

Unite!

Newsletter

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



10 YEARS IN VICTORIA
The Special Anniversary Issue





Photo taken at The Avalon Air Show by Poon Yu Sang

Welcome!

Dear Colleagues,

2019 is certainly a special year for us as we mark ComfortDelGro's 10th Anniversary in Victoria. I still remember the day when we signed the share sale agreements to purchase the Kefford Group which literally paved the way for who CDC Victoria would then become.

2

Reflecting on the last 10 years, there have been so many hurdles and mountains for us to climb together as a group and individually. That said, each one is precious because it forms part of our memories and shapes the lens in which we view the world around and gives us the confidence to deal with the future.

Throughout the 10 years, ComfortDelGro has re-invested every dollar earned back into the business and the communities that we serve. This includes industry leading initiatives such as the driver safety screens, passenger voice announcement system, Mobileye and our Motorola digital radio system - all innovations to protect our staff and improve our service delivery to our customers. It includes our donations to provide the under privileged with educational opportunities and sports clubs with the resources to deliver youth leadership programs. It also includes the investment to grow our family (in chronological

order) these include the Driver Group, Tullamarine Bus Lines, National Patient Transport and most recently, Buslink Sunraysia in Mildura.

What does the next 10 years hold for us? There will be challenges and mountains to climb, but also opportunities to build stronger friendships and a better business. Many of you may know by now that we have ordered 50 new Hybrid buses featuring Volvo's hybrid driveline technology. This landmark order (the largest in Australia to date) not only represents our commitment to a more sustainable service delivery but also a commitment to the next generation that the clean air we now enjoy will remain the same when they grow up.

CDC Victoria has come a long way in the last 10 years and it is indefinitely a team effort that has led us to where we are now. Whether you are a driver, a yardie, a mechanic, a cleaner, a trainer, an operations staff, in the OCC or someone in the head office – your efforts do not go unnoticed and I am so grateful to each of you who strive every day to do what's best by our customers, stakeholders and fellow colleagues.

I thank you and look forward to many more years ahead in what I believe is just the beginning of the best days of our lives. So here's to you. Thank you for journeying with us.

All the best,

Nicholas Yap
Chief Executive Officer – CDC Victoria

Welcome onboard to all our new employees

Steve McFadden, Erwin Zonneveld, John McKenzie, Mark Ryder, Chris Dyer, Michael Heaton-Harris, Steve Nikolovski, Sanjay Joshi, Satinder Dosanjh & Phillip Neri (**GEELONG**), Panayotti Karanika, Raymond John Gudgeon & Simran Sandhu (**OAKLEIGH**), Ginesh Edattel George, Martin Collins, Helen Berry, Libby Crompton & Nathan Rozitis (**BALLARAT**), Ronald Hendry, Muhammad Irfan, Gurung Ashok, Seyoum Demessie, Ceylan Nihat & Suresh Vasudevan (mechanic) (**WYNDHAM**)

From Your Service Delivery Managers

Sunshine Depot

With 2019 well underway, I would like to welcome everyone back for the new year and hope you all enjoyed the festive season. I would like to thank all of the drivers who have assisted with the rail replacement work we have been running thus far. Also by the time Unite goes to print we would also have supported the Avalon Airshow once again.

With the hot weather now almost behind us, I would personally like to thank every driver for their efforts with some extremely hot days. I'd also like to acknowledge the huge effort from the guys in the workshop - not only in the work they have done to prepare the fleet for summer but also the work done on the hot days to keep the fleet moving where they also had to at times work through very extreme conditions.

I was proud to see how everyone from cleaners, through to supervisors all did their part and worked as a team, which resulted in very little disruption to our network. Our yard staff have also been working hard detailing our fleet - including steam cleaning all seats to ensure we can supply a clean, well-presented bus for our drivers and customers. Well done, everyone!

We have a big year ahead of us where the focus will be on further expanding our Charter business including Metro and V/line rail replacement, as well as, ensuring we are delivering a clean, safe and reliable service to all of our customers across the network.

