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Message from David Cutts

Managing Director



Dear colleague,

What a year. 2023 has been another 12 months of frantic activity, full of achievements and a few challenges. My last column of this year will touch on some of the many issues we have collectively addressed in the period, which includes celebrating 40-years of Metrobus, being the focus of global attention during the King's Coronation and Carnival, achieving a record 26 per cent share of the London network, mobilising new contracts, ongoing tendering success, further fleet electrification and, of course, business as usual. Before I go any further, thank you. Our achievements are only made possible thanks to a tremendous collective effort involving around 8,000 people, so please accept my sincere gratitude for a job well done, sometimes against a difficult backdrop.

I believe we end this year in a strong position. For example, the Mayor and Transport for London (TfL) are delivering on their commitment to invest in buses, including in Outer London. Hence the advent of the Superloop system, which is making bus travel more attractive, with associated timetable enhancements. Our Zero-Emission (ZE) expertise, established for over a decade, is reinforced by our e-bus fleet reaching around 520 such vehicles in 2023, with ever more garages being electrified. Such initiatives

are the culmination of hard work and we should recognise the breadth of experience associated with mobilising new buses, services or technology.

I was very proud to see Go-Ahead London pro-actively involved in some momentous events during 2023. This commenced with the King's Coronation in May, followed by Carnival celebrations over the August bank holiday weekend and, more recently, the annual Poppy Day commemoration last month. His Majesty's crowning saw LT511 adorned in a special livery seen by millions, as the bus was allocated to Route 11 during a period of intense global interest. We followed this with a unique salute to diversity, when TfL invited us to partner them in recognising the contribution made by the Windrush generation

and their descendants. Ee172, a brand new double-deck e-bus has carried a spectacular livery since the Carnival weekend and is now a Route 40 regular, based at Camberwell Garage. Poppy Day also saw another e-bus in a distinctive colour scheme, in the process raising awareness of a worthy cause. Such activity is important as it demonstrates a commitment to being a part of the communities we serve and on each occasion these initiatives have been delivered superbly by local teams, so well done to all involved.

It is sometimes easy to forget our achievements, such as future proofing Sutton



DAVID CUTTS
MANAGING DIRECTOR



Garage, a century old early in 2024 and now home to 80 new ZE buses. Quietly and professionally, we went about the complex task of converting a near 100-year-old building to make it fit for future service, while phasing out most of our diesel fleet. The result is a showcase for what great public transport looks like and all involved should be proud of their achievements. Likewise, my congratulations to those colleagues who gave of their time to showcase Orpington Garage as part of our Metrobus 40 celebrations, in the process raising significant funds for a local good cause. It was also great to see so many friendly faces at the recent long service awards, which rightly celebrates decades of loyal commitment.

2023 has also been challenging. Consider for a moment the knock on effect world conflict is having on our supply chain, which we have reacted to by, amongst other things, undertaking in-house refurbishment of critical components, plus seeking alternative spare part sources where possible. On the road, the operating environment is becoming increasingly hard, with traffic the worst it has been for many years. Please be assured we are lobbying TfL for greater bus priority and more running time in schedules. Against this backdrop, we have maintained our now established top ranking positions in TfL's performance league tables, which undoubtedly reflects the excellence of our service quality leadership.

During the last 12 months we have recruited and trained hundreds of new driving colleagues while being granted

a 'Good' score for our innovative Bus Driver Apprenticeship - both significant achievements. We welcomed many other new colleagues in 2023 across engineering, operating and Head Office functions, including Andy Edwards as Operations Director. The year also saw us bid a fond farewell to established names such as Colin Farrant, Les Bishop, Phil Seago and Trevor Johnson after decades of professional leadership.

I must additionally mention Richard Harrington, who moved to a new role at The Go-Ahead Group a few months ago. I worked closely with Richard for many years, during which he created the blueprint for our e-bus expertise and we owe him a great deal. Whether relative newcomers or long serving, whoever joined or left in 2023, I know you will join me in saluting them.

As the year closes, 2024 has much for the Go-Ahead London family to look forward to, such as more e-buses entering service, several new contracts and Sutton's centenary. Wherever you are, and whatever you are doing, I wish you a very Happy Christmas and best wishes for the new year. As always, thank you for making a real difference and I hope you enjoy reading this latest edition of Bus Talk.



Breast Cancer Wear it pink



Thank you to all colleagues who participated in our 'Wear it Pink' day on Friday 20 October.

Designed to raise awareness of breast cancer, colleagues from across the company supported this worthy initiative by wearing a variety of pink-coloured items of clothing.

Donations were collected to raise funds for Team Verrico. This charity supports those who are going through treatment for cancer. They also fund research into treatment and diagnosis, especially for breast cancer. To find out more, please visit www.teamverrico.org.

Donations are currently being collected and

the sponsorship page is still open: www.justgiving.com/page/wearitpinkgal2023. The joint Go-Ahead London and Bidvest Noonan Social Value Fund have also contributed. Please look at The Hub to find out more.

If you or your family have been affected by cancer, and you would like to receive free and confidential information, advice or support, then the Employee Assistance Programme is available 24 hours a day, 365 days a year. They can be contacted via 0800 083 3375 and more information can be found on The Hub.

We hope that you enjoy the photos of our colleagues "wearing it pink".



