

Newsletter

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

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Welcome!

Dear Colleagues,

We are coming quickly to the end of 2018 and what a year it has been for CDC Victoria and the broader CDC Australia business that we belong to.

It was a year where we commenced operating from a new depot and head office, a new metropolitan bus contract and a new bus driver enterprise agreement.

It was also a time of expansion as we welcomed new members to the CDC family, including the staff of Tullamarine Bus Lines who now wear the CDC Melbourne uniform. More broadly, we no longer operate in just two states (NSW and VIC), but have a presence in four. With the Buslink acquisition CDC now operates in the Northern Territory and Queensland.

In 2019, we will continue to grow and extend our CDC family. We will also commence the delivery of 50 Volvo Euro-6 Hybrid buses. These buses will generate less emission, less noise and therefore will be much better for our environment and community.

I will also take this opportunity to remember the passing of our founding Managing Director, Mr Kua Hong Pak. Mr Kua not only made significant contributions to the shaping of Singapore's public transport landscape, he was also instrumental in the investment in public transport here in Australia. He visited Australia many times as the Chairman of CDC and made many friends and associates who mourn his passing. On 9 August 2005, he made a bold decision along with the Chairman of ComfortDelGro to purchase assets in New South Wales at a value higher than was approved by the Board. He saw the opportunity for ComfortDelGro to add value to the public transport landscape here in Australia and today we are one of the largest bus operators in Australia.

To me, he was a great mentor, a friend and a confidant. He will be deeply missed.

Kind regards,

Nicholas Yap
Chief Executive Officer – CDC Victoria

Welcome onboard to all our new employees

Clint Brooks, Narelle Liddell, Jim Dare, Wael Rizkalla, Grant Mitchell & Daniel O'Hara (Panel beater) (**GEELONG**), Pushpinder Pal Singh Bajwa, Ben Kim & Payam Rohani (**OAKLEIGH**), Bill Cosier, Gary Hales, Ben Ryan, Peter Jones (Mechanic), Chris Edmonds & Peter O'Connor (**BALLARAT**), Chuye Abebe, Malapeta Fonotaga-Fineaso, Mussie Mamo, Brody Norton (Mechanic), John Powell, Abdi Mohamed, Bharat Malasi, Dewage Gunawardane, Harinder Singh, Marzia Syeda (Workshop Admin Assistant) (**WYNDHAM**)

From Your Service Delivery Managers

CDC Wyndham

Wyndham is almost 1-year young, and it truly has been a year full of challenges – including the start of the new contract term, charter growth and rail standby. The success of the year would not have been possible without the support of all employees at Wyndham depot.

CDC Wyndham feels proud that with the support of all employees we have raised over \$2,378 for 'Movember' at our BBQ and 'shave'. This shows the strong passion inside each of us to assist the wider community.

With the constant population growth in the city of Wyndham, it is reasonable to expect some growth or network changes to a few routes in the very near future. CDC Wyndham awaits this challenge to increase the geographical area where we serve the local community. Fast population growth also brings the need for upgrading the supporting infrastructure and in our case this means roadworks on Leakes Road, and Dohertys Road. We're glad our replacement fleet has also started to arrive to equip us better for the growth and changes in the community.

On behalf of everyone at CDC Wyndham I wish everyone a safe and happy holiday season.

Ravneet Walia, Wyndham Depot

CDC Oakleigh

The holiday season is upon us and whilst it brings joy, laughter and a sense of comfort it also brings increased traffic and hastiness mainly around the shopping precincts. It is imperative we maintain our diligence during this period and ensure we remain patient, drive safely and be courteous at all times. As you have all recently witnessed during our most recent depot performance toolbox, our 'On Time Running' has significantly improved yet we have not seen a decline in major accidents, traffic infringements and complaints. Improving these stats will require a concerted effort by all and I have no doubt this can be achieved and we can collectively enjoy our most successful summer on record.

CDC Victoria Newsletter | Unite!

