

FEBRUARY 2021



COLOURFUL MONDAY

PAGE 12 – 13

IN THIS ISSUE

RECRUITMENT AT GAL

JOHN TRAYNER'S UPDATE

KEY WORKERS OF THE PANDEMIC

IN THIS ISSUE

03 JOHN TRAYNER’S MESSAGE

[Click to read](#)

An update from our Managing Director, John Trayner.

04 COVID-19

[Click to read our Covid-19 section](#)

- Mayor and Deputy Mayor of Sutton visit Sutton Garage to say thank you
- Face Coverings notice
- The invisible key workers of the pandemic

07 HEALTH & WELLBEING

[Click to go to Health & Wellbeing](#)

- Fundraiser in support of wounded military personnel
- Croydon Diabetes workshop
- Sutton driving standards roadshow

10 PEOPLE & COMMUNITY

[Click to go to People & Community](#)

- Pin the tweet!
- Colourful Monday
- Edward Adoo looks back on being featured in The Clipper in 1992
- Letter to the editor
- Christmas Jumper Day 2020
- We are family - GAL Graduates
- Fahad Hassan and the lost child
- A Day in the Life - Sophia Lewis
- Roll on routes B12 and 469
- Keep it rollin'
- The Recruitment Team

Message from John Trayner

These are clearly very challenging times and as we navigate our way to happier days, I want to remind you to stay safe.

No one could have predicted that nearly one year on from the first reported cases of Coronavirus, we would still be dealing with an evolving challenge, having tragically lost ten colleagues in the intervening period.

I make no apology for repeating what I have said many times. If you feel unwell, do not attend work. Book a Covid test, let your manager know and inform them of the result. The same applies if someone you are in close contact with tests positive.

When at work, you must maintain social distancing and ensure the very highest standards of personal hygiene, especially regarding hand cleanliness.

Gel, hand wipes and soap are a part of our daily work lives and they must be used. Face masks should also be worn when you are in close contact with people, and I implore you to wear them as scientific research proves they make a real difference.

Our response to the virus relies on everyone pulling together. The various measures in place can only be effective



JOHN TRAYNER
MANAGING DIRECTOR

if we all respect them as they are not optional. We have designed them in close, and ongoing, co-operation with workplace representatives and they are based on the very latest expert advice. Put simply, we owe it to each other to play by the rules.

You should also immediately challenge anything you believe to be unsafe and to do so in a non-aggressive manner. In such an event, I expect you to immediately report this and to seek advice. I previously called this 'taking a safety moment' and that message remains intact, not least because safety forms the basis of everything we do, virus or not.

London’s buses have a proud history of serving the capital in the face of adversity and until brighter days return, we must take personal responsibility and continue to look out for each other.

Despite the current difficulties, some light exists, and we will overcome this. Three different vaccines have been approved and over nine million people have benefitted from receiving at least one of them. Plans are in place for mass vaccination, and they present us with the best return to normality.

Until that happens, please stay safe and thank you for making a real difference.



On Friday 20th of November, colleagues at Sutton Garage were visited by the Mayor and Deputy Mayor of Sutton, Councillor Trish Fivey, and Councillor Annie Moral who wanted to give a special thanks to the teams at the garage for their work on the frontline during the pandemic.

On an especially chilly day, the Mayor and Deputy Mayor toured the garage to meet and greet colleagues, including the engineering team, iBus controllers, drivers and the administration team, where they delivered a personal thank you to everyone for their dedication to the people of Sutton during the pandemic, acknowledging the challenges that came with the crisis.

Led on the tour by Hannah Man, Sutton's General Manager, and John Trayner, Go-Ahead London's Managing Director Councillor Trish Fivey, and Councillor Annie Moral spoke to colleagues about how the

Sutton community pulled together and kept going with a positive attitude.

Our colleagues at Sutton relayed to the Mayor and Deputy Mayor how we kept colleagues safe at the garage with our Covid-safe policies. Many colleagues shared tales of their long careers at Go-Ahead London and passion for the community of Sutton, where several colleagues live and come from.

Internal Communications Manager Tiffany Nicole discussed Go-Ahead London's sustainable transport strategy, highlighting how many electric buses are in the business, and our aims to beat the Mayor of London's target for electric transport by 2030. The Mayor was very impressed and promised support for the initiative.