ANDREW EDWARDS
OPERATIONS DIRECTOR



COLLEAGUES AT HEAD OFFICE

HO



COLLEAGUES AT ORPINGTON GARAGE

MB



WAYNE ECCLESTON
COVER GARAGE
OPERATING SUPERVISOR

AL



COLLEAGUES AT STOCKWELL GARAGE

SN



PAYROLLS TEAM AT HEAD OFFICE

HO



THE MANAGEMENT TEAM AT
NORTHUMBERLAND PARK GARAGE

NP



SPENCER SUCKLING
DRIVER

AL

RACHAEL AYEGBA

In safe hands

Congratulations to driver Rachael Ayegba for being Highly Commended at the Multicultural Apprenticeship Awards 2023.

The Awards recognise Multicultural British Apprentices, their employers and learning providers. Rachael was Highly Commended in the Transport & Logistics Apprentice category of the Awards.

Rachael is an apprentice bus driver at Camberwell Garage and also a UEFA-qualified professional football coach. Rachael played for Nigeria in the 2007 Women's World Cup in China and was the first African female goalkeeper to achieve success abroad, with her team (PK-35 Vantaa) winning the Finnish equivalent to the Women's Premier League.

When Rachael's top-tier football career reached an end, she moved to London. Rachael said: "The diversity within Go-Ahead London's

garages is what attracted me to the apprenticeships programme. Coming from Nigeria as a professional football player, settling into a new country and learning the ropes in a new career; it was challenging for me. However, looking around and how welcoming everyone was, it made me feel comfortable because you could see how diverse it was, it made me feel at home. I always had an interest in London's iconic red buses and my passion to drive a double decker just grew from there."

At the ceremony, The Go-Ahead Group was named Employer of the Year in the Logistics and Transport category at the Multicultural Apprenticeships Awards 2023.

Well done to all those involved in making our Apprenticeships "award-winning". To find out more about our innovative apprenticeships, please visit www.goaheadlondon.com/careers.



RACHAEL AYEGBA
DRIVER



The diversity within Go-Ahead London's garages is what attracted me to the apprenticeships programme.

RACHAEL AYEGBA
DRIVER

UK Bus Awards

This year we were shortlisted for four awards at the prestigious UK Bus Awards. The ceremony took place at the Troxy in East London on 28 November.

Go-Ahead London had two garages announced as finalists in the London Bus Garage of the Year category at the 2023 UK Bus Awards. Well done to Sutton Garage and Waterloo Garage.

Karl Diamond of Orpington Garage and Christopher Wilson of Waterloo Garage, were also both shortlisted for the Luke Rees-Pulley Award for Top London Bus Driver. This Award is sponsored by the Luke Rees-Pulley Charitable Trust and Transport for London.

David Cutts, Managing Director, said: "This is an amazing achievement. We were pleased to have two finalists in both of the London categories at the UK Bus Awards. To our finalists, you are winners to have been nominated and shortlisted. I am proud to see your dedication and commitment being recognised at these Awards."



KARL DIAMOND
DRIVER



CHRISTOPHER WILSON
DRIVER



Let's talk about...

SPEED

Go Ahead London

ADAPTABLE

Road Safety Week

In November we supported Road Safety Week, organised by the charity Brake.

And this year's topic was "Let's talk about speed" so we encouraged conversations on this. We have been particularly focusing on speed limits, the law and technology on our buses that can enhance the safety of our colleagues, customers, pedestrians and other road users.

We also held a companywide quiz on the topic with the opportunity to win prizes. The names of the top scoring colleagues were entered into a draw and the first three drawn were awarded £20 in vouchers.

Well done to Dean Walton, Driver from New Cross. Stephen Palmer, Driver from Bexleyheath Alfred Woolward, iBus Controller Dean Walton,

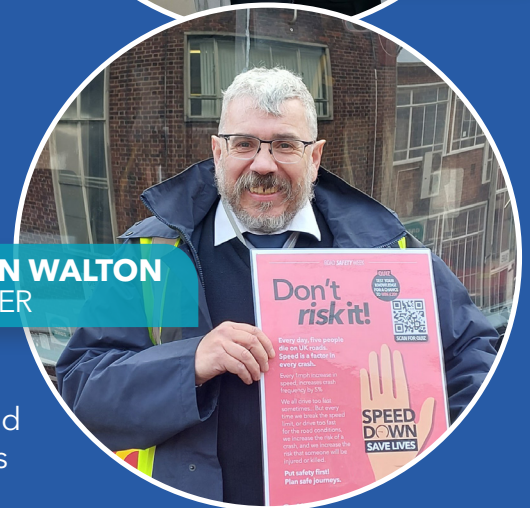
stated "With 20mph speed limits across many of our routes, the campaign and information helped me understand why these have been introduced. I'm happy to play my part in making London's roads safer for all."

Andrew Bury, Risk and Safety Manager said "As we all drive too fast sometimes, it's important to use this week to explore why we speed and consider what would stop us from doing so".

To learn more about how to stay safe on our roads, please visit www.brake.org.uk/road-safety-week



STEPHEN PALMER
DRIVER



DEAN WALTON
DRIVER





UNVEILING OF OUR WRAPPED POPPY BUSES, TO HONOUR THE ROYAL BRITISH LEGION'S POPPY APPEAL

Lest we forget

In preparation for Remembrance Day, one of our buses was specially wrapped to become a poppy bus. Bus Ee200 is a brand new BYD ADL electric bus. Working in partnership with Transport for London, the unique wrap was designed to support the Royal British Legion's Poppy Appeal.

Across London, 5 poppy buses were wrapped, they can be seen here gathered at Tower Hill. Our Poppy bus has been on Route 40, serving between Dulwich and Clerkenwell.

