

Unite!

Newsletter

CDC Victoria's quarterly newsletter featuring updates, developments and the people who drive the business



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Welcome!

Dear Colleagues,

Some of you would be aware that Mr George Konstantopoulos resigned from his position as General Manager, Operations from CDC Victoria in early April 2017 – after over 3 years supporting the business in its evolution from an organisation focussed on strong operational delivery to one that is focused also on its community. George has now joined Transdev in a similar role to the one he left, but far closer to home and with more time with his young family.

Another farewell in April that you might not be so aware of is the leadership change in our parent company in Singapore, ComfortDelGro Corporation. ComfortDelGro's founding Managing Director and Group Chief Executive Officer - Mr KUA Hong Pak stepped down on 30 April 2017 after 14 years at the helm. He is succeeded by Mr YANG Ban Seng who is now the new MD/Group CEO of ComfortDelGro Corporation.

The Chairman of ComfortDelGro, Mr LIM Jit Poh, remarked that "with this change in leadership, ComfortDelGro has officially entered a new era. It has been a great and rewarding journey for us thus far but the journey is far from over." In his address as the new MD/Group CEO, Mr Yang expressed his "sincere appreciation and gratitude to our founding MD/Group CEO for his sterling leadership, astute management and steadfast dedication." Under the leadership of Mr Kua, the Group grew from its humble beginnings in 2003 to become "today's transport giant with a market capitalisation of over S\$5 billion, vehicle fleet of over 44,000 and employee size of over 22,000 spanning a seven countries."

They say that change is the only constant in life.

How we cope and adapt with change is of our choosing. It is never easy, but without change we will stagnate into irrelevance. CDC Victoria has gone through significant change over the last few years and the support of a wonderful team in coping and adapting with these changes is not taken for granted. This includes everyone on the front line who have continued to deliver a stellar service to our customers. In the 'Customer Satisfaction Survey' that we undertook at the end of 2016 - over 500 customers were surveyed across our network and 89 percent of them were satisfied with the trip they took. This is equivalent to a 4.5-star rating in satisfaction and we should all be rightly proud.

There is much more change on the horizon for CDC Victoria. This includes a move to the new Wyndham Depot that is scheduled for some time in late September and/or early October. The new contract commencing 1 July 2018 will be another significant change that will see the Company operating to elevated expectations from our stakeholders. New leadership both at our parent company and here at CDC Victoria will also usher in change. With the same spirit of resilience that we've demonstrated in the last few years, I am confident that we will cope, adapt and grow from strength to strength.

I look forward to working with you as we ride the new wave of change ahead of us. I will also leave you with a quote from Mother Teresa which is not just about coping or adapting, but initiating change and improving the world we live in – the cornerstone of our community engagement efforts "I alone cannot change the world but I can cast a stone across the waters to create many ripples."

Warmest regards,

Nicholas Yap
Chief Executive Officer – CDC Victoria

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Welcome onboard to all our new employees

Waheed Bhatti, Sugath Jayasuriya, Kamlesh Dave, Kosa Julu, Roy Ueese (**ALTONA**), Chris Tataridis, Andrew Goodwin, Andrew Friars, Ben Hales, Shayne Carroll (**GEELONG**), Tasman Bathurst, Christina Gouvalari, Anestis Kalaitzis, Viorel Avram, Yiannis Theodorou, Dominic Fernandez, Seongmin Kim, Alireza Asadi (**OAKLEIGH**), Sam Rouse (Mechanic), Raewyn Judd, Paul Grinstead, Odysseas Karipidis (**BALLARAT**), Chris Rudland (Mechanic), Gurjeet Singh, Telal Khan, Shanthiratna Ranepura (**WERRIBEE**)

From your SDM's

Altona Depot

Congratulations to Kirisimasi (Kris) Muaava from Altona depot, who has been recognised for his help and compassion, as he attended to an elderly passenger who fell over on his bus. The passenger sustained a nasty injury to the back of her head and Kris was quick to attend to her.

While waiting for the ambulance to arrive, Kris focussed all of his attention on keeping the passenger calm and comfortable. The passenger was immensely grateful for his help, and had nothing but praise (and a few hugs) for Kris.

A few weeks after the incident, Kris was very pleased to see the passenger waiting at the same bus stop for him. She had been at the stop for a few hours to make sure she could see him again, to thank him, and make sure he was okay.

