

Unite!

Newsletter

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



In this issue:

Rounding up the year at CDC

New vision for donated CDC Ballarat Bus



Welcome!

As the year winds down over the next few weeks, it gives us an opportunity to reflect on our collective effort, achievements and milestones!

Aptly named 'Unite', our 2015 internal newsletter focuses on a range of activities and programs designed to celebrate our diversity, and connect our people, our patrons and our communities in a far more inclusive and engaging manner.

Snapshot of 2015

Together, we delivered the Regional Rail Link timetable upgrades in Wyndham, Geelong and Ballarat, serviced the International Airshow, launched our first double decker bus, hosted the leaders of tomorrow through the Whitten Project, supported your wellness through the Sons of the West Program and became far more giving with our time through our partnership with the Brotherhood of St Laurence.

We also aimed to connect with you on a more regular basis through our depot visits, launched 'My Depot Rules' and 'Taste of Harmony' initiatives and sought your feedback on how to continuously improve through our Employee Satisfaction Survey... just to name a few!

For 2016

As in 2015, opportunities abound for the Company to continue to build its capability,

resilience and to forge closer links with our people and the communities that we serve.

Planning on the development of our new corporate headquarters and bus depot in Truganina continues. From a technology viewpoint, all depots will be functional with AX, the Bus Tracking System will be deployed in Geelong and Ballarat, and our Operations & Customer Centre (OCC) will ramp up to offer you and our patrons with greater levels of service.

The imminent launch of our new value proposition (SPaRCQ) – which you helped to define – will shape our identity, and create a sense of real purpose. The launch will be supported by a range of initiatives – more on this and other exciting developments shortly.

I am immensely proud of the progress CDC Victoria continues to make and on behalf of your Management team, I thank you for your continued passion, dedication and enthusiasm this year.

As always, I welcome your feedback with regards to this newsletter or any other Company activities and would like to wish you and your families a safe, and joyful festive season.

Best regards,

Nicholas Yap
General Manager – CDC Victoria

Cover credit: Soup bus volunteers and representatives stand with Glenn McKenzie, CDC Ballarat's Service Delivery Manager (4th from right) and Soup Bus founder Craig Schepis from the OnTrack Foundation (in front of Glenn). Read more on page 3.

Working proactively for the safety of our drivers and passengers

With eleven reported rock throwing attacks targeted at our buses throughout August and September 2015 in the Point Cook/Seabrook area, CDC Victoria suspended night time services (6.30pm onwards) on Routes 495, 496, 497 and 498 on several occasions.

Recognising the need for an immediate plan to address this aggressive behaviour and keep our drivers and customers safe, CDC Victoria launched an awareness campaign in partnership with community leaders and local support groups. The campaign called on the local community to help find those responsible for the attacks and was supported by Local MP for Altona, Jill Hennessy, Wyndham City Council, Committee for Wyndham, local schools, Victoria Police, Public Transport Victoria, Star Weekly, Leader Newspaper and Channel 7.

A digital and social media campaign and letterbox flyer drop to over 7,000 households in Point Cook, Seabrook and Altona Meadows was also undertaken. We'd like to remind our team that the safety of our drivers and customers continues to be our top priority. CDC Victoria will continue to work closely with the police and other local support groups in order to eradicate this issue and we encourage you to stay vigilant and report any anti-social behaviour immediately.

Local MP for Altona, Jill Hennessy and CDC Victoria's Executive Manager Group Operations, George Konstantopoulos showing one of the rocks that was thrown at our buses.

Photo credit: Evelyn Ek

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New life for old bus

CDC Ballarat has donated a former passenger bus that will soon be restored into Ballarat's newest soup kitchen. The new bus will join the soup bus (founded by Craig Schepis from the OnTrack Foundation) that currently feeds 12,000 of the city's needy. The new bus will focus on outer areas like Delacombe and Wendouree. According to Mr Schepis, restoration will cost \$100,000 so donations from businesses and the community at large would be much appreciated. Essential items like fridges, sinks, cables and volunteer plumbers and electricians are welcome. For information on how you can help, contact the OnTrack Foundation directly. The donated CDC Ballarat bus exterior will also be decorated with funky street art when the interior

has been completed and we look forward to its grand reveal in the community.