Each year, Go-Ahead London create special edition Poppy badges, in honour of those who have served in the Armed Forces. Thank you to all Go-Ahead London colleagues who have bought the badges and donated.

Go-Ahead London have made a substantial donation to the Royal British Legion.

The joint Go-Ahead London and Bidvest Noonan Social Value Fund also contributed. Please look at the Hub to find out more.



YEOMAN WARDERS PICTURED WITH OUR POPPY BUS

Passenger Commendations

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

AL

STEPHEN APPIAH

"Bus driver of 164 Wimbledon to Sutton LG23 FKB arriving to Sutton today at 8:51 is so happy and smiley and made my day. Give him the praise he deserves!"

RR

IOAN CAZACU

"Driver pulled up to the bus stop and acknowledged all passengers and me when I was getting on. A friendly nod. Nice to see that we still have drivers that are positive towards passengers and they need to be acknowledged! Nice and smooth drive, made me feel safe to be on the bus. Thank you"

BX

GARY CARTHEW

"I would like to point out to you that the young man driving the 51 bus was the most polite and courteous gentleman I have encountered in a long time. This manor was also that of his driving. It was a pleasure being on this bus and witnessing his great people skills. "

AF

FIRDAUS SEPAI

"I am visually impaired and I would like to thank the driver of 74 bus from Putney to Marylebone for his help this morning."

DS

WILLIAM CHUKWUDIRE

"This 650 bus driver is an absolute sweetheart to the person in that broken down car near Emerson Park and the students on that bus to help push the car to the sidings! There would have been more traffic if it wasn't for him and the passengers on that bus! Thanks! "

HERMAN KITAKA

PM

"It was a lovely journey and he was very courteous to the public, drivers and pedestrians. My compliments to him I had a great two stop ride"

NX

ADEBAYO ADENEGHA

"I left a wallet containing very private and confidential information on the bus and met one of your drivers, Mr Adebayo Adenegha and explained the situation to him. He explained the process of recovering lost property and helped to unite me with my property. I have interacted with other drivers before, but I must say that Mr Adebayo is exceptional. His conduct was professional and represented your organisation well."

Thank you!

A

SUTTON

AF

PUTNEY

AL

MERTON

BX

BEXLEYHEATH

C

CROYDON

NP

NORTHUMBERLAND PARK

NX

NEW CROSS

PM

PECKHAM

Q

CAMBERWELL

A**GARY FELL**

"The driver should be commended for his dedication to the service. He greeted everyone who boarded and patiently waited for everyone to sit down before pulling away. He drove confidently and safely. His courteous manner and driving skills should be commended!"

SI**TASLIMA CHOWDHURY**

"Please commend the young female driver who is often on route 300. Her driving is excellent. Confident driving, not too slow but safe."

SW**YEJIDE KAZEEM**

"The female bus driver was very friendly, turning to greet passengers and responding with a really positive attitude to anyone who asked questions or needed assistance. It made what is usually a non-event or unpleasant bus riding experience into an incredibly enjoyable and warm one. She deserves praise!"

Q**EFE OYEGHE**

"A most delightful driver. On changeover with the previous driver he introduced himself to passengers over the loudspeaker and was friendly and personable. Really helpful and charming."

MG**KIRTSY WATTS**

"I wanted to express my heartfelt gratitude for the exceptional kindness and humanity that Bus Driver Kirsty displayed this morning. Kirsty is a true asset to TfL, and her warm spirit brightened our day. I wish her all the success in the world. God bless you, Kirsty!"

C**SIMON ELLIS**

"The driver waited patiently whilst the passengers got on. He kindly greeted each and every single one of us. Not only that also when his passengers got off he said have a good day. Respect is earned. I believe in treating people the way you want to be treated. Well done and thank you to your one of a kind driver."

NP**CHESTER DESOUZA**

"Very calm assured driving in cramped traffic laden conditions. The bus was quite full also. Very impressed and a great representative for TfL."

RA**CHRISTOPHER WILSON**

"Was very helpful in explaining how to use my out of London senior bus pass. He was very courteous and respectful. Thank you!"

MB**MARIE PEACOCK**

"I often ride the bus with her, and her driving skills are immaculate. She's really nice and passionate and is a really good role model to other bus drivers. Well done, Marie."

**DS**

HENLEY ROAD

GM

GOAT ROAD

MB

ORPINGTON

MG

MORDEN WHARF

RA

WATERLOO

RR

RIVER ROAD

SI

SILVERTOWN

SW

STOCKWELL

In November 2023, Go-Ahead London and Bidvest Noonan were awarded the prestigious Green Apple Award.

This recognition comes from the team project developing a range of 100% plant-based cleaning agents, in partnership with Chela. The Pure Range is revolutionising vehicle cleaning, depot cleaning and facility cleaning, including heavy-duty degreasers. This means that the products used are safer, made from renewable resources and have less water pollution.

Together we are dedicated to providing safer and more sustainable environments for passengers.

Green Apple Award



LEFT TO RIGHT: KEITH MIDDLETON, GUY PAKENHAM, JAMES STOREY, CRAIG TOLHURST FROM BIDVEST NOONAN, CHRIS MCKEOWN, GO-AHEAD LONDON ENGINEERING DIRECTOR

As good as gold

Congratulations to Croydon Garage for achieving the first Gold award for embedding The Go-Ahead Group Lifesaving Rules.

The Lifesaving Rules are designed to raise awareness of key safety behaviours whilst at work and show evidence of them being applied in unannounced audits.