Kris received Altona Depot's SPaRCQ award in March for Passion.

Ravneet Walia, SDM, Altona Depot

Sunshine Depot

There have been several changes at Sunshine depot since I joined the CDC family in June 2016. Amalgamation of rosters, changes to the yard operations and restructuring our operations team, to name a few. We have also completed significant updates to the depot including completing the driver's kitchen, painting the driver's area and painting other areas within the depot. These improvements have made the depot a much friendlier and cleaner place to work at.

Sunshine depot is certainly rich in cultural diversity, and this was so evident at the 'Taste of Harmony' festival, where Sunshine received the "Best Depot" award for participation and presentation. The way in which everybody supported the event was a true testament to the passion of our drivers and staff.

Moving forward, I am committed to ensuring we grow together, develop ideas and options that support our drivers - both on and off road. There is a strong history at Sunshine depot with many of our drivers having been with us for over ten years. The passion for our business and our passengers is clearly evident.

Thank you for the support, and I look forward to working with everybody to achieve the best outcomes for Sunshine and CDC.

Frank Hurley, SDM, Sunshine Depot.



“...I am committed to ensuring we grow together, develop ideas and options that support our drivers.”

– Frank Hurley

Geelong Depot

We have had an extremely busy start to 2017 and I thank all of our staff for their wonderful efforts. We have seen significant change to our regular services, changes in staff and undertaken some huge charter tasks, and all have been handled in a most professional manner. This extends to our driving, admin, maintenance, yard and cleaning staff. A great effort!

We are continuing to work with other local operators, PTV, Victoria Police and Authorised Officers to improve their presence on our network. Our aim is to increase the frequency of having them travel on our buses to improve the fare compliance and anti-social behaviour.

Our Trainer, Gary Vagg has been very busy undertaking driver assessments across our team of 123 drivers. He is nearing completion of the first round of these assessments with only a few more to go. I am pleased to report that his feedback has been very positive regarding the calibre of our driving staff. Our Safe and Sound training will be commencing shortly which will help empower our staff to manage situations which may occur on board better too.

Keep up the great work!

Doug Nyman, SDM, Geelong Depot.

Oakleigh Depot

Since my arrival at Oakleigh Depot, I have made it my absolute priority to continuously improve this depot as we strive to become a benchmark depot. Your passionate contribution and engagement which is an integral SPaRCQ attribute has helped me and my team in driving these improvements including improving our safety standards, amalgamating the rosters and implementing the AX system into our business. I'd like to thank you all for your assistance and assure you that we will continue making the necessary improvements that will help us reach our goal.

On a separate note, diversity makes our team stronger, and if there's one thing I know about people at Oakleigh, it's the depth of empathy and support for one another. This was made evident by the overwhelming contribution to the fundraisers of the late Manmeet Alisher and 2 other staff members that have encountered family hardship. It was also noticable through the 'Taste of Harmony' event where we got to see you all in your cultural attire and taste your wonderful food. I am sincerely proud to know I can count on all of you to make sure everyone at Oakleigh Depot feels welcome, respected and valued.

Kaz Abdulrahman, SDM, Oakleigh Depot



Werribee Depot

A recent incident near Werribee depot has once again highlighted the Passion our team has towards the safety of those in our community.

On Easter Sunday, a car travelling near the depot on Industrial Avenue hit a curb, and flipped multiple times, landing upside down with the driver and passenger trapped inside.

One of our drivers, Sandeep Singh, (affectionately known as Sandy) witnessed the incident in horror; but with his quick thinking, Sandy promptly went to help the people involved. He was able to help them out of the car as smoke started to emerge from the engine.

CDC would like to thank Sandy for his efforts, in helping those in need of assistance, whilst still, as equally important, keeping himself safe.

Sandy received Werribee Depot's SPaRCQ award in April 2017 for Passion. Thank you Sandy for your bravery.

Ravneet Walia SDM, Werribee Depot.

News

Ballarat Depot

As usual, it is hard to believe that we are now moving into the second half of the year – we all must be having fun!

Ballarat Depot has undergone a major transformation in more ways than one in the first half of 2017. We have added 40 new staff members to our team along with 14 new buses to accommodate the recent Network Upgrade on January 29th.

All of our new team members have settled in very well and we hope you are all enjoying your roles at CDC Ballarat.