The tour ended with John Trayner presenting a Go-Ahead London bus model to the Mayor and Deputy Mayor, before taking a socially distanced picture.

Are you wearing your face covering correctly?



DO NOT leave your mouth and nose exposed outside of the mask



DO NOT leave your nose exposed outside of the mask



Put the mask over your nose and mouth and secure it under your chin

Some exemptions do apply.

[Click here](#) to read the latest Government guidance.

The invisible key workers of the pandemic

Go Ahead-London
OPEN AND APPROACHABLE

Keen to "celebrate the invisible key workers" of Coronavirus the BBC got in touch with Go-Ahead London asking to speak to a female bus driver with African heritage for a story that'll appear on BBC Africa in the near future (as part of a wider piece on the pandemic).

Hema Russell, Operating Manager from Stockwell, nominated driver Doreen Berchie, who has been a part of the GAL team since the beginning of 2016. Originally from Ghana, Doreen's a popular member of the Stockwell family who quietly gets on with the job, while always displaying a positive attitude.

On Wednesday 26th of November, the BBC team came down to Stockwell to meet Doreen, where they spoke about her experience on the frontline during the pandemic.

Doreen told the BBC of her joy from driving and

interacting with people, helping her customers. Doreen went on to describe her experience working for Go-Ahead London, providing flexible working and recognising her hard work with a commendation letter from the Managing Director, John Trayner.

Doreen explained the most difficult part of her job can be some of the grumpy people she meets along the way, but she does her best to diffuse situations with a smile.

Doreen highlighted our safe working practices at Go-Ahead London with lots of cleaning and sealing cabs to protect colleagues and described how proud she was to be a bus driver serving her community, stating "Bus drivers are really important, we've kept the city going, we've helped a lot of people and we've all played our part. Doctors save lives but I take the doctor to work!"

The feature will appear on BBC Africa in Spring 2021.



DOREEN BERCHE
BUS DRIVER



JOE COX, SERGEANT WITH PWRR SUPPORTS THE ACF YOUTH ORGANISATION FOR TEENS AGED 11-16.

FORTUNE FAVOURS THE BRAVE

As a symbol of remembrance of those lost in the World Wars, Go-Ahead London added poppies to our fleet to recognise military personnel past and present.

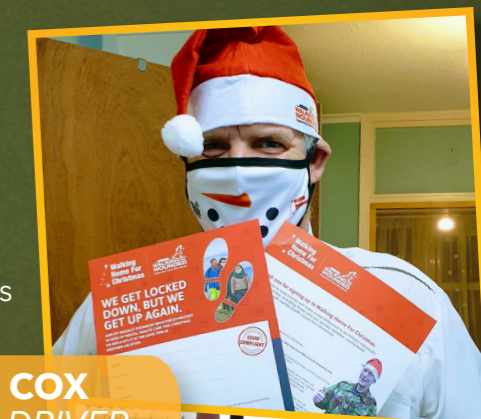
There are many colleagues at GAL who have military ties. In support of wounded military personnel, the charity "Walk Home for Christmas" raises money for those who need support including physical and mental health support, as well as financial.

Joe Cox, a driver from Merton Garage, has kindly organised a walk to raise money for Walk Home for Christmas to support injured military personnel.

Joe will be walking and cycling 17 miles covering 7 Army Cadets Detachments within south west London located in Putney, Wimbledon, Battersea and Wandsworth areas. The teams will also be walking this route with an additional 30 pounds in weight in their backpacks.

Joe Cox, who is a Sergeant with PWRR (Princess of Wales's Royal Regiment) has been a part of the military since 2015. His role supports the Army Cadet Force which is a youth organisation for teenagers aged between 11 to 16.

If you would like to support Joe with his fundraising please [click here](#) to donate!



JOE COX
BUS DRIVER



PHYLEX GREEN
BUS DRIVER

DIABETES UK
KNOW DIABETES. FIGHT DIABETES.

DIABETES WORKSHOP at Croydon Garage

We are always pleased to get behind any initiative that promotes the health and wellbeing of colleagues at Go-Ahead London.

Croydon Bus Garage have been hosting Diabetes Health and Wellness workshops to teach the team at Croydon how to recognise the signs of diabetes, and how to improve their health to both prevent and manage the disease.