The Croydon Garage team were congratulated and presented the award by Matt Carney, Go-Ahead Group's Chief Executive Officer - Bus.



LEFT TO RIGHT: ANDREW EDWARDS, DORINA-GABRIELA HATAGAN, PETER MERCHANT, JOANNA KEANE RECEIVING THE AWARD FROM MATT CARNEY

CROYDON GARAGE



THE RECRUITMENT, TRAINING AND APPRENTICESHIP TEAM CELEBRATE FIVE YEARS OF DRIVER APPRENTICESHIPS



Happy 5th Birthday DRIVER APPRENTICESHIPS

Happy Birthday to the Go-Ahead London Apprenticeships Scheme, which turned 5 on 5 November.

Our Apprenticeship Scheme has gone from strength to strength since we enrolled our first cohort of 7 apprentices as an employer provider. Over the 5 years, nearly three thousand colleagues have joined our bus driver apprenticeships scheme. We currently have over six hundred apprentices on programme.

Earlier this year, Go-Ahead was named in a ranking supported

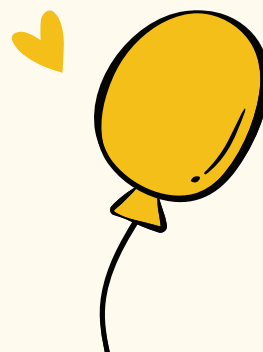
by the Department for Education, as the fifth best Apprenticeship Employer in the UK and as the leading apprenticeship employer in the transport and travel industry.

Go-Ahead London have also received a 'Good' Ofsted report and continue to deliver high-quality apprenticeships that give colleagues the time to develop the knowledge, skills and behaviours that will enhance their careers. In this report, the Behaviours and Attitudes element was graded as Outstanding. They stated that "Apprentices receive

high-quality driver training, using up-to-date resources." Ofsted also mention "a community of expert staff, who are passionate about bus driving" which no doubt helps us achieve these standards.

Well done to the Apprenticeship team and all those that support the programme.

More information can be found at <https://www.goaheadlondon.com/careers>



'tis the season of giving

General Manager Joanna Keane and Operating Manager Robert Conedera were happy to present a cheque for £5001.56 to St Christopher's Hospice. This fantastic amount was raised at the highly successful Orpington Garage's open day on 23 September, when we celebrated Metrobus turning 40 years old.

Joanne Carroll and Danielle Mercer of St Christopher's Hospice, visited the

Orpington Garage team. They shared information on the work their charity does in the community and their programmes that offer practical, emotional and spiritual support.

We are pleased that this donation will provide St Christopher's Hospice with welcome funds to continue their excellent work. More information can be found on <https://www.stchristophers.org.uk>.

StChristopher's More than just a hospice



PAUL MCKENZIE

CHEERS TO 30 YEARS!

This year, Paul has celebrated 30 years of service on the buses. Paul is our Driver Training Manager and has worked in a variety of roles to reach this point.

In 1981, Paul became a Conductor and then moved back into the building trade in 1986. In 1993, Paul returned to the bus industry, driving initially, spending time at Bexleyheath. He then became Driving Instructor in 1995 and a Team Leader in 2002.

In 2007, Paul became the Assistant Training Manager. This was the same role that his father

held decades before. Paul was made up to Driver Training Manager in 2021. Paul says that he enjoys working in training due to the camaraderie and the need to understand the mindset of his trainees to help them achieve their best.

Paul thanks the team for their support over the 30 years. He also appreciates the assistance from Eric Dale and John Trayner, who gave him opportunities along the way.

When not at work, Paul enjoys going on holiday, spending time with his 13 grandchildren and walking Monty the dog.

Thank you Paul.



PAUL MCKENZIE
DRIVER TRAINING MANAGER

BUSMAN ERIC'S 40 YEARS AND COUNTING

Congratulations to Eric Dale, Academy Manager, for being presented with his certificate after achieving 40 years of service.

Eric started as a bus driver at Camberwell Garage, after learning to drive at the infamous Chiswick. He was a Routemaster driver with conductor and even a Guinness World Record holder, as shown in the photo. Eric became a Road Inspector in 1986.

Eric then had the opportunity to be seconded into a management role and had a taster of being in the office. Eric moved on to becoming a Customer Care trainer for London Buses leading session to give bus crews opportunity to have their voices heard and offer opinions. This experience would become invaluable for later courses that he was to lead. When the trainers became aligned with operators, Eric was again based at Camberwell Garage to work with London Central.

In 1991, Eric had the opportunity to be seconded to various departments. He worked in many of our garages, working closely with familiar faces, such as David Cutts and James Mitchell.

Also in 1991, Eric became the Training & Development Manager for London Central. In 2021 he became the Academy Manager, responsible for the Recruitment, Training and Apprenticeships.

Eric has been instrumental in many initiatives throughout the 40 years. Many driver colleagues



ERIC DALE
ACADEMY MANAGER

will know Eric as he has been involved in the Bus Driver of the Year competitions since 2003 and the Pre-promotion courses since 2007. He also led the Customer Awareness courses for drivers over many years.

Eric has led the Training Department through bringing in BTEC, CPCs, City and Guild qualifications and Apprenticeships.

When not at work, Eric likes playing the keyboard and plays an active part in the Church. He would like to thank his wife Elaine for her support over the years.

Thank you Eric and well done.



OLD NEWSPAPER CLIPPINGS PRESERVED FROM EARLIER IN ERIC'S CAREER

Annual Long Service Awards



In November, our annual long service awards took place at the Royal Lancaster London, recognising colleagues with long service within the company.