A huge congratulations also to our existing team members who were tasked with learning the new network structure and scheduling changes and assisting in all aspects of the upgrade from Operational, Administration, Driving, Maintenance and Training. To work through such an enormous task successfully is a credit to every CDC Ballarat team member.

The Depot has had some internal and external structural work completed to meet the demands of our growing team and fleet numbers making life a little bit easier and cosier for all.

Rodney Price (Operations Supervisor) was made an honest man of finally after his marriage to his long term life partner Sue in April. Congratulations to both Rodney & Sue.

Sadly we farewelled an esteemed work colleague - Tony Gower who passed away in March. Tony's passing was felt by all who knew and worked with him, rest in peace Tony.

White Night Ballarat certainly captured our attention for a few weeks in the lead up to March. This night was our first foray into a 24-hour public transport operation. Carrying 5,000 passengers, the night went off without a hitch ably led by David James (Operations Coordinator).

The Social Club has been active also conducting a couple of social events in a Barefoot Bowls Day and a Go Carting session. These events were very competitive and enjoyed by all who attended.

Good luck for the rest of 2017.

Glenn McKenzie, SDM, Ballarat Depot.



Celebrating Bus Safety Week

Transport Safety Victoria (TSV) and Bus Association Victoria (BAV) again delivered Victoria's Bus Safety Week from Monday, 1st May to Friday, 5th May this year. CDC Victoria along with CDC Melbourne, CDC Geelong and CDC Ballarat supported this campaign in conveying that "safety is a shared responsibility."

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Our buses carried posters and hangers promoting safety slogans while staff mingled with the public at three prominent venues – Chadstone Interchange, Highpoint Interchange and Geelong Station.

Teams from BAV, TSV, Victoria Police and PTV's Multi Modal Authorised Officers were also



“ CDC's top priority will always be the safety of our passengers and drivers... ”

– Julie Tan



present to help spread the awareness and give out goodies including MYKI card wallets and snap bracelets.

Julie Tan, Head of Marketing, Customer & Charter at CDC said, "CDC's top priority will always be the safety of our passengers and drivers so it was only natural to have a presence at giveaway points in support of Bus Safety Week."

Driver Appreciation Day

As part of Bus Safety Week celebrations, we took time on Thursday, 4th May to honour our drivers at every depot.

Altona, Geelong and Werribee Depots organised BBQ's for their staff while Ballarat Depot organised a pizza day.

Oakleigh Depot (pictured here) provided early breakfast from 5am onwards.

Service Delivery Manager, Kaz Abdulrahman said: "What better way to express our appreciation than coming in early in the morning and cooking our drivers a nice hot breakfast. The weather was unusually cold that morning but the joy, laughter and our sizzling barbecue was enough to keep us warm."

Sunshine Depot also provided a breakfast spread for their drivers from 4am so that they could maximise the time and capture the largest number of drivers that day.



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Community Engagement Manager, Michelle Ho McKersey said, "CDC chose to celebrate Driver Appreciation Day to thank our drivers and staff and to show our appreciation for the great work they do serving the community every day."

"We trust that all our staff enjoyed this time together and we look forward to more bonding time with you all in the near future."

Because of the success of these events, CDC will now be making this a yearly event so mark your calendars! Thank you to all our staff who made Driver Appreciation Day possible.



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Celebrating our Cultural Diversity

For the last 3 years, CDC has taken part in multicultural festival 'Taste of Harmony' by encouraging our staff to wear cultural heritage attire for the day.

Staff are also encouraged to share food from their culture and exchange stories about their backgrounds. It's all in the name of celebrating our diverse backgrounds.

We have to say that this year has been our finest yet. We're so impressed by the fancy array of costumes, various food that is thoughtfully prepared and the overall sense of community that the festival brings.

This year, we even got some media coverage in the Courier newspaper and on WIN TV in Ballarat. See <http://www.thecourier.com.au/story/4551302/ballarat-buses-helping-to-drive-diversity/?cs=62> for the full story.