The sessions are run by Phylex Green, a bus driver at Croydon and a Diabetes UK Champion, and are supported by Kyle Simmons, Assistant Operating Manager. Phylex's sessions provide a space for all colleagues

to ask questions about diabetes. Drivers can visit during their meal reliefs and get a mini assessment to discuss their concerns.

The assessments are 10 minutes long and determine whether the driver is at high or low risk of diabetes. If they are considered high risk, a form is filled out which a drivers can visit during their meal reliefs, get a mini assessment and discuss their concerns.

Phylex also provides the drivers with tailored shakes and regimes that help prevent, manage and control diabetes. This also helps with fatigue and helps drivers feel more prepared for their duties.



CLINT BENJAMIN HAVING HIS BLOOD PRESSURE TAKEN



SUTTON Roadshow

Raising awareness towards vulnerable passengers.

In November our Sutton team hosted a driving standards roadshow to better educate colleagues on the challenges some vulnerable passengers may encounter whilst using our bus network. The purpose of the day was to raise awareness and to enhance our customer service skills with the intention of reducing the small number of incidents on board.

The day was designed to be interactive; the Sutton team took the opportunity to use two wheelchairs for colleagues to briefly experience for themselves what it's like to be unable to walk and use public transport.

To understand the importance of providing a safe and comfortable boarding experience to less able passengers, drivers were



THE TEAM AT SUTTON LEARNING ABOUT THE CUSTOMER EXPERIENCE

asked to board the bus in the wheelchair when the bus wasn't close to the curb, highlighting how important the distance is for those less abled.

The roadshow was well received and enhanced the drivers' perspective of the passenger experience.

We continue to work with accessibility experts within the industry and utilise passenger feedback to improve our services.

Go Ahead London

ADAPTABLE





**BUILDING
RELATIONSHIPS**

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](#)



Julia (Bresnai) Harris RN, BN, NSWOC @julaharrisRN · Jan 14

To the bus driver who sees me every morning but doesn't know why I commute: you stopped today in the pouring rain when I nearly missed the bus, soaked, & told me to sit down and enjoy a free ride. I was very misty eyed by this gesture @TfL #KindnessMatters #NHSworker

2 7 73



Julia (Bresnai) Harris RN, BN, NSWOC @julaharrisRN

Replying to @julaharrisRN

[@Go_Ahead_London](#)

7:57 AM · Jan 14, 2021 · Twitter for iPhone



Selkent Bus Scene @dylanthomas390 · Jan 9

Some rather empty runs lately! While I can't see a lot of my family, I do get to see my fantastic [@Go_Ahead_London](#) family every day! All of us making light of a stressful time 😊



3 2 41



Ho-Kit Lam @HoKitLam_Trnspt

Monday's are boring for me with no lessons until the afternoon and so I took a bit of time away from the usual revision. Below is a free hand drawing of [@Go_Ahead_London](#) WVL509. Noticing that the LB logo & Go Ahead logos are missing however they would ruin the red!



12:42 PM · Feb 1, 2021 · Twitter for Android

7 Likes



Michelle Stone @mich1749

[@Go_Ahead_London](#) one very excited little boy as he's on a blue bus



Michelle Stone @mich1749 · Jan 28

[@Go_Ahead_London](#) #suttonbusgarage my 3 year old grandson is desperate to go on a blue bus. I have noticed one operates out of Sutton bus garage. Please could you tell me what number it is and where it goes?

2



METROBUS @METROBUS · Jan 28

We'd absolutely love to have him on board with us, Michelle! Here's a link to our current 420 timetables which operate between Sutton and Redhill - [assets.goaheadbus.com/media/cms_page....](#) See you soon little man! ^Y^

1 1

Michelle Stone @mich1749

Replying to [@METROBUS](#) and [@Go_Ahead_London](#)

Thank you so much for your lovely reply - guess I know what I'm doing tomorrow with a very excited little boy

11:57 AM · Jan 28, 2021 from Merton, London · Twitter for iPhone

3 Likes



Madeleine Baines @magsbaines

Shout out to the driver of the #337 bus this evening between Putney & Richmond at about 4:30/5:00 pm. He drove with patience & courtesy despite car drivers cutting him up at every opportunity. Plus he took care & was considerate & safe when driving round cyclists. [@TfL](#)

7:05 PM · Dec 11, 2019 · Twitter for iPad

2 Retweets 1 Quote Tweet 15 Likes



Marc Bacon @marcbacon1

[@Go_Ahead_London](#) don't you just love Christmas time a lovely passenger got on my bus and said thank you for waiting at the stop for me yesterday here you go merry Christmas feeling happy



12:02 PM · Dec 19, 2020 · Twitter for iPhone

1 Quote Tweet 3 Likes

Colourful Monday

In collaboration with TfL, colleagues were encouraged to wear their brightest colours on Monday 18th of January which was renamed Colourful Monday to bring some cheer to the bluest day of the year.