The event was hosted by David Cutts, Managing Director, alongside Andrew Edwards, Operations Director and Chris McKeown, Engineering Director.

The evening began with a dinner, followed by a presentation of awards and a disco afterwards.

Congratulations to the following colleagues on reaching their milestones.

25 years service:

Yoseph Abera, Bola Akinrinade, Robert Belford Gary Charlton, Peter Clarke, William Davies, John East, David Feist, Julian Fenn, Terence Gess, Joseph Goncalves, Kevin Grice, Ken Hardman, Anthony Ibiabuo, John Kawesi, Delvin Kelly, Sean MacPherson, David McClure, Sharon Nicely, Kofi Nyankumah, Sunday Olatunji, Anthony Osbourne Kaushik Patel, Gary Pullinger, Alan, Rutnasamy, Abdellatif Serroukh, Audley Smith, Paul Smith, Tony Thomas, Colin Thompson, Ravindra Tiwari, Emmanuel Van-Ess, Nouredine Zaadane.



30 years service:

Colin Agyepong, Kerry Allday, George Bartley, Patrick Bissembe, Maria Collins, Daniel Dodd, Carl Gadsby, Thomas Jones, Raynold Lewis, Terence Mason, Paul McKenzie, Ertan Mehmed, Velaiyutham Rathikulan, John Recio, Donald Richards, Selime Siret, Andrew Taylor, Lenford Tugman, Michael Wentworth.

35 years service:

Dennis Augustus, Tony Bull, Andrew Currell, Anthony Fearon, Errol Gordon, John Hanby,

Darrell Hastings, Raymond Kerr, Paul Kerridge, Brenda Lee, Brian Lodge, Robert McClymont, John Petts, Sandra Powell, Stephen Rutter, Zafar Shah, Paul Sharkey, Angeline Verrillo, Tina Wright.

40 years service:

Maxwell Boyd, Eric Dale, Lee Farrow, Gerard Fleming, Trevor Johnson, Frederick Martin, William Tidy.

45 years service:

Robert Bullock, Gordon Shurety, Keith Sykes.

CHRISTMAS

Thank you to all of our colleagues who took part in Christmas Jumper Day 2023. Your participation not only brightened the day on 7 December, but also raised vital funds for Save the Children.

Congratulations to the winners who will soon be receiving their prizes.

The winners are:

1st prize for Best Group photo:
Bexleyheath Garage

1st prize for Best Individual photo:
Annie Hudson, Driver at Waterloo Garage

WINNER



COLLEAGUES FROM BEXLEYHEATH GARAGE SWEEP FIRST PRIZE FOR GROUP CHRISTMAS JUMPER DAY

WINNER



WATERLOO GARAGE COLLEAGUE ANNIE HUDSON WINS FIRST PRIZE FOR INDIVIDUAL PICTURE

Please remember to take a look at our online advent calendar on **The Hub!**

in support of 'Save the children'

WINTER 2023

JUMPER DAY



HEAD OFFICE COLLEAGUES POSING OUTSIDE NUMBER 18 WITH THEIR FESTIVE JUMPERS



CRISTIAN MANOLACHE
IBUS CONTROLLER



DANIEL DISBURY
DRIVER



CROYDON GARAGE
COLLEAGUES



DIZY LAGO
DRIVER



SIMON MCHARDY
DRIVER



STOCKWELL GARAGE TEAM



NEW CROSS GARAGE
COLLEAGUES



ORPINGTON GARAGE TEAM



TRAINING ACADEMY
TEAM COLLEAGUES

Annual Stay Safe COMPETITION 2023

The theme of this year's Stay Safe Competition was 'Garage traffic management initiatives.'

There were many great ideas generated to focus on the safety of traffic movements, pedestrians and vehicles within our garages.

The winners of Go-Ahead London's 2023 Stay Safe Competition were announced on 15 November at the Vincent Rooms. There were representatives from Transport for London and The Go-Ahead Group present to assist with presenting the awards.



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



Northumberland Park Garage
Electronic Bus Allocation System



NORTHUMBERLAND PARK GARAGE COLLEAGUES PICTURED WITH THE AWARD FOR FIRST PLACE

First Place

NORTHUMBERLAND PARK GARAGE designed an electronic bus allocation system and locator. This was combined with a means of making walkways across traffic areas more visible in poor light using solar powered illuminating cats eyes on their walkways. Both contribute to improving safety by reducing time searching for their bus in a busy traffic area and clearly identifying walkways for drivers on the move.

RIVER ROAD GARAGE also created an electronic bus allocation system and locator, with the aim of reducing the time drivers spend looking for their bus in a busy traffic area as well as real time updating of the allocation for drivers and lbus improving service safety and service information and efficiency.



Second Place

River Road Garage
Electronic Bus Allocation System



RIVER ROAD GARAGE COLLEAGUES PICTURED WITH THE AWARD FOR SECOND PLACE



Third Place

Training School
Signage Improvements in Garages



DRIVER TRAINING AND ENGINEERING TEAM COLLEAGUES PICTURED WITH THE AWARD FOR THIRD PLACE

THE TRAINING SCHOOL focused on signage improvements within the garage. Their signs with QR codes linking people via their mobile phone camera to a short video giving very clear directions to a safe route to reception, lost property or engineering for contractors. The QR codes via correspondence could also be provided to visitors ahead of time, to give clear directions on arrival and raise safety messages and awareness of site rules.

