

Unite!

Newsletter

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



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Check out our 14.5m CDC Ballarat bus now in PTV livery!

Photo credit: Peter Sevier

Welcome!

Dear Colleagues,

They say that time flies when you are having fun. It is now two years since I moved from New South Wales to join the CDC Victoria family and it does feel like it was only yesterday.

Victoria is now home for my family. We continue to enjoy the world's most liveable city and getting to know Melbourne better. More fulfilling for me is the fact that I have the privilege to work in what I believe is a great company. As a team, the CDC family is on a journey to making this an even better company and I am grateful to be part of this.

The next step in our journey is the creation of our own culture. We had our first introduction to SPaRCQ at Christmas - through hampers that were put together by Marcelle and Gwen (your People and Culture team).

SPaRCQ is the glue that will bind us together and distinguish us from employees of other bus companies. Given that SPaRCQ was largely an outcome of the Employee Satisfaction survey, it is already in our DNA and represents what defines CDC employees - safe, passionate, reliable, community oriented individuals who will deliver quality outcomes.

I would like to focus on the first value in SPaRCQ – Safety and make reference to the recent incident where a Gold Bus coach hit the

Montague Bridge. We have issued a bulletin reminding drivers that it is integral to confirm that vehicles can pass safely under bridges. Was the driver distracted by his mobile? Was he depending on a GPS device, or was he distracted while having a conversation with a passenger? More may come to light as the investigation continues.

It is vital for us to take stock of our own driving style and be vigilant to avoid being distracted while driving. This is why we treat the use of mobile phones while driving as a terminable offence. Using a mobile while driving is not just illegal, the strongest disciplinary measures are imposed because your life, the lives of our passengers and other road users are at stake.

I started this message by pointing out that I have two families; the one at home and the extended CDC family. You are part of that CDC family and your safety is important to us. I am sure that your family will also join me in appealing to you to leave distractions behind as you get behind the wheel of your vehicle - so that you can return home each day, safe and sound.

Kind regards,

Nicholas Yap
General Manager – CDC Victoria

Call for submission!

Unite! Issue 7, is open for submission!

Is there something worth mentioning at your depot?
A member of staff who goes beyond the call of duty?

A new addition to the CDC Victoria family or a new addition in your family? Or would you like to share an original recipe or tips on how to enjoy a healthier lifestyle? Email djgoon@cdcvictoria.com.au with your story ideas now!

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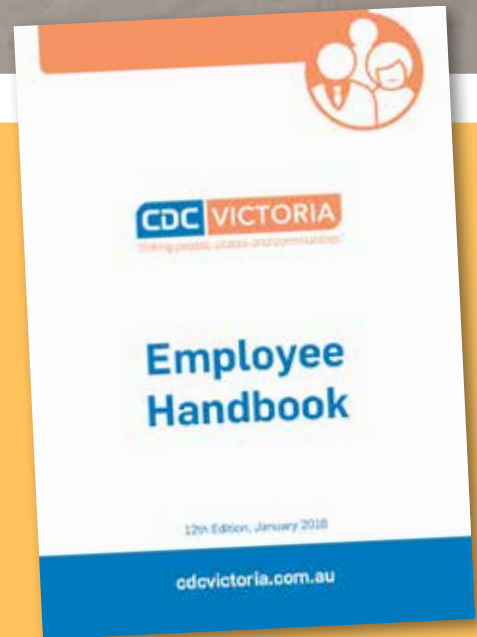
Taste of Harmony

Last year we wowed organisers of 'A Taste of Harmony' – a multicultural diversity celebration – by coming dressed in cultural heritage attire. This year, we're doing it all again and have chosen Tuesday, 23 March as our day to celebrate the many diverse cultures in our 6 depots. We encourage all staff to come dressed in cultural heritage attire for the day. Each depot will have their own mini celebrations including food and fun activities. There are also some awesome \$50 cash prizes to be won for 'Best Dressed individuals' and a \$200 cash voucher prize for the most enthusiastic depot. Look out for the Taste of Harmony staff notice for more information.



Employee handbook updated

We're pleased to announce that our Employee handbooks have just been updated with our current policies and processes. New employees will now receive the handbook as part of their induction and limited numbers of the revised document will be made available at each depot for existing employees to refer to. Take note that these handbooks are an interim review as we will be revising the format later in the year - once AX is fully rolled out. A brand new handbook will then be re-issued to all employees. Our driver Induction material will also be updated soon to ensure that it reflects our current policies, procedures and processes. New employees will soon receive welcome packs that contain lots more information about our business. Look out for these soon!