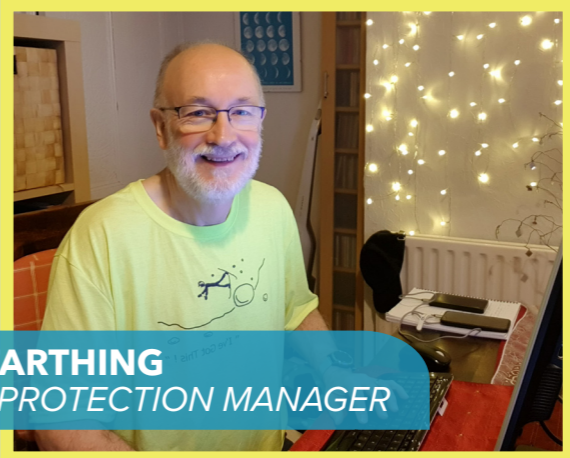
TfL launched a mini competition between bus companies for the most colourful bus drivers in support of the campaign and chose our very own Hilary Devante for her colourful make up and hats- well done to Hilary and thank you to all who participated!

If you feel impacted by the Blue Monday Blues, it is always worth speaking up and reaching out either to your friends or family, or by seeking help professionally. If you notice someone close to you, colleague, friend or family member is struggling reach out and give them a listening ear. A check-in can make a big difference to someone else's day.

TRY TO BE A RAINBOW IN SOMEONE ELSE'S CLOUD



HILARY DEVANTE
DRIVING STANDARDS ADMIN



DES FARTHING
DATA PROTECTION MANAGER



JAGMINDER SINGH
BUS DRIVER



CHRIS LEVY
MENTOR



SIMON TRUNDLE
BUS DRIVER



CLINTON DAVIDSON
IBUS CONTROLLER



EDWARD MCNAMARA
BUS DRIVER



MIKE DUFFY
BUS DRIVER

London Central News Issue 16 Christmas 1992

NUMBER ONE FAN!

WHEN London Central's new Optare Spectras go into service Edward Adoo plans to be among the first passengers.

Bus enthusiast Edward can claim the title of London Central's number one fan – at the tender age of 13.

He has been interested in buses, and particularly London buses, since he was given his first Corgi model at the age of three, and he now has a collection of more than 50.

And he rates London Central as the top company because "they have a lot of really good routes".

Edward, who normally travels from his Kentish Town home to school in North Finchley on board a 263, spends much of his spare time either travelling round the capital by bus or visiting garages to talk to staff about his hobby.

He has a Clipper sign in his bedroom, as well as a large collection of London Central posters and other bus memorabilia.

Collection

And despite his keenness to travel on the latest additions to the fleet, he is, like most enthusiasts, a staunch supporter of the Routemaster.

"The RMs are still my favourites," he said. "I've read all about them, and I'm pleased to see that they're going to stay in service."

