedback @loose\_screw\_ we're so glad you managed to get it back! We will feedback your comments to Samantha 😊



**Tristan Dickson** @loose\_screw\_ · Sep 12

@Go\_Ahead\_London Many thanks to 219 route driver Samantha for personally helping me locate my lost phone and driving me and my gf to pick it up from the depot. Best driver ever. Have sent a little gift to the depot to show our appreciation!

6:16 PM · Sep 14, 2020 · Twitter for iPhone

17 Likes



Go-Ahead London  
@Go\_Ahead\_London

We're so glad you had an exceptional experience! We will pass your feedback on to our colleagues. 😊



**Tom Bowell** @thomasbowell · Oct 4

@TfL @Go\_Ahead\_London Really good trip on the 127 this evening - the 1740 off Purley towards Tooting. Bus E222 & run number C 205 - very friendly service to his passengers, & an exceptionally smooth drive. Bus was very clean too. Please pass on my praises! 🙌👍 #goodGALbusdriver

11:59 AM · Oct 6, 2020 · Twitter Web App

1 Retweet 13 Likes



Go-Ahead London  
@Go\_Ahead\_London

So glad you had a positive experience @moshbuses it is wonderful feedback. Journeys are always a little bit easier with a friendly face 😊



**moshbuses** 📷 @moshbuses · Sep 24

Not usually the one to do this, but praise to the @Go\_Ahead\_London driver who was driving SEN20 at around 3:20 today on route 386! Driver gave a wave and was really nice 😊 love to always have drivers like this!



4:46 PM · Sep 24, 2020 · Twitter Web App

2 Retweets 19 Likes



**Zainab @Awetisome Life**  
@awetisomelife

Tiffany @Go\_Ahead\_London and whoever the bus driver or the person who handed in my bag was, are absolute angels! 😊 My bag and everything inside safely returned to me 3 days after I left it on the bus on the way home! There's goodness all around us!

2:00 PM · Oct 15, 2020 · Twitter for iPhone

1 Retweet 7 Likes



Go-Ahead London  
@Go\_Ahead\_London

One happy customer! We were really pleased to reunite @awetisomelife and her missing bag, we know how stressful it can be to lose your belongings on a London bus but we will do everything we can to reunite our customers with their missing belongings. We're here to help!



2:04 PM · Oct 15, 2020 · Twitter for iPhone

2 Retweets 1 Quote Tweet 24 Likes



# Letters to GO-AHEAD LONDON

I just wanted to write to let you know how professional and kind all your workers are at **BEXLEYHEATH** bus garage, especially Dan Taylor.

It was an arranged visit to Bexleyheath bus garage for my severely autistic child, Nathan. He loves buses and it is his 10th birthday on Saturday 24th October. He is such a kind boy and so enthusiastic about London buses, he knows all the buses and routes!!

Dan Taylor went above and beyond to give Nathan "the best day ever" (Nathan's words). He was kind, patient and also professional by keeping everything covid safe and us both safe. He truly made Nathan's birthday and given him memories for a lifetime.

I really think they all deserve to be commended and just wanted to share this with you.

Kind regards,  
Charlotte Mead (mother to Nathan).

Customers are always welcome to share feedback of their experiences on our buses, good or bad. Two individuals who had positive experiences with drivers who went out of their way wrote in to tell us how wonderful our people are. These are their stories.

First off I would like to say a huge thank you to you for taking your time to show and to talk to Reggie about the buses and how they work, why they shake and all the noises and what they mean.

By the end of the day he was so happy and hasn't stopped telling everyone that he is no longer scared of the buses and how they work. This act of kindness has meant so much to not only Reggie but to me as well as its not everyday someone goes out of their way to help my son with things that the rest of us don't give a second thought to.

I would also like to express my thanks to all of the people that made this possible and inform them that this has had a huge impact on Reggie and it is something he will remember for some time. I wish you all the best and receive the highest of praise for what you did today.

Best wishes  
Louise Humphrey

And a special thanks from Reggie

# YOU ARE NOT ALONE



**For World Mental Health Day on 10 October, colleagues at Go-Ahead London pulled together to recognise those who may be struggling and need extra support or someone to talk to.**

COLLEAGUES AT MERTON GARAGE POSING FOR A GROUP PICTURE.

The campaign, led by Katarzyna Bilinska, the Accident Prevention Supervisor from **MERTON** Garage campaigned to raise awareness of Mental Health across the whole business, encouraging others to reach out for help if they need it. You are not alone!