CDC Ballarat

As 2018 draws to a close, we reflect on what has been a year of highs and lows in the workplace. We have learnt a lot about ourselves and how driven to outcomes we all are.

Working together will allow us all to focus on the future and work towards providing an outstanding level of service to our passengers which is second to none.

A key focus moving forward is to better utilise the SPaRCQ Committee as we all have an opportunity to make a difference in our workplace. The committee is focused on providing opportunities to capture feedback and to shine the spotlight on the behaviours which drive a positive and productive culture.

Christmas parties have swung into action, celebrations arranged by the Social Club include a Children's Party at the Wallington Water Park and for the adults, hitting the dance floor to some live music and festivities.

From all at Ballarat Depot, we wish all fellow CDC Victoria employees a very Happy and Safe Christmas and New Year.

Glenn McKenzie, Ballarat Depot

On a more positive note we have had an extremely successful year with charter mainly due to rail replacement. This could not have been achieved without your reliable hard work and I will continue exploring additional opportunities as they become available.

Finally, I would like to thank you all for your efforts throughout the year and wish you and your loved ones a Merry Christmas, happy holidays and a blissful new year. I look forward to continuing working with you in 2019.

Kaz Abdulrahman, Oakleigh Depot

CDC Tullamarine

What a whirlwind 6 months we have had at CDC Tullamarine. It has been a period of tears and pride as we transitioned from Tullamarine Bus Lines to CDC. Some of our staff have been with the Sikavitsas family for over 30 years, some just a short time but everyone embraced the change and got on with it.

I want to extend a very big thankyou to all the Tullamarine staff who voiced their concerns but then listened and accepted the tweaks needed to become part of the CDC family. Your assistance, patience and acceptance were definitely appreciated.

To all the Management team at CDC, you guys have been amazing. Some more than others!! As overwhelming as it was trying to deal with 10 of you at a time, you all accepted us and made us part of the family instantly. Transition is nearly completed and 2019 should be a year of restored harmony.

Wishing all our staff, colleagues & friends peace, health and happiness for Christmas & the New Year. Take care & stay safe, enjoy your time with loved ones and embrace the future, the coming year is sure to bring many new and exciting memories.

Frances Ross, Tullamarine Depot

CDC Sunshine

As we fast approach Christmas I would like to thank everyone for making me feel so welcome, this has helped me settle in really quickly and begin to focus on supporting my team of drivers and support staff to deliver the highest quality of service possible to our community.

A few highlights from the past couple of months with the 'Movember' fundraising for men's health which finished with a breakfast BBQ. Sunshine was delighted to host the new ComfortDelGro Group Officer in charge of our global bus business, Mr Gan Juay Kiat for a tour of our depot and we are privileged he had a chance to meet some of the team.

In recent times we have been asked to support V/line planned bus replacements on Geelong, Ballarat and Bendigo lines where we have received great compliments for the service we have been delivering and the compliments on how well presented and professional our drivers are. Well done all drivers that have delivered this service from all CDC depots!

We have welcomed our new Operations Supervisor Darren Mason who joined us late October and is settling in well. I would like to thank Tim for his support and hard work as relief supervisor during the recruitment process as well as the other relief supervisors that stepped up to support, all your hard work did not go unnoticed.

I would like to end by wishing everyone a safe and happy festive period and look forward to a bigger and better 2019!!

Shaun Lawson, Sunshine Depot

CDC Geelong

It's fair to say that we've seen a lot of activity this year at Geelong depot and across the CDC business. There has been significant growth across the wider business with several sizeable acquisitions this year. These will help bring strength to our group and will ultimately improve job security for us all. There have also been some new business initiatives at the local level, and as we head into the new year we will continue to build on this growth.

We are just starting to see the rollout of a significant fleet upgrade which has been a long time in the making. In the coming period we will take delivery of an additional 4 school buses to service the Lara corridor and a further 10 low floor buses. We are also awaiting the finalisation of fitout of an extra 6 school buses to service our private clients - which will also improve our charter capabilities.