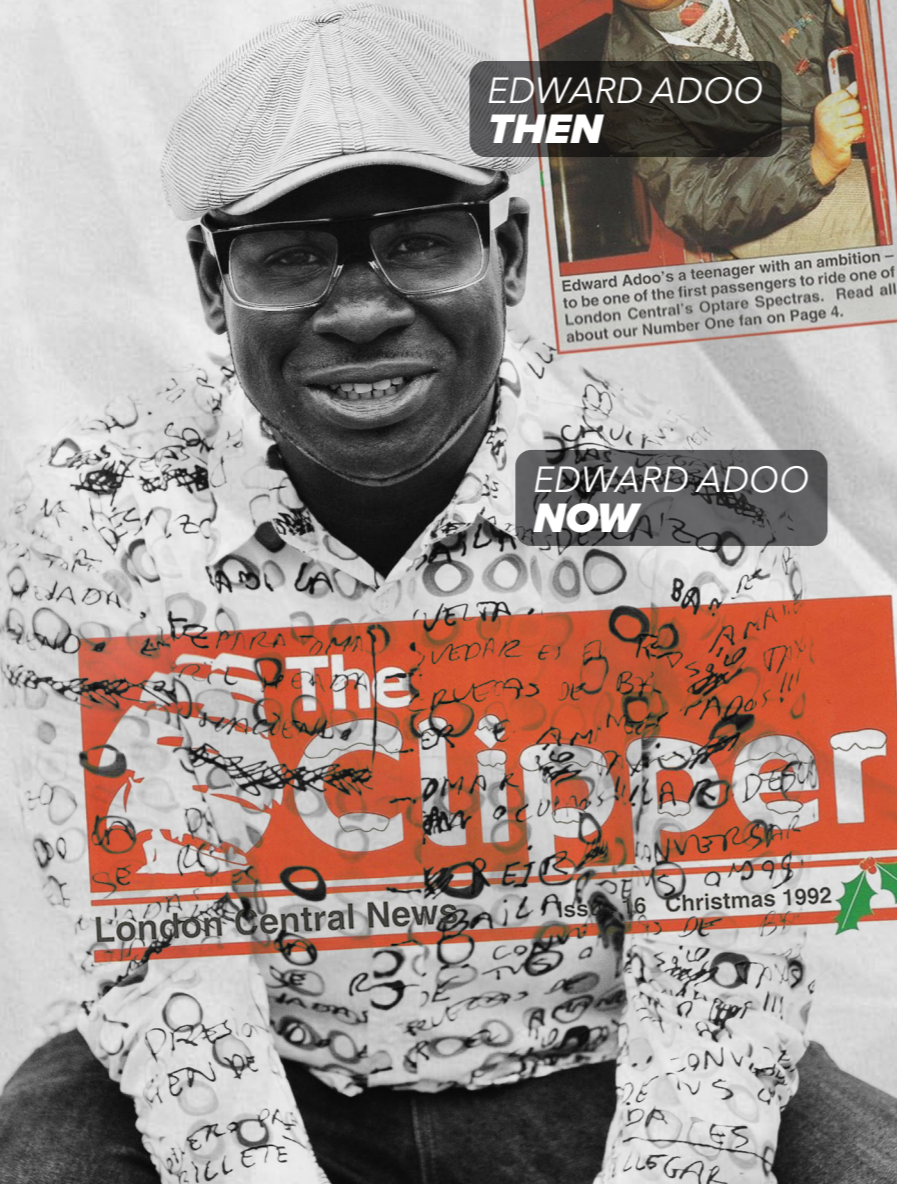
"I've got a Corgi model RM which was made in the 1960s."

Routmaster megafan Edward Adoo tweeted @Go_Head_London sharing a throwback issue of The Clipper, the internal magazine for London Central from 1992 where he featured on the cover.

Passionate about buses since he was a child, Edward hopes to one day own a Routemaster of his own. A famous BBC Broadcaster now, Edward held on to the news clip of himself for over 28 years! Read the original article below.



EDWARD ADOO THEN



EDWARD ADOO NOW

Edward Adoo @EdwardAadoo

Back to 1992 - my bus obsession. Featured in London Central's newspaper "The Clipper" @TheGoAheadGroup @Go_Ahead_London Just need to buy a Routemaster #itwillhappen

12, 2021 - Twitter for iPhone

14 retweets 29 Likes

Letters to GO-AHEAD LONDON

Our letter of the month comes from Timothy Harrold, a Go-Ahead London Bus Driver from Morden Wharf, who shares his thoughts on transport safety.

The similarities between aviation and the bus industry are obvious. Both transport millions of passengers across tens of thousands of journeys every year with the aim of doing so in safety. Despite those best intentions, however, accidents still happen in both industries. In the last 30 years however, the airline industry has been much more successful in reducing the number of accidents where human error was a significant factor. With an eye on TfL's "Vision Zero" just how did the airline industry achieve this?