# Giving Back



## SALVATION ARMY

Thinking of others in times of need often brings people together. Peter Burke from the Apprenticeship Team and the team at **RIVER ROAD** Garage regularly collect food and donations including beans, peas and pasta for their local Salvation Army. A big thank you and well done.



PETER BURKE MAKING A DONATION TO THE SALVATION ARMY.





# Cycle Relay Event

**Thanks to the collective efforts of the participants of the Cycle Relay in August, the kids of Great Ormond Street Hospital will truly have a massive selection of toys, clothes, books and movies. Colleagues managed to raise an amazing £1,672.50 from both the cash donations and the JustGiving page.**

The event was a great success. The aura and energetic vibes of the event began with a lively singalong and photoshoot where colleagues wished each other luck as the two groups split up into the two different journeys. The speakers were on full blast playing a popular Bruno Mars tune as the team started their journeys.

At each garage visited, cyclists reenergised with refreshments including cold water and fresh snacks (and even some freshly baked cheesecake!) a big thank you to the teams at Northumberland Park, Silvertown, Peckham, Putney, Orpington, Croydon and Stockwell for cheering the cyclists on.

Both groups visited all 16 garages (plus Head Office), including Orpington in the London Borough of Bromley, up to Northumberland Park in the London Borough of Haringey.

As a team, the group embarked upon this journey with a strong spirit and positive attitude which was maintained from start to finish throughout the 80 mile journey.

Teamwork really made the dreamwork. The voyage wouldn't have been possible without the engagement and support of James Prothero, Lopes Ngobese, Bernie Rajewski, Hilary Devante, James Clark, Steve Beckley, Ian Gough, Anna Gere and Alistair Brockbanks. A special thank you to Katarzyna Bilinska who led the team to their success. Well done to all.



DID YOU GET A  
NEW BIKE WITH  
**GAL'S CYCLE  
SCHEME?**

Please send pictures of your new bikes to **[communications@goaheadlondon.com](mailto:communications@goaheadlondon.com)** for a feature in the next issue!



# 50 YEARS OF CARIBBEAN RECRUITMENT



## A THANK YOU FROM LONDON TRANSPORT

For Black History Month, an annual observance that commemorates the history and achievements of members of the black community that takes place every October, London Transport celebrated 50 years of Caribbean recruitment.

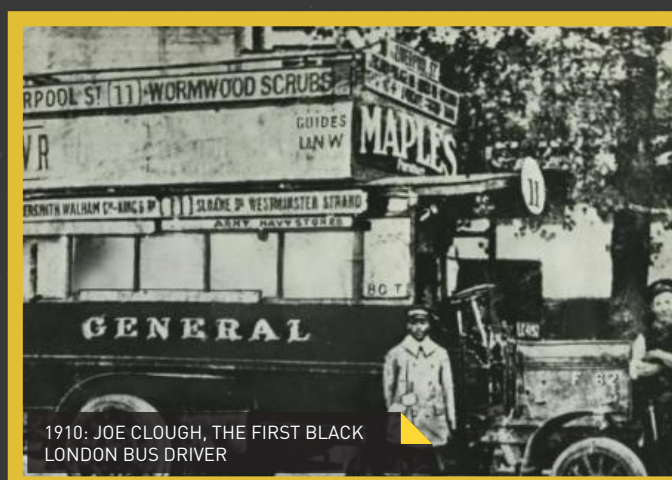
## TRANSPORT FOR LONDON AND BLACK BRITISH HISTORY

After the Second World War, London Transport (LT), like many other employers in the UK, had a severe recruitment problem. It became especially hard to fill the lower grade, poorly paid jobs that could be dirty and difficult, involving shift work and long hours.

In the British West Indies however, populations were growing and in some areas jobs were scarce.

## FIRST BLACK BUS DRIVER

In 1910, Joe Clough was the first black London bus driver. Clough applied to work at London General Omnibus Company (L.G.O.C) where he became a spare driver. After he passed his bus driving test he started driving a number 11 B-type bus between Liverpool Street and Wormwood Scrubs.



1910: JOE CLOUGH, THE FIRST BLACK LONDON BUS DRIVER

The strong migratory tradition in the West Indies prompted many to go abroad to study or seek work, looking for better pay and advancement. From the late 1940s onwards thousands of Caribbean people made the long journey to the 'mother country'. As the first wave of Caribbean immigrants settled in London, some found work with London Transport.

In 1968, London Transport estimated that they had about 9,000 black staff employed in a workforce of 73,000. This included around 2,000 in departments such as catering, many of whom were women.