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Staff Appreciation Day

You won't want to miss this! In honour of Driver Appreciation Day 2016 and as a thank you to all our terrific staff – CDC Victoria will be providing free coffee, tea and hot chocolate for all staff on three days in March. It's our treat to you to say Thank you for being awesome.

A specialist coffee van will be visiting each depot so look out for the Driver Appreciation Day Staff notice soon!

Minister Eren visits CDC Geelong



From left, Nick Yap, Minister John Eren MP, Doug Nyman and George Konstantopoulos

Minister John Eren MP (Local member for Lara/holds the position of Minister for Tourism and Major Events, Minister for Sport, Minister for Veterans in the Victorian Government) visited CDC Geelong in January - where he toured the depot and met many of our employees.

General Manager, Nick Yap welcomed the Minister's visit and said "Minister Eren was generous with his time, affording us the opportunity to profile our business and outline our ambitions for it locally and across our network service areas."

We're happy to announce that a number of opportunities emerged from the visit, including the potential to partner with Minister Eren on a range of community initiatives to support the residents of Corio and Norlane.



SPaRCQ update

Late last year, we announced our new SPaRCQ values framework that you helped us to define. Most depots also have SPaRCQ committees, designed to improve communication, consultation and engagement about local issues.

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Over the coming months, we will be working on ways to define exactly what we mean by SPaRCQ, and in particular how to recognise whether we (as an individual or group of colleagues) are demonstrating the behaviours that reflect the organisation we want to be. We will also be announcing an exciting initiative to reward our team members for modelling the SPaRCQ values. Stay tuned for exciting SPaRCQ news in future editions of UNITE!

Geelong's new SDM

In case you haven't met Geelong's new Service Delivery Manager yet, here's a quick introduction to Doug Nyman. Doug comes to



us after a long and distinguished career within the Victorian bus industry. He was previously the General Manager at Sunbury Bus Lines and held a range of senior management roles within the Australian Public Service.

He's very down to earth and has a thorough understanding of all aspects of management.

Welcome aboard Doug!

OCC trial for Ballarat and Geelong

We recently conducted a trial in partnership with the OCC in NSW to provide real time, in-service support to our drivers in Ballarat and Geelong.

Over three weekends in February, our drivers had support from an experienced OCC controller to deal with real time emergency events, network, vehicle and driver service issues. We're pleased to announce that the trial yielded positive results and will lead to further coverage initiatives and the development and activation of our Victorian OCC. Stay tuned for more updates.

Ballarat City Circle

Did you know that CDC Ballarat is currently running a free and easy hop-on-hop-off service called the City Circle?



The bus visits 10 stops on Sturt Street in 10 minutes, allowing easy access to everything Ballarat city has to offer,

minus the stress of finding parking and getting through traffic.

The new service is being trialled for the next six months as part of a joint project between the Ballarat City Council and State Government.

In fact, the free bus was specifically started to relieve traffic congestion, free up car parks and boost the economy.

“CDC Ballarat is very proud to be operating the inaugural Ballarat City Circle service. We have invested heavily in this venture with the Ballarat City Council through the supply of labour and resources into this trial. This is a seven day, 10-hour per day commitment and our drivers have contributed to the success in the short term,” said Glenn McKenzie, Service Delivery Manager of CDC Ballarat.

“ We look forward to the ongoing success of the City Circle and what future joint ventures we may be able to establish with the City of Ballarat. ”

Glenn McKenzie,
*Service Delivery Manager,
CDC Ballarat*

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Operating from 8am to 6pm, seven days a week, the City Circle is the perfect transport option for visitors, commuters and local residents. You don't even need a ticket and there is no schedule. Just one more reason for a day trip to Ballarat!