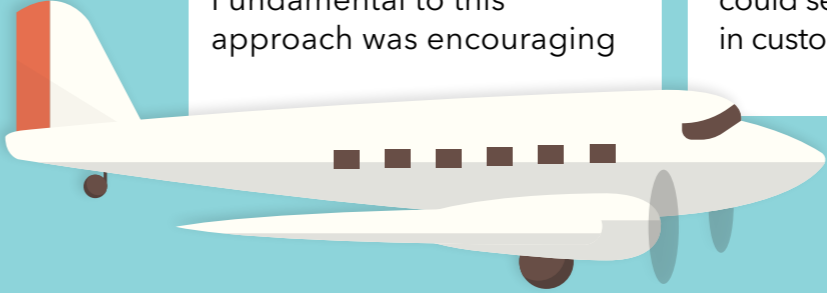
In 1977, a Japan Airlines cargo flight JAL Cargo Flight 8054 crashed shortly after take-off. After this event, the airline industry was determined to learn the lessons from their mistakes.

Fundamental to this approach was encouraging

employees to report their mistakes and, rather than blame them, use the experience to improve safety. This was a significant cultural change across every level of the industry from managers to captains to crew members and it took the industry 10 years to fully implement.

Mistakes can occur in any role when we get into a pattern of doing things a certain way and ignore suggestions to improve.

Too often, when people see errors, they think they should talk about it in a one-to-one environment. Then only two people have the learning, not everyone in the organisation. But if we shared learnings wider, everyone can learn. If the bus industry can adapt to this practice, we could see a big improvement in customer safety.



CHRISTMAS JUMPER DAY

Go Ahead London

WORKING AS ONE TEAM

Christmas Jumper Day 2020 at Go-Ahead London

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 December the 11th 2020, 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 companywide competition was also held to find the person with the best Christmas jumper, colleagues

sent in pictures and in the end, we had two winners! Natasha Smith, Apprentice Assessor and Scott Horney, a bus driver from Merton both chosen for wearing Christmas jumpers with the iconic big red bus on it.

John Trayner said of the competition; "It was great to see so many colleagues come together for such a great cause. As a team we managed to raise a total of £427, plus an additional £63.75 in Gift Aid for Save the Children, which we know will make a big difference to those in need. Giving back to those less fortunate or taking time out to spread cheer is what Christmas is all about and I was proud to see colleagues from across our garages get involved. I look forward to seeing more of your festive creativity in next year's competition."

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



GO-AHEAD LONDON COLLEAGUES DONNING THEIR FAVOURITE FESTIVE JUMPERS.



WE ARE FAMILY

GRADUATES AT GO-AHEAD LONDON

On the 2nd of December Waterloo Bus Garage hosted a film crew tasked with documenting the experiences of our Go-Ahead London graduates.

The Go-Ahead Group Graduate Scheme is run annually with applications for Rail and Bus set to open soon.

The Bus Graduate Management Scheme run by Go-Ahead London highlights the diversity of the business, with successful applicants working within a variety of departments across the whole company to understand the role each of them play in making Go-Ahead London a well-oiled machine!

We interviewed James Prothero Graduate Trainee (Merton Garage), Ranvir Bansal Graduate Trainee (Putney Garage), Michael Zah, Assistant Operating Manager (Camberwell Garage), a former graduate trainee, who represented their respective garages with pride. They all praised the teams and mentors that helped them get to where they are today and agreed that the best part of working with Go-Ahead London is the people and being a part of a family.



JAMES PROTHERO
GRADUATE TRAINEE

“My communication skills have really improved since I started the scheme, working with people from a variety of backgrounds, really puts things into perspective.



RANVIR BANSAL
GRADUATE TRAINEE

My favourite role so far during the scheme is the SGA role, I enjoy getting to speak to all of the drivers and building relationships with colleagues through handling their schedules.