STAFF FROM PECKHAM BUS GARAGE ENJOYING A DAY OUT IN 1957



NEW ARRIVALS FINDING THEIR WAY AROUND LONDON  
COPYRIGHT MUSEUM OF LONDON, HENRY GRANT COLLECTION

**TO FIND OUT MORE ABOUT BLACK BRITISH HISTORY IN LONDON TRANSPORT PLEASE [CLICK HERE](#)**

## MAKING HISTORY

In December 1993, London bus conductor Anthony Severine who worked out of Camberwell Garage on Route 12 received an MBE from the Prince of Wales at Buckingham Palace. A wax model of Anthony was featured at the London Transport Museum, London (see pictured, Anthony with his likeness).

To find out more about Anthony Severine [click here](#).



PICTURED: ANTHONY WITH HIS LIKENESS



# We are **HR!**

**HR plays an important role in every business. At Go-Ahead London our HR teams support all 7,000 of our colleagues when joining and leaving the business, and many enquiries in between. Please see below an intro to HR from Go-Ahead London's HR Manager Debbie Lambshead.**

Human Resources, or HR, is a widely used term, but what does it mean and how does the team assist colleagues? Through this column, which is planned to be the first in an occasional series, I'll take the opportunity to explain.

HR is important for many reasons, not least because the payroll team form a crucial part of it and without their efforts, our bank accounts wouldn't be credited. Key HR responsibilities include compliance with employment law, (such as TUPE transfers), elements of recruitment and training, people development (such as the pre-promotion course), credit/job references (including Licence for London), helping colleagues find alternative employment, pension queries and creating policies/

procedures and guidelines that make Go-Ahead London an attractive place to work, while reflecting our communities and the wider city we serve.

Unsurprisingly, the Coronavirus pandemic has been challenging and I'm genuinely proud of the 'can do' spirit that's seen HR and particularly Payroll maintain a core service throughout, despite remote working, evolving advice and the never to be forgotten tragic loss of seven loyal colleagues.



**DEBBIE LAMBSHEAD**  
HR MANAGER

This column presents me with an opportunity to thank all employees, irrespective of their position, as our response to the virus has been a team one. In difficult times we've delivered an essential service for many key workers and in doing so have helped our city to meet the challenge. For that we should all take considerable pride.

I'll conclude my first column with a request for feedback (hr@goaheadlondon.com), which is welcome, so please let me know what you think and if there are any topics you'd like covered.

Thank you for taking the time to read this and please stay safe.

# THEO'S FITNESS TIPS FOR DRIVERS

Go Ahead London  
**BEING  
CAN-DO**

**THEO NELSON-WILLIAMS**  
PUTNEY DRIVER

the transport sector. I couldn't help but notice that many of my fellow colleagues felt the same way as I did about their health and fitness levels. That is when I decided to make a change for a better quality of life for myself, with the aim of impacting and empowering fellow drivers to make the change of leading a more active lifestyle with the mindset of that your future self will thank you for it!

“...take life by the horns and become the greatest version of yourselves.”

THEO NELSON-WILLIAMS  
PUTNEY DRIVER

**The health and safety of our colleagues is a top priority. Theo Nelson-Williams, a bus driver and personal trainer from PUTNEY Garage shares his expertise on how our work impacts our health, and informs us how small daily changes can make a big difference to our overall health.**

I trust you are all well. My name is Theo Nelson-Williams, I have been a resident driver at Go-Ahead London Putney for the best part of 10 years. During my time as a professional driver I found working a shift pattern 5 days a week plus overtime starting to take its toll on my health and well-being, as I'm sure many of you can relate to the lack of sleep structure and niggling back, neck and shoulders pains from long hours behind a wheel.

I found myself slipping away from the energetic man I used to be due to the sedentary lifestyle I was living working in

My aim is to bring you interesting health tips and exercise to encourage you all to take life by the horns and become the greatest version of yourselves.

**Please watch one of Theo's fitness tips here**



# A DAY IN THE LIFE

**Michael Zah was a graduate at Go-Ahead London. upon completing the Group's training scheme, he is now an Assistant Operating Manager at CAMBERWELL. This is his story.**

My name is Michael Zah and I joined the company two years ago in 2018. I was part of the Go-Ahead graduate scheme, which is basically a fast track scheme into operations management. This is an opportunity to understand the job by working in a number of departments in and around the business. As part of my journey I touched on the majority of departments within the company.