Scholarship success



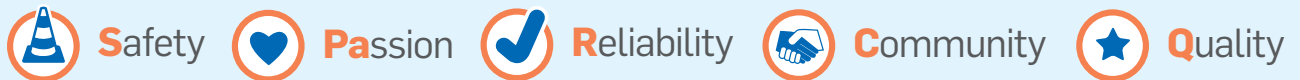
Our congratulations go to Michelle Ho and Natalia Tame, who were both successful in recent applications for study scholarships in leadership programs delivered by the Australian School of Applied Management. CDC Victoria competed with other operators nationally to obtain the scholarships, which were offered by the Bus Australia Network and Women & Leadership Australia.

Michelle is our Community Engagement Manager and will participate in the Advanced Leadership Program over 12 months in 2016. She hopes that the program will assist her to develop her communication, leadership and change management skills, and is excited to undertake the challenges of the course.

Natalia (commonly known as Tali) expects the Accelerated Leadership Performance Program will assist her to be a more effective part of the leadership team at Oakleigh Depot. Over 7 months, Tali will learn important prioritisation, conflict management and team building skills. We look forward to hearing from Michelle and Tali as they progress in their respective courses.

Introducing SPaRCQ

Earlier this year we undertook our first staff survey which was designed to obtain the opinions of all our employees about what it's like to work for the company, what you thought about our strategic directions and where we can do a better job. In that survey we also asked you to tell us what values you believed that the company should adopt. We are now proud to announce the new corporate values for CDC Victoria, being:



Safety was rated the highest by our employees both within the values section of the survey, but also throughout the survey results. You also nominated Professionalism (which we have rebranded as Reliability) and Quality. Community and Passion were identified by our community engagement partners as being a particular trait of CDC Victoria and these words also feature in the values statements of our parent companies, ComfortDelgro and Cabcharge.



Congratulations survey winners!



Heartiest congratulations to Ballarat Depot for having the highest participation rate (93 percent) in our first staff survey. Pictured here is Executive Manager, People & Culture, Marcelle Davis presenting a certificate to Ballarat Depot representative, Ray Neville. The Depot is still debating what to spend their \$500 prize money on.



Wasantha Muthuhetti Gamage from Altona Depot (pictured here receiving his prize from Marcelle and George Konstantopoulos, Executive Manager, Group Operations) was our individual prize winner and earned himself \$500. Thank you everyone for participating in the survey. We will be publishing the results and key actions very shortly.

Young leaders say no to Graffiti!



Everyone in the bus industry knows what an inconvenience and eyesore graffiti and tagging is. It's a daily struggle that happens in broad daylight, is a pain to remove and continues to cost the company thousands of dollars in time and repair costs. That, and it is a complete disservice to the community we serve.

Rather than choose to admit defeat however, CDC Victoria has chosen to adopt proactive steps to address this anti-social behaviour, while working closely with our partner, the Western Bulldogs. As part of the Whitten Project (run by the Bulldogs), CDC Victoria hosted a graffiti removal workshop, giving 45 potential leaders from the Whitten Project a hands-on experience with graffiti removal. We're pleased to say that the workshop was a huge success and in the words of Nick Truelson, Chief Commercial Officer at the Western Bulldogs, "The excitement was evident from the moment they (the young people) stepped off the bus at Sunshine depot. It was like nothing they had experienced before."

"From the beginning when we started talking to CDC about a community partnership, the Whitten Project seemed like the perfect fit for both CDC and the club. With graffiti on buses

a community issue that CDC have been tackling in the West, having a leadership program of boys and girls aged 14-17 seemed like the perfect vehicle to be linked with, to help spread the message of stopping graffiti on buses," added Mr Truelson.

The 45 young leaders were asked to remove graffiti from a bus in order to illustrate how much work and time goes into this. The core idea was to start spreading this message through potential youth leaders in the hope that other kids who might be tempted to graffiti will understand why this negative behaviour is a nasty habit that limits our service to the community.

"The support that CDC have provided for this program has been outstanding and we look forward to taking our partnership with CDC to the next level in 2016 and beyond," said Mr Truelson.