I look forward to working with the Sunshine team and the broader CDC family over 2019. Until next time, be safe.

**Shaun Lawson, SDM
at Sunshine Depot**



Oakleigh Depot



2019 is officially in full swing and for those who have since returned from planned leave - I welcome you back and hope you had a safe and refreshing holiday.

2018 was our most productive year with the long-awaited timetable update, the merger of Easttrans and Oakleigh fleet and the installation of the next generation Myki hardware across all our buses. 2019 is set to be equally, if not, more productive.

We started the year by delivering a successful major shuttle service for the 2018 World Cup of Golf. I would like to personally thank all staff who assisted with the event. I want to especially acknowledge the on-ground Supervisors, Levent Coskun, Andreas Lambrou and Lionel Loh who endured the erratic Melbourne weather.

Delivering successful events such as this reinstates our desire and ability to adhere to our SPaRCQ values. We are passionate and reliable in delivering a quality, safe service to the community.

As you have all heard, we have successfully purchased the surrounding properties- and over the upcoming months, construction works will begin to expand our depot. The expansion will provide much-needed relief in terms of parking space while reducing the risk associated with operating in limited space.

Throughout 2018 we presented a performance report through a toolbox discussion indicating areas of improved performance along with outlining areas requiring improvement.

Based on your feedback we will continue providing you with this quarterly report and have also provided you with an update for 2019 thus far.

It goes without saying there is much work to be done and I am confident we will have a thriving and safe year ahead.

Kaz Abdulrahman, SDM at Oakleigh Depot

Wyndham Depot

As we head back into the school term, it is very pleasant to see that the school term started off very smoothly in the first term. Charter work is on the rise with the school term and it is great to see that route drivers are stepping up to get a taste of charter work on top of their traditional route work. Besides providing growth for the business, it also offers different experiences to participating driving staff to be able to work within your own community space. Thanks to all our rail replacement drivers as they have done rail replacements at regular intervals since the start of 2019 with great service levels.

Our much awaited bus replacement program is progressing slower than anticipated but be assured, it is coming! Our first Hybrid replacement bus is expected to be in service by the end of March 2019. Exciting times ahead as we unveil the largest order of Hybrids in Australia soon.

I thank you all for your ongoing team work at CDC Wyndham.

Ravneet Walia, SDM at Wyndham Depot

Geelong Depot

Welcome to 2019! It's been another fast paced start to the year in what is normally a very busy period for our charter services and restructuring of some school services. Our new Target contract has provided further opportunities and additional daytime work for our drivers.

By the time you read this, the Australian International Airshow at Avalon will be a distant memory. This is the biggest charter movement undertaken by CDC - involving up to 71 buses each day and has taken many months in planning. Thank you to all our staff from Geelong and all other depots who really worked together to make this event a success.

We have been recruiting heavily in the first quarter to reinforce our capabilities and backfill some long-



term vacancies due to ill health, etc. I would like to welcome all of our new staff and wish you all a happy and successful future with us.

We are looking forward to our continued fleet improvements which will provide us with a modern fleet capable of continued growth. It will help improve the comfort, reliability and experience of travelling with us.

I would also like to take this opportunity to again congratulate Will Bossence, who was the recipient of the CDC SPaRCQ Award (Passion) for 2018!

Thank you to everyone who continues to do their best every day to ensure the success of our team.

Doug Nyman, SDM at Geelong Depot

Tullamarine Depot

4

Can't believe how quickly time is moving on. The new year has started, schools are back and we are now looking forward to a year of stabilisation and commitment. Our new EBA's have finally been implemented and Tullamarine drivers are now on the same conditions as the other CDC drivers.

We are no longer the 'new kids on the block' and we have settled in nicely to the CDC family, its procedures and its commitment to providing the best public transport we possibly can.

We now officially travel under the CDC banner and wish to thank Suda for a job well done. He rebranded all our buses with much care and patience.