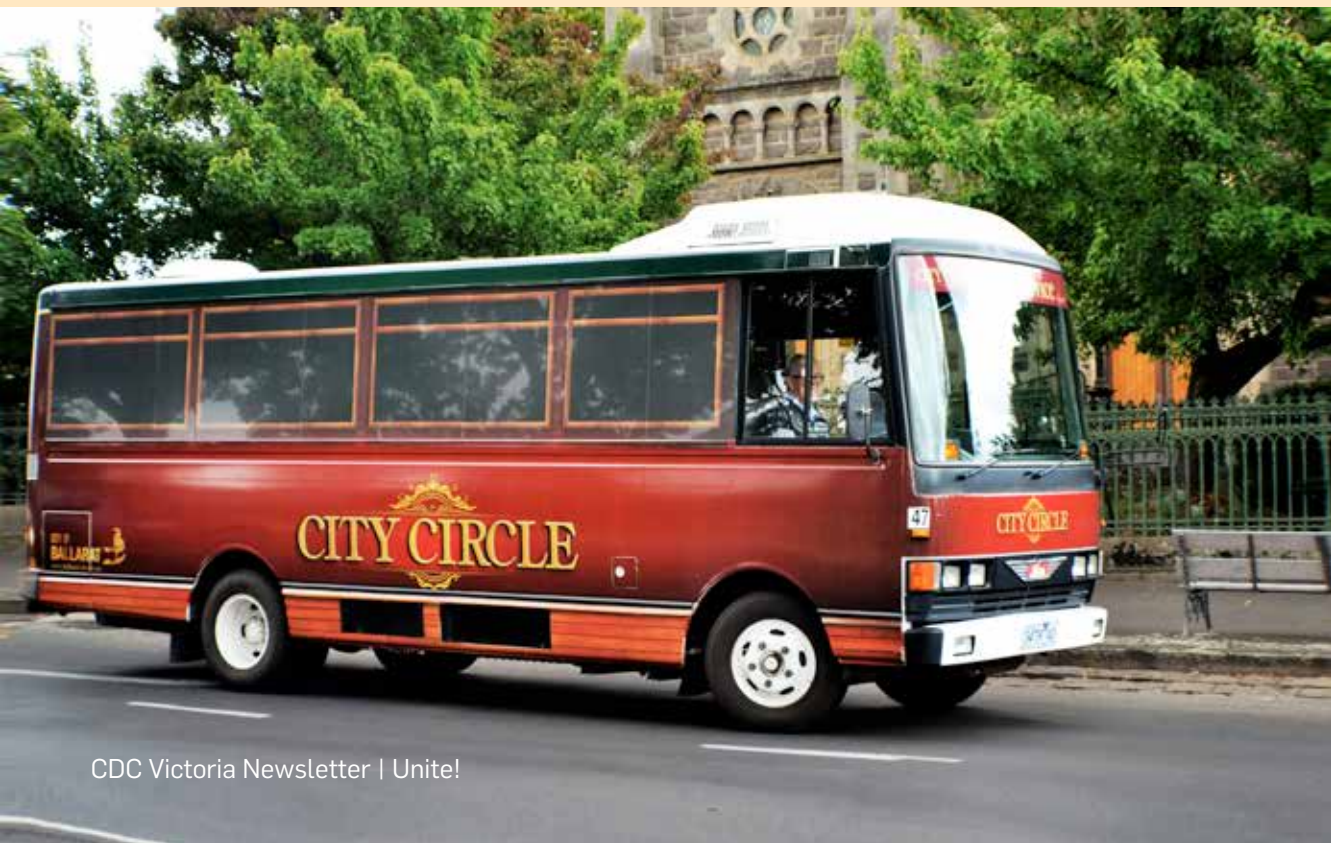


Photo credit: Peter Seviar

Humanity at work



Meet Duc Huu Nguyen, commonly known as Danny from Werribee Depot. Thirty-five-year-old Danny is well known amongst his colleagues for his warm, caring personality but an incident on the 11 December 2015 really

highlighted this man's gentle spirit and passion for helping others.

On this fateful day last year, Danny encountered a distraught lady who needed a helping hand. The lady had no money, no place to go and was very upset. After checking in with the Operations Supervisor at the depot, Danny sought permission to bring the distressed lady to the Wyndham City Council at the end of his shift. He also gave her \$50 from his own wallet so that she could at least have a decent meal and some money.

Not only did Danny go beyond his duty as a bus driver, this humble man didn't even tell anyone about his good deed and we only found out because of an email of thanks and commendation from the Wyndham City Council.

Danny has since been nominated for a Passion Award (run by our parent company Comfort DelGro in Singapore) and we are so proud and grateful for model workers and gentlemen like Danny who incidentally truly embody our SPaRCQ values – Safety, Passion, Reliability, Community and Quality.