The Whitten Project is an ongoing 7-month leadership program delivered between April and October yearly and this was CDC's first year of participation. A total of 67 youth (51 from Melbourne and 16 from Glenelg Shire) participated in The Whitten Project this year. The official graduation was held at Victoria University Whitten Oval on Monday 12th October and CDC was honoured to be part of the exciting day that was attended by over 250 people including past young leaders, stakeholders, club officials, family and friends.



Serving with grace



Meet 66-year old Colin Anderson. He's got 8 kids, 10 grandchildren and works full time as a bus driver at CDC Geelong. Despite having all these responsibilities, Colin still finds time to play an important role in the community – serving

on the Red Cross Emergency Services team for the last 5 years. He's also a state trainer and an Emergency Services Liaison Manager during emergency operations.

When we found out about several selfless individuals like Colin who give up their time to volunteer in the community, we knew profiling them was a must. Yet, when we asked Colin what made him start volunteer work, his reply spoke volumes about the spirit of giving within his family.

"I never became a volunteer. It is a family culture to give what you can to the community."

Colin is also a member of Lions International clubs (He was President of the Corio Bay Lions Club for 1 year in 2001) and currently serves as Occupational Health and Safety manager for the Geelong Australia Day Committee events.

Colin believes that serving the community is just part of his responsibility as a volunteer and believes this will be a legacy for his children.

"Decades ago, my mother told me that if you don't do something for those that need help, you are nothing," he said.

Amazingly, it is these wise words that have ensured the tradition of giving prevails in Colin's family throughout the generations and his community is blessed to have him.

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Fifty-four year old Richard Gasior has been a full time route driver at CDC Geelong for the past 21 months. When he's not driving buses, Richard volunteers his time as an active

member of the SES on the Bellarine Peninsula near Geelong.

On the days he's not working or participating in SES competency training, Richard is on standby day and night – ready to respond to any SES emergency or call out. These range from helping residents affected by storms, floods; assisting the police or ambulance workers rescue trapped casualties in road accidents or looking for missing persons.

Richard also recently became a SES Crew Leader and if needed, is able to lead a team of SES members as they respond to emergency events such as storms, floods, earthquakes or tsunami related incidents.

And if that wasn't enough to keep this busy bee occupied, Richard has served as the SES

Bellarine Public Relations officer for the last year and plays an active role educating community groups on what SES does and how to prepare for natural disasters.

"I'm only able to manage the commitment to SES with the support of my family and CDC Geelong... with the help of the Operations staff at CDC Geelong I've been able to request certain weekends off to attend training," said Richard.

In the time that he's been a volunteer, Richard has seen his fair share of happy and sad endings. He recalls his worst experience being the time he arrived first on scene to look for a missing person – who turned out to be his friend and was found deceased.

Yet, this energetic individual doesn't let the unfortunate circumstances get to him and instead continues supporting his community.

"I encourage anyone willing and able to become an SES member, be it operational or supportive. I find it extremely rewarding to be able to give my time to help at times when it's really needed," said Richard.

Cycling for a cause

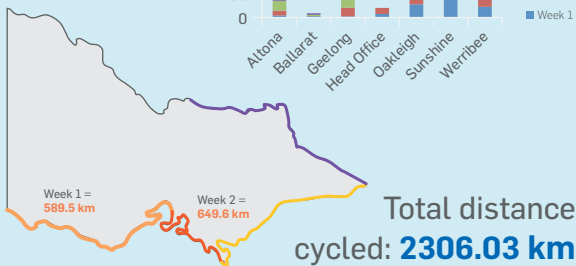
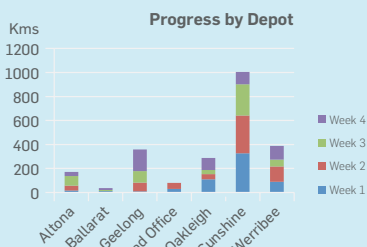


CDC Victoria is pleased to announce that our first Brotherhood Bike Challenge was a success. Collectively, after 4 weeks, we cycled 2,306 km which is the equivalent of riding from Nelson to Yarrowonga along the perimeter of the state.

This means that together we raised a total sum of \$2,306. Due to the good response and participation rate, management decided to contribute \$2,500 (almost \$200 more) in honour of our efforts, which will go directly to our charity partner, The Brotherhood of St Laurence.