Mike Curran, Health and Safety Manager, stated 'Well done to all of the teams for their innovation and clever ideas improving safety at our garages as we will look to using these across our garages. Thanks to all the teams taking part in the Competition and I am already looking forward to next year and more great ideas and innovations from such a talented group of garage teams.'

Andrew Edwards, Operations Director, said 'This was my first year being involved in this competition and hosting the awards. I am pleased to see such creativity and enthusiasm on this topic. All of the entries gave us food for thought and going forward, we will be sharing more best practice. Thank you all.'

“
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ANDREW EDWARDS
OPERATIONS DIRECTOR

NEW ROUTES

ROUTE 78 ROUTE 157

Go Ahead London
**FORWARD
LOOKING**

It was a busy morning on 2 December for the Merton and Peckham Garage teams, as they successfully launched new routes.

Peckham Garage is the new base of Route 78, which operates between Shoreditch High Street Station and St Mary's Road, Nunhead. The image shared, shows the first bus departing the garage, driven by Lenford Tugman at 0512.

Merton Garage now operates the Route 157, which runs between Crystal Palace Bus Station and Morden Station. Brian Goodger, Operating Manager at New Cross, volunteered to drive the first bus out, as he drove on this route previously. It brought back great memories for him. Brian is pictured, starting the service at 0356.

David Cutts, Managing Director said: "I would like to thank the garage teams for their hard work, ensuring that all went smoothly. We look forward to serving the local communities along these routes."

“

We look forward to serving the local communities along these routes.

DAVID CUTTS
MANAGING DIRECTOR



DRIVER, LENFORD TUGMAN PICTURED IN FRONT OF ROUTE 78 BUS



OPERATIONS MANAGER, BRIAN GOODGER PICTURED IN FRONT OF ROUTE 157 BUS AT MERTON GARAGE



ELECTRIC BIRTHDAY PARTY



On Monday 18 December, we hosted a celebration at Camberwell Garage to mark the 10th anniversary of the operation of London's first modern day emission-free bus, which was trialled on 18 December 2013.

As part of the event, pictures were displayed of the 'clean bus of the future' drawn by pupils from schools across London. In particular, thank you to Charlton

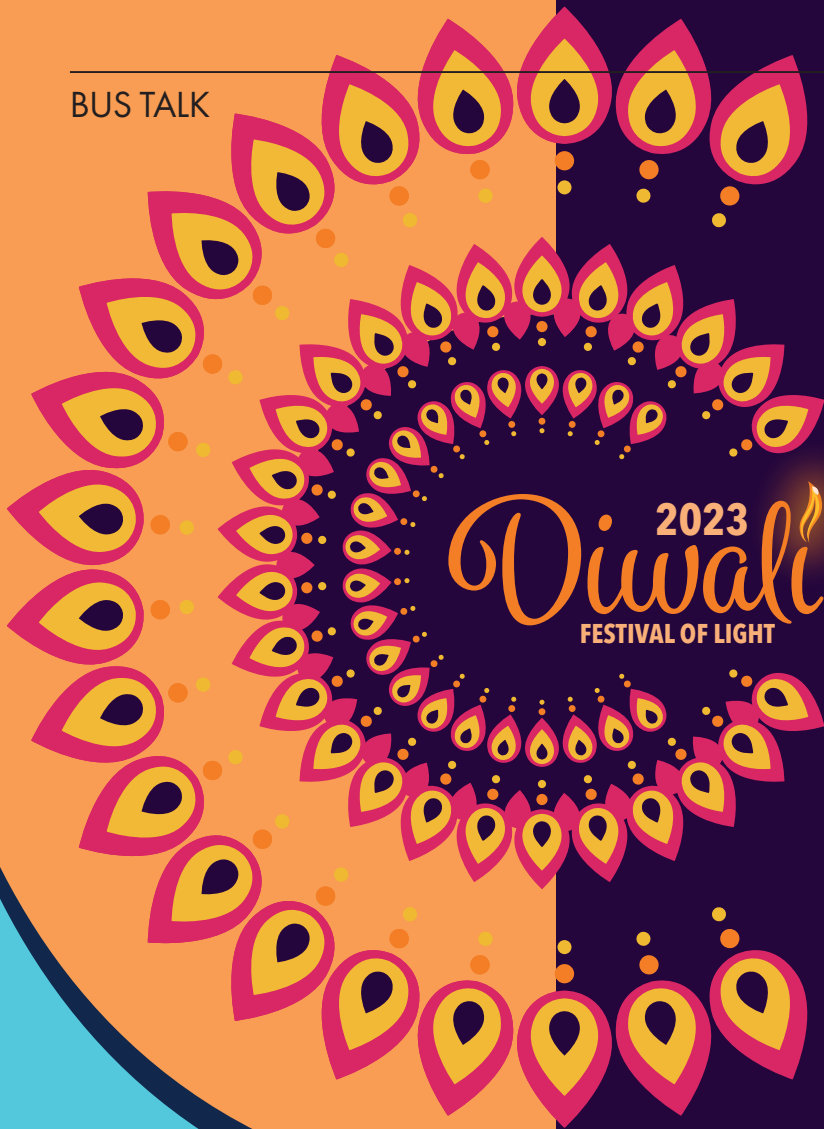
Manor Primary School, Culvers House Primary School and Hacton Primary School.

On the day, pupils from nearby Highshore School and guests were served with a zero emission bus themed birthday cake.

David Cutts, Managing Director, Go-Ahead London, said: "It's hard to believe it's been ten years since our first electric bus hit the road. The technology has developed at a rapid pace and electric buses

are rapidly become the norm, rather than the exception, on London's streets.