With the recent introduction of AX - our drivers, supervisors and workshop staff have had another process to adjust to but most have once again proven they are up to any challenge. They have simply jumped in and have given it their best shot. Well done to a great team of workers.

I also take this opportunity to welcome the newest SDM, Ashlee in Mildura and all the new staff members that have joined CDC. It will be an exciting year ahead but please be assured, you will receive all the support needed from the Management team at CDC.

**Frances Ross, SDM
at Tullamarine Depot**



Ballarat Depot

As usual, it is hard to believe that we are moving towards the second quarter of the year. We all must be having fun!

We have a number of new faces on staff who have all settled in very well and we hope you are enjoying your roles at CDC Ballarat.

Sadly, we farewelled a work colleague in Reg Smart who passed away suddenly in January. Reg's passing was felt by all who knew and worked with him, RIP Reg! A fundraising BBQ was conducted for Reg's partner and family which raised in excess of \$1000.00. This amount was kindly matched by CDC Victoria. A fantastic tribute and outcome for the family.

Our Charter operations has been kept busy after a large number of staff assisted admirably with the Avalon Air show. We have also provided Park & Ride Shuttles for the Ballarat Begonia Festival on the long weekend and are also working with the City of Ballarat doing shuttle work to the JLT Western Bulldogs versus St Kilda game at Mars Stadium. Thanks to all the staff who have volunteered to assist in carrying out this work successfully.

The Social Club has been active - conducting a social event on Social Bowls Day which was very competitive and enjoyed by all who attended.

Thanks to our entire team of drivers, mechanics, administration and operations staff who all work towards providing a high level of service to our passengers and the hard work and effort you all put into your jobs every day.

Glenn McKenzie, SDM at Ballarat Depot



Latest Acquisitions

5

ComfortDelGro strengthens its position in Australia with three new acquisitions.

Last year was a big year for CDC. In August 2018, the Group purchased Sydney's oldest privately-run family bus and coach operator, Forest Coach Lines (FCL).

Founded in 1930, FCL runs a fleet of 220 buses spread over eight depots and operates Region 14 contract bus services in Metropolitan NSW, other bus services in regional NSW as well as school and non-school charter services.

In a separate transaction, the Group also purchased the bus and coach assets of Coastal Liner Coaches (CLC). CLC operates route bus services in Outer Sydney Metropolitan Bus Service Region 11 and has a fleet of 31 buses and coaches. CLC also specialises in luxury coach tour packages for theatre performances, concerts and day tours for individuals and small groups.

The latest of the Group's acquisitions in November 2018 however really solidifies its position and commitment to the Australian public transport industry. The acquisition of Buslink marks a huge milestone for the Group as it is the largest acquisition in the country to-date and includes 403 buses operating from 13 depots.

This most significant acquisition provides ComfortDelGro access to the Northern Territory and Queensland – both of which were unchartered territories for the Group, allowing further growth to existing bus operations in New South Wales (NSW) and Victoria.

With this latest acquisition, ComfortDelGro, which entered the Australian market in 2005, now operates in six states in Australia – NSW, Victoria, Western Australia, Canberra, Northern Territory and Queensland – with a fleet of almost 4,000 vehicles comprising buses, coaches, taxis and ambulances as well as outdoor advertising space.



Explore Melbourne By Bus

To discover the benefits of your journey visit melbournobybus.com.au

The screenshot shows a news section with two items: 'Due to heavy traffic RTVE 424 is currently experiencing delays, we apologise for any inconvenience.' and 'Due to a police incident on Vines Rd, services might be all going RTVE 24 Dandenong via Chelmer St, Station St back & Church St in both directions.' To the right, there are two service update cards: '17 DEC Upcoming changes to Route 11 - Lara Station to Lara East' and '4 NOV Improved Bus Access at Murrumbeena Station'. Below these is a 'CDC FLEET' logo. On the far right is a 'Journey planner' form with fields for 'From Station, stop, landmark or address', 'To: Station, stop, landmark or address', and a 'Departing now' checkbox. There are also buttons for 'Change date and time' and 'More journey options'.