An excerpt from the letter appears below.



My name is Nicole Battle and I work for Wyndham City Council. Last Friday, I understand that one of your drivers picked up a woman in Werribee South who had literally been left on the side of the road by the 'friend' she had been travelling around Australia with. This woman had no money, no phone and nowhere to go. Your driver picked Carol up and, realising how vulnerable she was, brought her to the Wyndham Civic Centre for help. He also gave her \$50 of his own money, so that she at least had something in her wallet.

Unfortunately I don't know the name of this particular driver, but I just wanted to let you know what an amazing difference he made to Carol on what was undoubtedly one of the worst days of her life. Thanks to him, we were able to find some temporary accommodation for Carol over the weekend and yesterday she had an appointment with Yarra Community Housing in Seddon to help find her something a little more permanent.

In addition, the amazing generosity and compassion of your driver helped to remind Carol (and everyone here) that there really are some good and decent people within the community, who are prepared to go above and beyond to help someone in need.

Warm regards,

Nicole Battle

Acting Coordinator Capable & Effective Communities



Passion

We are committed to operational excellence, superior customer service, engaging the community we serve, being known as a great organisation to work in, and providing high shareholder value.



On the road again



It's not often that we hear news about our staff keeping fit or going all out to look after their health. So when we found out a group of guys from various CDC depots were taking part in the 'Cadel Evans Great Ocean Road Race People's Ride', we knew this was a story we had to tell.

The 'People's Ride' was held on Saturday, 30 January and offered 2 courses – 111 km and 65 km. The ride started (and ended) at Eastern Beach Road on Geelong's waterfront. All our guys completed the 65 km ride.

Micheal Schaper and Darren Higgins, bus drivers from Ballarat Depot both completed the 65 km course in 2 hours and 54 minutes.

"This was the first long group ride for me which I enjoyed so much. I've brought a new road bike to take on the 100 km ride next year," said Michael.

"Mick and I are very keen to do the ride next year but we will do the full course of 100 km. It would be great to have riders next year from all of our depots...It was good to have Mick by my side as I usually tackle these events by myself," added Darren.

Darren started cycling about six years ago and has completed several rides including a Peter Mac Cancer ride in which staff from CDC helped him raise \$3,780 towards cancer research.

Darren reckons that it would be great for more CDC workers to take part in these sorts

of events since driving buses doesn't involve much exercise.

Driver, Doug Merritt from Geelong Depot rode with his three sons and George Konstantopoulos, our Group Operations Executive Manager joined their group, upon invitation from Doug.

"It was a great honour to ride with my three sons as a family unit and we are glad that George was able to join us as well. I'm definitely looking forward to riding next year," said Doug.

All the men are cycling enthusiasts and we are so proud of them for completing the ride. We also hear that they all have plans to ride next year.

"I look forward to many more CDC staff joining us next year to raise funds for the Brotherhood of St Laurence – our charity partner, but more importantly promoting fitness and wellness across the business," said George.

Compliments & comments

I wish to convey my appreciation and sincere compliments to two members of your staff.

The first is 'Jassi', who phoned me in response to the query below. Thanks to his courtesy and patience in providing me with accurate timetable information regarding the operation of the Volgren double-decker bus, I was able to make all the right connections today (Friday, 12 February 2016) when I travelled by train from Keysborough to Werribee, very early in the morning, for the sole purpose of having a ride in the double-decker from Werribee to Wyndham Vale and return.

The whole experience was smooth - in terms of timing - enjoyable, and comfortable. And this is where I wish to also thank Driver Paul, who was also kind enough to ensure that I received maximum benefit and pleasure from my rides on the CDC double-decker.

Again, my sincere thanks to both of the above-named gentlemen. Each in his own way, they are a credit to your organisation.

Kind regards,
Roger Thiedeman



Welcoming baby Aerianna Singh, born on 13 Jan 2016 to our Business System Analyst, Upendra Singh and his wife Renu.



Oakleigh drivers took time out from their break for a quick chat and a group picture.

Scan here using a smartphone or camera enabled device with QR app to access CDC Victoria's website.



Some of the boys surrounding Route service driver, Ken Burton (middle, wearing cap) who recently retired after serving the company for 29 years. "Ken was reliable, punctual and extremely professional throughout his time with us," said Kaz Abdulrahman, SDM at Oakleigh.

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