We're proud to work in partnership with Transport for London to deliver cleaner air and quieter journeys for Londoners. The Go-Ahead Group as a whole has been able to take experience from London and apply it to the roll-out of zero emission buses across the UK."



Diwali 2023

Diwali is one of India's most important and widely celebrated festivals of the year. It is celebrated across many different faiths including Hindus, Sikhs, Jains and some Buddhists.

Many colleagues celebrated by going to see fireworks displays and having lights outside their homes.

Happy Diwali to all colleagues, families and friends who celebrated the festival.

Driving Safe

On 12 December New Cross Driver Kevin Best received his 30 year safe driving medal from Graham Johnson New Cross General Manager.

Kevin joined the industry in October 1984 and has just passed 39 years of loyal service with the company.

General Manager, Graham Johnson stated that Kevin's excellent driving record along with his overall performance record is a credit and one to be proud of, achieving 30 consecutive years of being free from blameworthy accidents just shows how committed he is to his role.



DRIVING KEVIN BEST BEING PRESENTED WITH HIS 30-YEAR SAFE DRIVING MEDAL FROM GRAHAM JOHNSON



PICTURED ARE CANDIDATES FROM THE STEPS INTO WORK SCHEME WITH TfL AND CAMBERWELL GARAGE COLLEAGUES

Steps into Work

We are pleased to share information about the recent visit by 'Steps into Work' scheme candidates to Camberwell Garage. Shaun Raymond (TfL's Assistant Project Manager) and the Shaw Trust Specialist Job Coach also participated.

Steps into Work is a TfL 12-month programme that offers valuable work experience and employability skills training to people who are neurodivergent. The placements are designed to broaden understanding of

the different work that TfL delivers. The candidates are currently seconded to the Bus Safety team as part of their programme. For more information on Steps into Work, please see: <https://tfl.gov.uk/corporate/careers/steps-into-work>

On Friday 3 November, the candidates were able to learn more about life in Camberwell Garage. They were able to speak to representatives in Operations, Engineering and the Academy.

The candidates stated that their main highlights were

viewing buses on the lifts, seeing the detail in bus maps, being able to sit in the cab and having the mileage coding explained. Being at the garage, the candidates could start to fully appreciate what goes on to ensure a reliable bus service. It is hopeful that the candidates will find a job role within the transport sector.

Hannah Man, Communications Manager, led the visit and thanks all those at Camberwell who took part in making the visit such an informative day.

Social Value Fund

In the past three months, our Go-Ahead London and Bidvest Noonan Social Value Fund committee have continued to provide financial support to communities and charitable events, which are also of benefit to our colleagues.

Here is an update on a few of those who have recently benefitted:

The Rockettes shoot for the stars

We are pleased to let you know about support given to the East Thurrock Rockettes.

Chantel Neil, Driving Instructor, recently took on board the voluntary role of Assistant Manager to her daughter's under 13 football team. The East Thurrock Rockettes train weekly and matches are organised for the weekends.

Chantel applied to the Social Value Fund for financial support for their kits. She said 'Working in a predominantly male industry, I know how important it is to empower the next generation of females. It is not just about the sport, this football team helps the girls to build their confidence and belief in themselves, letting them know they can achieve anything. It is not only good

for their physical but also mental health.'

The Social Value Fund were happy to sponsor the Rockettes and provide their stunning kits this season. We wish them all the best for the season ahead.



THE EAST THURROCK ROCKETTES PICTURED WITH MANAGERS

Lions in the camp

We are pleased to show you the new design of the football kit for Putney Lions, as modelled by Camberwell driver Jon Thaxter. This club is made up of bus drivers and family. It was founded in 1990 and its Honorary Chairman is Derek Barker, General Manager at Camberwell and Peckham.

Derek said: "We are a non-profit making club, so any sponsorship is greatly appreciated. The club is important and brings colleagues from across the business together. It keeps them fit and healthy too. We also have

a social side and arrange events together. We cannot thank the social fund enough for allowing us to purchase a new strip".

Go-Ahead London and BidvestNoonan are pleased to be making a difference. Together, we enhance our community networks and provide aid to those in need.

If you have a charitable event or cause for the community that you would like to receive support for, then please look at the Hub for more details.



DRIVER, JON THAXTER, WEARING THE NEW FOOTBALL KIT FOR PUTNEY LIONS

The pawfect canine partner

Go-Ahead London are pleased to introduce you to Cooper, an eight-week-old Golden Retriever x Labrador who is soon to be undertaking training to become a Canine Partner. By sponsoring Cooper the puppy, we aim to show more about how assistance dogs bring a greater independence and quality of life to their partners.

Many people recognise Guide Dogs, but all assistance dogs are welcome on London's buses. They can be recognised by their distinctive harnesses. Assistance dogs are specially trained to help disabled people live and travel more independently.



COOPER

Canine Partners is a registered charity that transforms the lives of people with physical disabilities by partnering them with assistance dogs. Please visit <https://caninepartners.org.uk> for more information.

These life-changing dogs also provide psychological and social benefits including increased independence, confidence, social interaction and self-esteem.

Secret fact: Cooper is an inquisitive boy who is always exploring.

We look forward to sharing more 'pup dates' on Cooper on The Hub.

Jumping for charity!

Hannah Man, Communications Manager, has been Star Jumping her way through December to raise funds for Mummy's Star.