I started off at the training school where drivers begin their journey within the company. I worked with the recruitment and training side of the business, helping to get PCV drivers and apprentices into the business. I then continued on to learn how

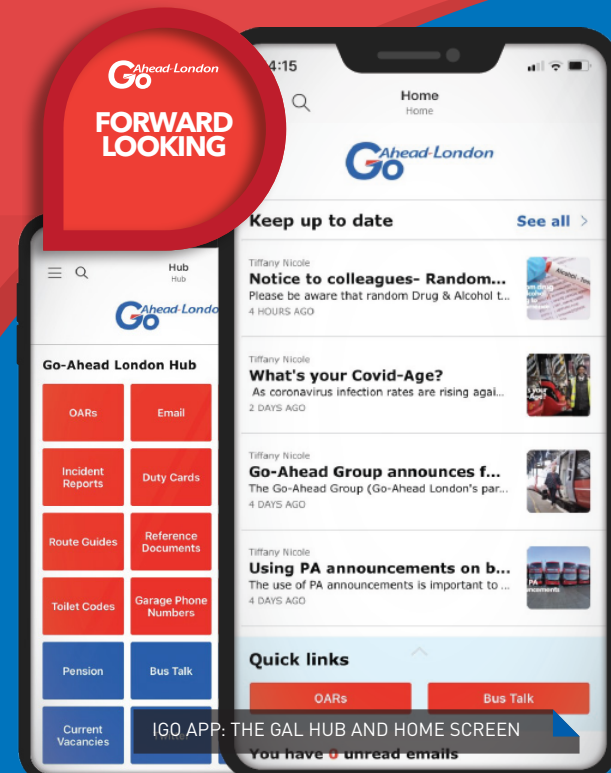
to drive a bus and obtained my PCV licence in November 2018 and drove in service at a couple of our garages. Part of my program allowed me to work in departments around head office such as Commercial, HR, Payroll, IT, Schedules and more.

Before joining Go-Ahead I studied Business Management in Leicester and also obtained a Masters in Business Admin, before applying for a role within the transport industry. After completing my graduate scheme, I secured a move to Camberwell Garage and now work as an Assistant Operating Manager with a great team behind me.

To find out more about our graduates at Go-Ahead London click [here](#).



**MICHAEL ZAH**  
AOM CAMBERWELL



**Go-Ahead London has teamed up with Xexec to offer colleagues a world of exclusive discounts which can save money off your weekly shopping, top fashion brands and household gadgets - perfect in time for Black Friday and Christmas!**

Unlike voucher and flash sale sites, you'll always get great deals from brands like Apple, M&S, Virgin Media, Matalan, Missguided, Argos, and much much more!

## How do I get started?

All you need to register is your Go-Ahead London email address and a few details and you can start saving.

Well done to Martin Bell from Morden Wharf who won a £50 Marks and Spencers voucher in a Galtastic prize draw - just in time for Christmas!

**You can find Galtastic Savings in the iGo app on the Hub page.**

## Features include:

My location - where colleagues will find their garage news and duty swaps.

- Chat - feature where colleagues can connect with each other.
- Hub - feature where colleagues can access OARS, payslips and duty cards.

The app will be followed up with a new employee portal where colleagues can stay up to date with both corporate and local news.

Since the roll-out at the beginning of September 2020, engagement across the whole business sits at 55.2%.

# The Launch of iGO

To improve employee engagement in a dynamic, accessible way, Go-Ahead London have recently rolled out a new employee engagement app, iGo to better communicate with colleagues. The new app comes with a range of benefits for colleagues that make our business updates and communication clearer, faster and easier to access.





In the first half of 2021, we are bringing electric buses to two new garages and in the same period we will be delivering 70 new electric buses across the company.

If all our electric buses were parked nose to tail that's enough to cross Westminster Bridge nearly 8 times.

Go-Ahead London have the largest fleet of electric buses in London and growing.

# KEEP IT GREEN

## ELECTRIC BUSES AT GO-AHEAD LONDON

Our electric bus fleet currently stands at 173, forty-nine of those are the BYD ADL Enviro400EV, currently found working out of NORTHUMBERLAND PARK Garage on the Routes 106, 212, 230 and 357, and soon to be introduced at Silvertown Garage on the Route 69.

The BYD ADL Enviro400EV is the pure electric, zero emission double deck bus created by a partnership between BYD and Alexander Dennis. This brought together BYD's battery technology and the stylish bodywork and interior of Alexander Dennis, the BYD ADL Enviro400EV is designed by BYD's R&D Centre in Shenzhen, China and assembled by Alexander Dennis in the United Kingdom.