We have had our share of challenges this year, both internally and on the road. I think of some of the on-road challenges with passenger behaviour, road closures and traffic snarls, incidents and industrial relations issues. We appreciate the impact these things have on our workforce, and we are always looking for new ideas to help support our team. If you have one, my door is always open to listen to it.

In the near future, you will see a number of new initiatives as we find ways to improve our services. These include IT initiatives to make it easier for you to get information relevant to your job, as well as improved performance reporting programs to measure our success.

In closing, I would like to thank everyone for all of your hard work, dedication and support throughout the year. Merry Christmas to you and your families and friends, I hope you enjoy this wonderful time of year. Looking forward to seeing you all back in 2019!

Doug Nyman, Geelong Depot



Remembering Mr Kua Hong Pak

1944 - 2018

A tribute to Mr Kua Hong Pak

The news of the death of our former Managing Director and Group Chief Executive Officer, Mr Kua Hong Pak deeply touched many people around the world and in Australia alike. It was a solemn time for us in Victoria in particular, as we remembered the many times he visited our depots, the exchange of ideas, views and conversations.

Those of our staff in Victoria who had the privilege of meeting him remember him as a "firm but kind man".

Mr Kua was Managing Director and Group Chief Executive Officer of ComfortDelGro Corporation from 2003 until his retirement in April 2017. Since then, he continued serving as Senior Advisor to the Group. As a veteran leader in Singapore's public transport industry, he made significant contributions to the shaping of the industry and has always been considered a pioneer and innovator in the field.

To our own Victorian Chief Executive Officer, Nick Yap, Mr Kua was more than just a colleague. These brief words from Nick truly sum up his fond memories of Mr Kua as his mentor.

"I was blessed with the incredible opportunity to work with him and his legacy is not just the financial success and size of ComfortDelGro, it is also the lives that he touched along his journey. He was a man who had an incisive and strategic mind and an amazing memory for facts and figures. He was also a man filled with deep compassion and care for people," said Nick Yap.

"I was blessed with the incredible opportunity to work with him and his legacy is not just the financial success and size of ComfortDelGro, it is also the lives that he touched along his journey..."

– Nick Yap, CEO, CDC Victoria

An organisation is only as good as its people and we've lost one of the best at ComfortDelGro. Vale Mr Kua Hong Pak.

To many of us in Australia, he was a mentor, colleague and friend who will be deeply missed. Mr Kua may be physically gone but his legacy will always live on. Rest in peace, Mr Kua.



Singaporean Visit

From 15th to 19th October 2018, we had the pleasure of hosting visitors from SBS Transit Ltd, Singapore's largest bus operator and our sister company.

The group of 12 delegates made up of senior executives, trainers and bus drivers visited Oakleigh, Sunshine, Wyndham and Tullamarine depots. The tour of each depot gave them the chance to learn about all aspects of bus operations in and around Melbourne, including morning and evening despatch/garaging activities.

The delegates also visited PTV Hub at Southern Cross station, Travellers' Aid headquarters, Volgren's factory to witness the first Australian-made Hybrid Euro 6 bus build, various bus interchanges around Melbourne's west and travelled on our multi-modal public transport system via trams, trains and buses for a day in the city. Along their travels on CDC buses, they were lucky enough to stop and chat with Authorised Officers learning about how they enforce governance and safety on our public transport network.



According to SBS Depot Head Officer, Mr Goh Pin Kai, "It was a great pleasure to meet with the CDC Victoria team who were most helpful in sharing and accommodating our many requests. We are thankful for the warm welcome and appreciate the efforts in making the trip most informative and fruitful."



"I believe we share many of the key challenges of bus operations and seeing CDC Victoria's approach to resolve them gives us an invaluable perspective on how to improve our own operations and services," added Mr Goh.

Overall, it was an enriching learning experience for both companies and we are thankful our Singapore counterparts enjoyed the trip and for the new-found connections that have been forged.