She will be doing this every day from 1-24th December; 1 minute on 1st December, 2 minutes on 2nd December and so on. In total this will amount to 5 hours of jumping!

Hannah is doing this, as she was supported by Mummy's Star in her time of need. She explains "My daughter was 6 months old when I was diagnosed with cancer. The struggles were real. I so wanted to be with her during my maternity leave, but understood I needed to prioritise my operation, recovery and radioactive treatment, to be there for my family in the future.

The forum on Mummy's Star was a safe place for us Mums to talk about our concerns. There were often difficult choices that had to be made. Mummy's Star also helped us take part in bonding activities, so we didn't lose touch whilst in hospital or when I was unable to hold my children.

I am thankful to have found Mummy's Star and would like to give back."

Mummy's Star is the only charity in the UK and Ireland dedicated to supporting women who are diagnosed with cancer in or around pregnancy. Your donation means these families can reach Mummy's Star and their specialised support.



Please feel free to sponsor Hannah via <https://www.justgiving.com/page/hannah-man-starchristmas>.

Welcome to mummy's
star

CANCER SUPPORT IN & AROUND
PREGNANCY | BIRTH | LOSS | BEYOND

Peckham's LEADING LADIES

Sharon Nicely, Brenda Lee and Tina Wright are the leading ladies who ensure that Peckham Garage runs as smoothly as possible. With a combined service of 95 years between them; the trio have worked in various roles within the business since they joined.

Sharon Nicely Senior Garage Administrator

Sharon started as a bus driver at Camberwell Garage in 1998, after joining London Central from London Links. She drove popular routes such as Route 35 and Route 40. After many years of driving buses, Sharon has pursued other roles such as a route controller before training to become an SGA.

Hard working and loyal, outside of work, Sharon has a passion for fast cars and impressive engines— which is fitting for her line of work. When she is not working, you can find Sharon at the gym, doing DIY and spending time with her grandchildren.

SHARON NICELY
SGA

BRENDA LEE
SGA

TINA WRIGHT
SGA

Tina Wright Senior Garage Administrator

Tina started her career with the transport industry, first working as a HR Administrator at Selkent's Head office in 1988. Since, then, she has worked in many various roles which include finance auditing and payrolls, and now is an SGA at Peckham. With an infectious laugh, Tina enjoys spending time with friends, going to watch live music and the theatre.

Brenda Lee Senior Garage Administrator

Brenda joined Peckham Garage in 1988, and has various positions during her time, such as working in recruitment, engineering, payrolls and working as AOM, before working as an SGA. Brenda enjoys reading, travelling and spending time with her granddaughter.

COLLEAGUES WHO ATTENDED THE WOMEN IN BUS AND COACH PARLIAMENTARY LAUNCH



Women in Bus and Coach

Following a successful launch by Transport for London earlier this year, the Women in Bus and Coach (WiBC) network held its national launch in Birmingham on 8 November and Parliamentary launch on 20 November.

Both events were attended by colleagues from across the country representing different sectors of the industry including bus and coach operators; manufacturers and

regulatory and trade bodies such as Department for Transport and Confederation of Passenger Transport UK.

The WiBC will work with key stakeholders across the industry to encourage and support more women to work in the bus and coach industry at every level.

WiBC encourages all stakeholders including bus and coach companies to challenge and understand the barriers currently faced by women in the profession

which may also deter other women from joining our industry. The group would like women, whatever their background, to have equal access to a career in the industry and a workplace designed to take account of their needs. They are also pleased for support from male allies.

To find out how to get more involved or take part in a survey for WiBC, please visit the Hub.

Meet the colleagues on the back of our buses!

We would like to take this opportunity to introduce you to the names behind the faces. You may have seen our four recent Recruitment adverts shown on our buses.



RAJ VISWANATHAN
DRIVER MENTOR

Raj is our award-winning Driver Mentor from Croydon Garage.

Raj started his driving career in 2002 at Orpington Garage, he then joined the team at Croydon Garage from 2005.

Raj has been involved in the Bus Driver of the Year Competition since 2016. In the 2023 competition, Raj proved his driving skills being named as London's top bus driver. He also received the award for being first place across The Go-Ahead Group.

As a Mentor since 2016, Raj has been able to pass on his knowledge and experience to others.

Raj enjoys watching football and is an Arsenal fan.



MOHAMAD MUSTAC
DRIVER

Mohamad, who has been driving buses for 17 years now and was recently chosen as a Driver Mentor at Northumberland Park Garage.

He enjoys driving, especially the Route 476 that runs between Wharfdale Road / London Canal Museum and Northumberland Park.

When he isn't driving, you can find Mohamad playing cricket with his friends and ensuring that his car remains spotlessly clean.



SONGUL GUL
DRIVER

Songul is a driver at Northumberland Park Garage.

She started with Go-Ahead London as an Apprentice. Songul enjoys driving Routes 184 and 232, both of which pass by scenic places. Songul is always willing to help others and strives to provide great customer service to her community.



CAMILLE BLAKE
DRIVER

Camille has been a Northumberland Park driver for over two years now and thoroughly enjoys her job.

From helping her passengers with their enquires, to getting to explore different sides to London, Camille prides herself on delivering a great customer service and giving her passengers the best journey. Camille enjoys watching and playing netball.

Merry Christmas

from the Communications and Customer Services team.

We wish you all the best for this festive time and celebrating the start of 2024.



There is a lot to look forward to in the Spring Edition of BusTalk, including photos from Colourful Monday, Chinese New Year celebrations, School visits and more updates from The Social Value Fund.

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