We'd like to take time to acknowledge all our staff who participated or helped make the Bike Challenge a success. Special thanks goes to the volunteers from the "Give Back 30" program who helped track the distances we cycled, provided administration support and were excellent Team leaders throughout the 4-week challenge. Your efforts are much appreciated.

**Brotherhood of St Laurence
Bike Challenge:
CDC Victoria**



Give Back 30 volunteers:

- 1) Ergun Cansever, Supervisor, Altona Depot
- 2) Kenny Hui, Commercial Manager, Head Office
- 3) Gary Vagg, Trainer / Driver, Ballarat Depot
- 4) Haidar Anuar, Driver, Sunshine Depot
- 5) Dinh le, Driver, Werribee Depot

The individuals who clocked up the most kilometres were:

- 1) **Chris Maxwell** from the Geelong Depot who rode 160 km
- 2) **Yigzaw Chekol** from the Sunshine Depot who finished 142.8 km
- 3) **Steve Benson** from the Werribee Depot who achieved 113.5 km

The overall winning team was Sunshine Depot who collectively rode 1,004 km over the 4 weeks and held the leading position for the entire challenge. Sunshine Depot have therefore been awarded \$100 to go towards their next exercise hiring/ purchasing equipment.

Casual Fridays for charity

You've probably noticed that every Friday since 14 August this year, head office staff have been sporting casual attire. What you probably didn't realise is our staff were invited to dress in "business casual" for a gold coin donation and that all proceeds go directly to our charity partner, the Brotherhood of St Laurence. As such we've managed to raise \$176 from 14 August to 25 September (6 weeks) and estimate that we could potentially raise \$2,000 a calendar year just by practising this new initiative. Due to the success of this charity program, we will be extending Casual Fridays to all six depot admin staff next year.



Brotherhood of St Laurence

Working for an Australia free of poverty



Compliments & comments

Just a note to say Thank You to driver, Salinda Kuragamage who drove the 10.15pm 900 Rowville bus from Huntingdale Railway Station to the Monash University Bus Interchange today, Friday the 28th of August.

The train from the City arrived at Huntingdale at the same time the bus was due to depart but your driver kindly waited till a dozen people got across the road and onto that bus. It was very much appreciated and he is a credit to your company.

Regards,
Enn Vinnal

Hi Allison & Dave,

On behalf of all of our ANZ Small Business Bank Team, wishing to thank you both for an amazing effort in co-ordinating and ensuring all parties were accommodated for across our 2015 Summit. It was a big 4 days last week... Realise there were some buses not used in a few instances due to staff leaving the venue early, making their own way into Hisense, etc but as I mentioned to Dave on the Tuesday evening when we altered the pick-up for an earlier time, I would rather have buses not used than the other way round. Very hard to determine if everyone is going to use the transport on offer or not. Regardless, we are happy to pay for what was booked.

Again, thank you for putting up with all of emails, phone calls for an earlier pick up and being an amazing crew. I look forward to using your services again.

Cheers,
Bronwyn Pooley



Oakleigh's new SDM

We are pleased to announce the appointment of Khoder (Kaz) Abdulrahman to the role of Service Delivery Manager at Oakleigh Depot.

Kaz comes to us with steady operations experience gained at Toll Liquids Distribution, where he held the role of Operations Manager for a number of years. Kaz has demonstrated high standards for safety management, employee relations and customer service, and we look forward to his contribution at our Oakleigh depot.

I am both a customer of the CDC 498 bus service and also work in the safety team here at PTV. I would like to pass on a message of support.

I believe that given your analysis in relation to the increased frequency of repeat rock throwing incidents and the risk to safety – the decision CDC made to temporarily cease evening services was in the best interests of the safety of your drivers and customers. I commend CDC for demonstrating their safety leadership – in placing safety over schedule. In addition to your consultation and engagement with local authorities and the community in continuing to work together to find a resolution to a very real threat to safe bus operations.

I understand that CDC have now reinstated evening services – so far without incident and continue to monitor the situation (known hot spots).

Keep up the good work.

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



Kind regards,

Ms Jay Manga
Manager - Safety
Management Systems
Corporate Services Division, PTV