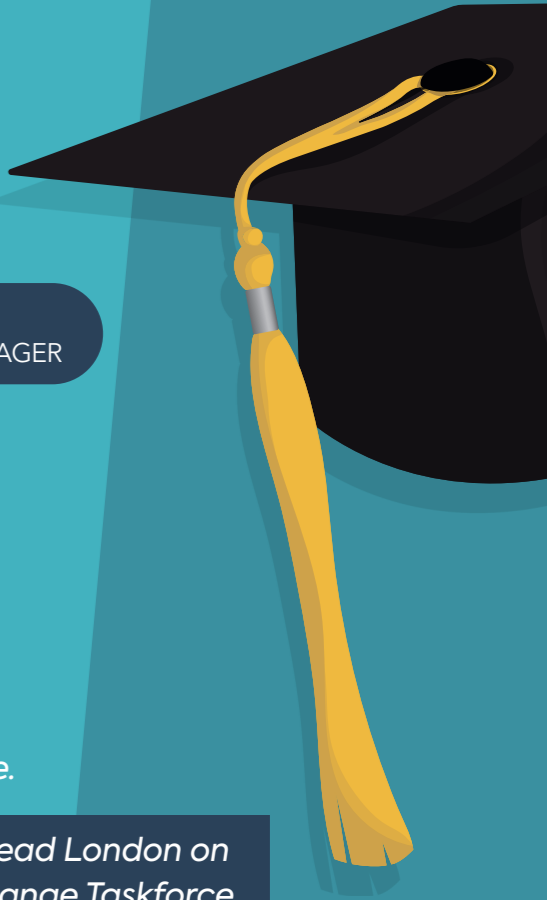
To find out more about our graduate scheme please [click here](#)



MICHAEL ZAH
ASSISTANT OPERATING MANAGER

“Go-Ahead London is all about community, so it is great to be a part of the solution to protect the communities we serve from the negative effects of air pollution and climate change.

Michael is representing Go-Ahead London on Go-Ahead Group's Climate Change Taskforce.



Fahad to the rescue!



FAHAD HASSAN
BUS DRIVER

River Road driver Fahad Hassan was covering a duty on route EL1 on his third day in the business when he noticed a young child aged between 3-4 on his own with cuts and scratches to his head and body come running from under a bush crying.

Fahad quickly got into action, calling emergency services for assistance. He took his coat off and put it around the young boy as he

was bleeding from the head and looked very scared. Another man tried to help however Fahad did not let the child leave his care until the police arrived.

The police thanked our driver for his assistance and Fahad was presented with a commendation from Managing Director John Trayner for his heroic efforts.

Well done Fahad!

Camberwell to Croydon

A day in the life of

Sophia Lewis

Sophia Lewis, an Apprentice through the Camberwell Academy turned Bus Driver at Croydon Garage sat down with the Communications Team to tell us about her GAL journey.

When did you first decide to pursue a career as a bus driver?

In the summer of 2019, I was a waitress in Battersea when I saw the Go-Ahead London Training Bus go past me, and thought, I could do that! I went home that night and told my mum I was going to apply for the training programme, and she laughed, she didn't think I was serious.

I woke up early and went to the open day and it was overwhelmed with people, literally 100's of people- it was a bit intimidating at first. But I got through to the interview and progressed until I had completed my theory and practical test on my first go! I was proud of that. I didn't want to take the test before I was ready, but it took me 3 months to get confident behind the wheel of the bus.

When did you complete the Apprentice training? What was it like when you joined your garage?

In November of 2019 I joined the team at Croydon. It was a big shift moving from the Training Academy to the garage- for many

people already at the garage there's an established foundation so it's a real journey to figure out how things work and get recognised by your peers.

What has it been like working during the Coronavirus pandemic?

Working during the pandemic has not been easy for any of us. I am appreciative to Go-Ahead London for doing all they can to make drivers safe like sealing the cabs, and I do my bit, I wear my face masks and gloves, I wipe down my cab. It can't be easy trying to protect thousands of people.

What is your favourite route to drive?

I love my routes that I drive, Croydon is like a little town, a little village. I'm lucky, the team I work with are lovely and everyone knows everyone. My favourite route to drive is the 119 to Bromley North. It's an intense route, you have to be alert all the time, it keeps you on your toes, whether it's the people, the tight timing, the roads, the traffic, there's a little bit of everything on that route.

Would you recommend the Apprenticeship Academy to someone who might be interested in being a Bus Driver?

I would recommend the Apprenticeship Academy to someone considering a role in public transport. I've even had a friend of mine apply!

[Click here to learn more about our apprentice programme!](#)



SOPHIA LEWIS
BUS DRIVER

THE TEAM AT MORDEN WHARF LAUNCHING ROUTE 469

Roll on Route B12 and 469!

It's always a time to celebrate when a new route joins the company, but we must never underestimate the hours and hours of countless hard work put in by colleagues at the garage prior to the first day of operation.