The buses are driven from Scotland to just outside London on one charge before being prepared for handover to us.

The BYD ADL Enviro400EV comes with the eye-catching 'City' style bodywork with glazed staircase and many other improved features such as Camera Monitoring System (CMS) and seat-back USB charging points for all passengers.

Go-Ahead London and BYD have been working in partnership since 2013 and this has saved over 7,000 tonnes of CO<sub>2</sub> emissions in the process.

Overnight charging takes just four hours to fully recharge, bringing significant reductions to greenhouse gas emissions across the city.

# FACT CHECK

Dimensions	10.9m length / 2.55m width / 4.3m height
Gross Vehicle Weight / Unladen Weight	19200kg / approx 13300kg
Passenger Capacity	Up to 85 passengers with 67 seats
Accessibility	One or two wheelchair spaces, with electric ramp at centre door
Electric Motors	Two motors integrated in drive axle, max. power 2x150kW
Battery System	BYD lithium iron phosphate battery technology, 382kWh
Operational Range	Up to 160 miles on a single charge in typical urban driving



# CASE CLOSED



**A customer who spat in a bus driver's face at the height of lockdown has been jailed after she kept a sample of his saliva and handed it to the police.**

The driver used her compnay issued 'spit kit' to take the DNA sample after she was attacked on board by the criminal who put his head through the window and spat in her face.

It is unfortunate that we have the need for it, but TfL's Workplace Support Team's (WST) main aim is to investigate assaults against bus drivers, controllers, RPIs and other bus colleagues ([see page 129 in TfL's Big Red Book](#)). The WST has links with the Crown Prosecution Service to ensure that all found offenders are given the most severe penalties possible.

If you are assaulted, please ensure that you do report it formally to the local garage team, and to the Police gaining a Crime Reference number. If you are involved in a spitting incident, you can use a DNA collection kit to collect a sample.

Samples from the skin provide the best chance of identifying the offender, as there is less chance of cross-contamination.

Roger Tanner, Assistant Operating Manager at Sutton Garage said, "I am pleased to say that recently we have had very good feedback from the Police and WST. Those responsible for assaults have been arrested, and are awaiting charging for assault and criminal damage."

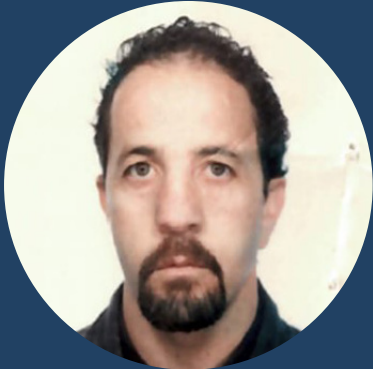
Hannah Man, General Manager at Sutton Garage, added "Before I worked for Go-Ahead London, I worked in the WST, so I appreciate the good work that they are doing. We all want you to work in a safe environment, and by reporting any incidents, you are reducing the likelihood of it occurring again to yourself and other colleagues."

Safety for all customers and colleagues is our number one priority. If you experience an incident on the bus please use the spit kit provided to ensure the right person is held accountable for the crime.

# IN LOVING MEMORY

SADLY MISSED FROM THE NEW CROSS TEAM

**Our Go-Ahead London colleagues are like a family. Please see two tributes below to colleagues who have sadly passed.**



**AZZEDINE KHENNOUF**

The New Cross team were very sad to announce that colleague Azzedine Khennouf passed away on 4th July 2020.

Azzedine joined Go-Ahead London in August 2002, and completed almost 18 years of loyal service. He was a well respected member of the team

At New Cross and will be sadly missed by everyone.

Colleagues at New Cross kindly collected £420 for his family in his memory.



**LLOYD HOWELL**

Lloyd Howell first joined Go-Ahead in July 1996, and was part of of the Go-Ahead London family up to January of this year. Sadly Lloyd lost his battle to cancer on 5th August 2020.

Operating Manager, Brian Goodger stated that Lloyd was a very much loved and respected friend and colleague, what one would call a true gentleman.

Colleagues at New Cross collected £370 for his family. Lloyd's wife Joanne and daughter Keely are both drivers at New Cross, along with his son-in-law Dean who is an IBus controller at Bexleyheath. He will be dearly missed.





***Thank you for reading our December 2020 issue.***

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

***[communications@goaheadlondon.com](mailto:communications@goaheadlondon.com)***



Be sure to also read our  
2020 Sustainability Report.

Available on the [Go-Ahead London website.](#)