Depot-wide cultural attire

- Altona Depot: 25 drivers
- Werribee: 35 drivers and staff
- Oakleigh: 12 drivers
- Ballarat: 5 drivers (compared to zero in 2016)
- Geelong: 4 drivers
- Sunshine: 40 drivers and staff



Besides drivers getting dressed up, several depots also took this opportunity to share a meal together since food is really the perfect avenue to share your cultural diversity. At Oakleigh Depot, 21 drivers brought in a traditional dish to share while Oakleigh SDM Kaz Abdulrahman organised lunch for all - which allowed office staff and drivers to mingle and compare stories. Geelong SDM Doug Nyman also organised food for his staff and others brought a dish to share at lunch. One driver in Geelong even brought a poem and read it out to his colleagues in celebration of his culture.



Many drivers who have dressed up for the last few years have commented how great it is for them to be able to wear their cultural gear.

We believe the best part of 'A Taste of Harmony' is that it allows our drivers to interact with customers and creates a friendly atmosphere that really fosters cultural diversity. After all, how often do you get a Pharoah driving a bus! It's really the perfect festival to share your heritage and wear well.

We look forward to celebrating our unique culturally diverse workplace next year and hope you will join us again. Stay tuned for details.



But it was Sunshine Depot that stole the show this year with 40 staff (including office staff) dressing up. There was also a huge BBQ organised by SDM Frank Hurley throughout the day and one driver entertained the crowd with cultural tunes on the keyboard that he brought in just for the occasion.

Sunshine depot won the prize of Most Enthusiastic SPaRCQ participants, cash prize of \$300 towards their depot social activities.





The Science Behind the Anti-Graffiti Workshops

For the last 3 years, CDC has been running anti-graffiti workshops as part of its Community Engagement plan. Why do we do it?

- We pride ourselves on working closely within the communities we serve
- We realise the importance of a hands-on, out-of-the-box approach to eradicating anti-social behaviour
- We know that ignoring the issue isn't going to solve the problem
- We understand that sometimes we need to look at the bigger picture and have a long term goal rather than a quick-fix solution
- We've had such positive feedback from participants and the community regarding the innovative solution-driven workshops that are changing the face of engagement

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anti-graffiti workshop for 11 kids from Geelong Leisure Networks 'School Holiday program'. The kids ranged in ages from 12-14 and from a variety of schools within the Geelong area. Apprentice Angelo Koutsintas, mechanic Max Ingram, Paintshop Foreman, Brendon Lewis and Service Delivery Manager, Doug Nyman from CDC Geelong were happy to get involved and enjoyed interacting with the kids as well.

"Tagging and anti-social behaviour is a real issue for us in Geelong so it was really important for us to be able to host the graffiti workshop in Geelong," said Service Delivery Manager, Doug Nyman.

The workshop began with the 11 kids tagging the bus with much excitement. After they enjoyed this activity, they were told to then clean off everything they had originally vandalised.

Max Ingram, a CDC Geelong mechanic who is also a father of a 12-year old boy thought that the graffiti workshop was a really clever way to get the kids involved and educate them about tagging.

"The fact that the kids had to remove the graffiti from the bus really got them thinking and definitely helped them learn about the process. At the end of the day, we've got to work with what we have and help to empower kids so that they will make the right decisions in life," said Max.



Working closely within the communities we serve has always been one of CDC Victoria's strengths. We pride ourselves on the hands-on approach that we take to eradicating anti-social behaviour and educating the youth to model positive behaviour and empowering them to make the right choices on our buses and within the community at large.

On Thursday, 6th April, we turned our attention to CDC Geelong where we conducted our first



“ The overall goal is to encourage teens to make the right decisions and demonstrate what our drivers and staff have to do on a daily basis due to anti-social behaviour. ”

– Michelle Ho McKersey

Max went home and told his son about his participation in the workshop and mentioned that even his son said he would willingly participate in the workshop.

The idea was to show participants how difficult it is to remove tagging from the bus while engaging with youth in the community.

“The overall goal is to encourage teens to make the right decisions and demonstrate what our drivers and staff have to do on a daily basis due to anti-social behaviour,” said Michelle Ho McKersey, or Community Engagement Manager who runs the program.

“We don’t believe in quick-fix solutions and realise that this re-education process will take a while to show real results. That said, we believe that when we invest in our youth, the overall outcome can only be positive,” said Michelle.

The second part of the workshop involved a role play session where kids were taught about being assertive as opposed to aggressive or passive.

“We believe in educating the youth to model positive behaviour and make the right choices



on our buses and within the community at large,” added Michelle.

Brendon Lewis, Paintshop Foreman recalls the effectiveness of the program after having a chat with the kids over lunch.