Our new website

6

We're proud to announce that our new website is finally live. The revamp includes a complete overhaul of the old template due to feedback from customers that it was difficult to use. The new and improved website officially goes live on 18th March 2019. It has a modern, streamlined appearance and is accessible for even visually impaired passengers. Brand new look, same great service.

Visit cdcvictoria.com.au for more details



New OCC Controllers

Meet Shawn Dsilva and Nathan Abbott – our two new OCC team members. Shawn comes to us with previous experience in the bus industry – having worked for Murray's Coaches in the Charter team and providing operations support to drivers in his previous role. Nathan Abbott hails from the Transport Logistics and Customer service industry having worked for PrixCar Transport and Boral Logistics. We trust everyone at CDC Victoria will make Shawn and Nathan feel welcome in their new roles.

Geelong's Pako Festa

In February this year, CDC Geelong became a Community Partner of Pako Festa - Victoria's largest multicultural event in Geelong. Organised by Diversitat and supported by The Victorian State Government, Victorian Multicultural Commission and the City of Greater Geelong, the free event has become a much loved community event since its inception in 1983.

Pako Festa included cultural performances, dance, music, a parade and food galore from around the world and was celebrated by over 100,000 participants this year. CDC Geelong took up a marquee to promote public transport and raise awareness about priority seating for accessibility passengers. The marquee showcased our signature red Priority seats, a customised 'Pako Festa' bus stop pole and Geelong bus route markers. The event was a huge success and gave the opportunity for



CDC drivers and staff to connect with our local communities, hear what our passengers have to say about our bus services while supporting Geelong's most colourful street party event of the year.





Happy 10th Anniversary!

The last 10 years have been highly significant for CDC Victoria and we thought it was the perfect opportunity to say a big 'Thank you' to all our staff who have helped make this journey fruitful.

It's been an enormous journey for us including the takeover of Kefford Corporation's group of Victorian bus companies. This officially established CDC Victoria which included operating brands such as Westrans, Easttrans, Benders Bus Lines and the Davis Group. Most recently, CDC Victoria acquired Tullamarine Bus Lines in May 2018 – thereby increasing our reach and adding to the family.

We've also gone through significant changes with the establishment of Wyndham Depot

in 2018 which amalgamated the staff and vehicles from Altona, Werribee and the head office. Like any new union, this merger had its fair share of teething issues but one year down the road and we're so happy for our new home.

CDC Victoria has also seen significant technological advancements including the establishment of the OCC (first at Sunshine depot and now at Wyndham Depot), the launch of Mobileye, Passenger Voice Announcement System, fob logins and security, front face screens, next bus out slides and money counting machines.

We've also changed the course of business as we know it by actively engaging within the communities that we serve with several Community Engagement initiatives (eg. Anti-graffiti workshops) that we have now become known for in the industry and within the community as well.

A significant milestone to be celebrated is the percentage increase of female staff in the head



office from 20% in 2009 to 45% in 2019. This is certainly a substantial figure which celebrates our diversity and one that we hope our workforce will continue to follow.

As for our Charter business, this has certainly evolved from what it used to be in 2009. We have had the opportunity to cover significant rail replacement, new contract for rail replacement services, new school services contracts. We've also been privileged to provide bus shuttle services for momentous events like the Avalon Air Show, World Cup of Golf, White Night Ballarat and Geelong, Fromage A Trois Cheese Festival, Ballarat Begonia Festival and Westen Bulldogs games.

We could not have achieved all that we have without the tiresome work of all our staff so 'Thank you' team! It just goes to show that together, we are capable of really great things.

Thank you for journeying with us.





A day in the life...

10

On the 24th of January this year, we had the privilege of hosting 21 kids and 6 adults in our first Community Engagement event of 2019 - 'A Day in the life'.

The program was run in collaboration with PTV's 'Bring your kids to work' staff initiative and is the second time we have worked together on this initiative.