On Saturday 23rd of January 2021, we launched two new bus routes, the 469 from Morden Wharf, and the B12 from Bexleyheath. Both contracts were won via tender from Arriva.

Mark O'Brien, Assistant operating Manager at Morden Wharf Garage commented on the roll out.

"Today we took ownership of the route 469. This is a great addition to Morden Wharf. This was made possible by all the hard work, dedication and commitment

of colleagues across our whole team. We would like to welcome new colleagues from Arriva that came with the route, and wish you all a very successful career with us here at Go-Ahead London."

Oz Hassan, Operating Manager at Bexleyheath Garage said,

"The B12 is a new bus for an old route that once operated out of the garage. The successful launch was a great team effort from all departments including our driver colleagues, iBus team, engineering teams, mentors and the Cordant team. None of this could have been achieved without the support and determination of everyone at Bexleyheath to make it work. Roll on electric vehicles for the 132's!"

Well done to our teams at both Garages!



TONY NEWSTEAD
BUS DRIVER

"The successful launch was a great team effort from all departments."

OZ HASSAN
OPERATING MANAGER

Keep it rollin'

Go Ahead-London
BEING CAN-DO

ANTHONY VICTOR
BUS DRIVER

It's not just the wheels of the bus rolling, but the camera too, as Anthony Victor introduces route learning videos at Northumberland Park.

With the influx of new routes 232, 214, 230, 106, 444, 67, 212 and routes 184 and 456 on the way, the pressure has been on for drivers to learn multiple routes in a short space of time.

Anthony said "I love driving new routes, I'm always one of the first to drive a new route, and go out on loan to other garages, that's what keeps bus driving exciting for me, one week I might be driving out of Morden Wharf over South East London, the next week I'm over to Luton Parkway on a rail replacement driving through Hertfordshire then back to Northumberland Park for some city driving, and it's not just myself that likes to venture out, many of my colleagues also love a change of scenery.

Because driving multiple routes comes with its challenges and the dreaded fear of missing a turn, I decided on one of my days off to film one of the bus routes at Northumberland Park. I filmed the route W10 to start with as it's a short route, Enfield Town to Crews Hill. My efforts were not wasted as the idea was welcomed by the Management at the garage and I was officially given the go ahead to film all the new routes coming over to the garage."

The route learning videos show drivers the full route in high definition; from the road names to the bus stops en route as well as local knowledge and accident hotspots, information that would usually take drivers months if not years to acquire which can now be viewed from an easy to access link.



These videos are not to be used as a replacement to the usual method of how drivers route learn, but a supportive add-on.

The feedback from drivers has been so positive and encouraging. The videos can also benefit iBus controllers, management and engineers to keep in touch with garage routes.

A big thank you to the management at Northumberland Park, Peter Russell, Ricky Field, for giving the go ahead on this project, as well as Hassan Ibrahim, Helen Kinch from River Road, and Peter Burke who narrated the River Road routes.



Go Ahead-London
FORWARD LOOKING



The Recruitment Team

Between January and December 2020 Go-Ahead London recruited over 1,100 new entrants into the business including over 800 PCV holders and 290 apprentice-trainees. Despite the challenges of the Coronavirus pandemic, Go-Ahead London kept making strides not only keeping the city connected but recruiting and growing the Go-Ahead London team.

We started 2020 with over a 10% shortage of staff/drivers' and reduced the number to 5%, the lowest in the company's history.

Karen Randall (Recruitment Assistant) said "Recruitment during the pandemic was a daunting prospect for all those involved, but with our excellent management team being able to rearrange the workplace and put all the measures in place for a COVID-Secure workplace, it became less of a challenge to allow us to adapt to a new style of recruiting and working".

Lance McFarlane was drafted in to help Kieran McDonnell and the recruitment team during the pandemic, and has recently been seconded to the role of Recruitment

Manager at the Academy. Lance said 'It was an extremely challenging time; we had to find new ways of working including conducting remote interviews. We did not recruit for 3 months of the year due to lockdown, so to achieve this result during a global pandemic is fantastic'.

2021 comes with new KPI's with COVID challenges still very much present. The Academy has been set the target of recruiting 700 apprentices into the business during 2021.



Thank you for reading our February 2021 issue.

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

communications@goaheadlondon.com