“The kids really enjoyed the program because it is something very different. It’s a bit of fun but also really drives the real meaning behind why we run these workshops,” said Brendon.

“I think getting the workshop guys like Angelo and Max involved was also really good because they don’t get to do stuff like this and playing a hands-on role helps them understand what the company is doing as well,” added Brendon.

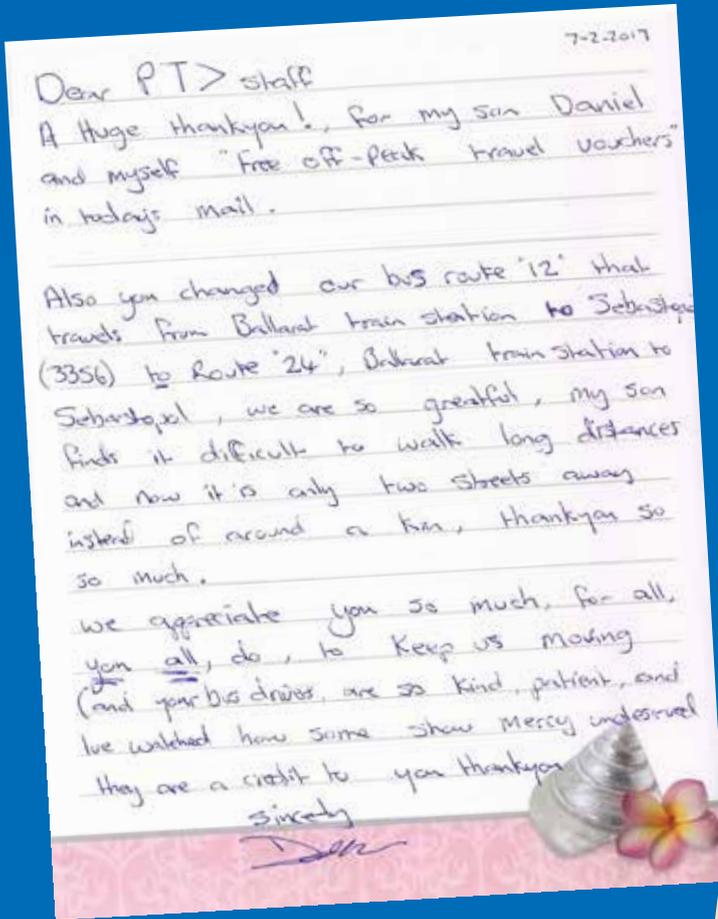
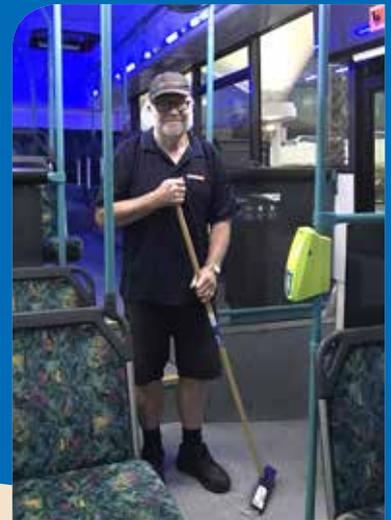
CDC will continue to run 3 more graffiti workshops in Ballarat (2 August), Melbourne (18 July) and one more in Geelong (September school holidays) in 2017.

Compliments & Comments

Right: Suda working hard to put up PTV's 'Visit Melbourne by Bus' campaign wraps on our buses despite hurting his shoulder. Special thanks to Steve for helping him too.



Right: While giving out 'Bus Safety Week' goodies at Chadstone Bus Terminal, this dedicated driver, Robin Owens (Rob) caught my attention because he was busy sweeping the floor during his layover time. Thanks Rob for your passion and service to the community.



Thank you to the lovely driver (Bert Vandenbroucke) I had this morning. On a cold and miserable morning, he was a beacon of sunshine. Keep up the good work.

Regards,
Michelle Eastwood



Scan using a smartphone or camera enabled device with QR app to access our website.



Facebook feedback



Jake B

"I thought I'd share with you about the experiences I have with your bus drivers from the Oakleigh depot. I always enjoy getting on the buses in my area as the drivers are nice and always like a chat. There are a couple that love talking about footy also...Anyway with the friendly drivers who always like a chat and make my trip go much faster. Thanks for it all and don't change."