The 21 kids and their parents (all of which work at PTV) were given the grand tour of Wyndham depot, a quick look at the sign writing department including a chance to decal the Promo bus – an activity that the kids loved!

The group was also brought on a quick tour through the workshop, a ride on the double decker bus which ended its journey by going through the bus wash – the highlight of many of the kid's day!

The overall aim of the program is to allow kids to learn more about the bus industry and foster respect for drivers and bus industry staff.

Community Engagement Manager, Michelle McKersey said that CDC Victoria was honoured to be able to collaborate with PTV in organising this event for the second time this year.

“It’s a really great initiative that allows kids and parents to see the inner workings of a depot and learn things about the industry that they otherwise would have no access to,” she added.

Nicky Hayes, PTV’s Learning and Organisational Development Consultant said, “The kids had an absolute ball and found the experience both educational and fun! There was just so much to see and do in the new depot!”

It is engagement activities like this one that allows us to foster good relationships within the community and educate people about



“ The kids had an absolute ball and found the experience both educational and fun! There was just so much to see and do in the new depot! ”

– Nicky Hayes, PTV

essential transport services that we run as a bus company.

Thank you to everyone at Wyndham Depot who has helped to make our second ‘A day in the life’ event a success.

Like anything, feedback always makes our day and we were happy to receive this from one of the kids.

“I would tell my friends that it was really fun and they should tell their parents to work here (CDC Victoria).”



Compliments & Comments



COMMUNITY

Living our SPaRCQ values

Well done David Hickson, Sunshine Depot

I just wanted to let you know of my experience with one of your drivers. It was Friday the 7th of December. The day all the V/line trains were not running because of a fire at Little River. It was a hot, awful day. I left work to catch the train to Marshall and I had to stand all the way to Wyndhamvale. So obviously I was not in the best of moods by the time I had to disembark at Wyndhamvale. After a hot trek up the stairs I was directed to a bus. After standing in the hot sun for around 5 minutes I boarded a bus and got a great seat right at the front behind the driver. The driver was absolutely fantastic, he spoke to and joked with everyone he was such a pleasure after an awful day and he immediately diffused any bad moods on the bus including mine. I just wanted to let you know what an asset to your company he is. His name was David and he came from Sunshine. I was very impressed with his customer service skills. Thanks for a great experience with your bus company.

Regards, Shaylene Miller

Well done Ayhan Resul, Oakleigh Depot

Hi. my name is Shaz Sturk. I am a wheelchair user and just wanted to say that around the 24th of December 2018. I caught a bus from Chadstone SC to Monash Uni and had a wonderful experience courtesy of Alex (Ayhan Resul) the bus driver. I often have many worries catching the bus like will the ramp lower enough, will my wheelchair tip while the driver is driving etc. Alex went above and beyond and was very kind, making sure the drive was smooth and ensuring I was safe getting on and off the bus. Excellent disability awareness and respect, one of the bus drivers out there.

Kind regards, Shaz Sturk.

Thank you, Frances!

Just wanted to say a big thankyou to all you for an amazing 7 months. I honestly don't think in over 40 years of working that my brain has had to absorb so much information so quickly.

It has been an amazing meeting you all and working side by side to finally get to where we are today.

One thing that has impressed me about the CDC team is the level of commitment you all have and although I am privy to a lot of the politics and get to hear some venting (not much) I can clearly see that most of you are working extremely hard and proudly to ensure CDC grows united and strong.

For me, the one thing that I have repeatedly said when asked "how's the change?" is that you guys have been amazing. Absolutely so supportive, not pushy nor demanding. So for that a big thank you, it is much appreciated. My guys have transitioned well and although I have had a need to sometimes voice my concerns, it's been great to know that I can actually do that in an environment where if I have something to say, I can say it. If my opinion is different, I am allowed to express that... I like that we can all grow as people and learn from each other.

Frances Ross – SDM of CDC Tullamarine

12



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



Safety



Passion



Reliability



Community



Quality