Christmas Food and Toy Drive

This year, CDC Victoria will be supporting a new partner – the Salvation Army in their National Christmas Appeal. If you'd like to contribute, please bring your new toys/ non-perishable foodstuff to your depot collection area by Wednesday, 12th December.

All items will form part of a selection of gift hampers that the Salvation Army will then distribute to the less fortunate. Let's give generously and spread the joy of the festive season to families in need.

Bob visits Ballarat depot

Bob Milroy returned to Ballarat depot for the first time since his major accident on 13 June 2018 and was warmly welcomed by his colleagues.

He wanted to show his appreciation to his colleagues for the wonderful support and kindness he and his family have received during his time in hospital and rehabilitation. Bob will continue his rehabilitation process in Ballarat and is extremely positive and looking forward to getting back to work in some capacity.



Celebrating 25 years

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This year we celebrate another 5 of our colleagues who have reached an amazing milestone of 25 years' service with CDC Victoria. Congratulations to Michael Lord, Rick Lewis, Peter Gaylor (Ballarat), Steven Johannesen (Geelong) and Acko Sarvanovski (Sunshine). All five enjoyed a celebratory lunch at The Strand in Williamstown and a commemorative gold watch.





Crumb Catchers for the win

It's been an amazing month-long of team spirit at each depot with a flurry of activity happening at all our depots to raise awareness for men's health. What started out as our acceptance to simply adorn moustaches on our buses has certainly become a much hairier deal than we expected.

This started with Ballarat's catchy team name – the CDC Crumb Catchers and somehow the Movember fever caught on. Staff from various depots got on board – thank you Vasko for being the first to sign up. Special thanks also to Doug, Glenn and Des for your efforts.

At depot level, we loved that there were fundraising barbeques, bake sales, games, a 'shave off' and even an OCC challenge. We also loved that drivers decided to wear the Mos for the day, to match their hairy buses.

In total, we've managed to raise over \$5,000 which will go directly to the Movember Foundation.

We're so thankful to everyone who contributed in a small or big way to make our first ever Movember, a fruitful one.

It just goes to show that together we can do great things!



Here's some snapshots from the various depot events.



PTV APP
Download the real-time
PTV app to plan your
next bus journey



COMMUNITY
Living our SPaRCQ values

Feature



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COMMUNITY
Living our SPaRCQ values

Movember Unsung Heroes

Feature

In the spirit of Movember, we thought we'd turn the spotlight onto a few unsung heroes among us. Their stories are similar but different. Their goal and desire is to be the healthiest form of themselves and that in itself is inspiring.

Kaz Abdulrahman

Oakleigh's Service Delivery Manager, Kaz Abdulrahman's amazing transformation from size 3XL to M after losing a whopping 38kg in just over a year, is the first of our inspiring stories.

Kaz admits he was unhappy with how he looked/felt & was constantly tired & unmotivated. He recalls shopping for clothes was depressing especially when he looked at the size label. He absolutely hated it so when he saw the advert for the 9-in-6 challenge on Facebook, he decided to take control of this life and the rest they say, is history! We're so proud of his commitment and ongoing pursuit to be the best version of himself. We're also blown away by the way he's managed to inspire not just one but two of his own team at Oakleigh to join him.



Andrew Lambrou

46-year old Andrew Lambrou from Oakleigh Depot was so motivated by depot manager, Kaz Abdulrahman's fitness journey that he decided to join the same gym – The Ultimate You 9-in-6 Challenge. The pair train after work together and Andrew is so grateful to Kaz for inspiring him to get healthy.

"I wanted to be able to play sports with my son and not feel tired so easily." Andrew has since achieved his goal and has lost 15.75kg in 6 weeks and there's no turning back for him now. He's also learnt to ignore the negative feedback because this fitness commitment has made him fitter and happier and he knows that is all that counts! Well done Andrew! Keep up the amazing work.



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Joe Lancuba

In March 2013, 66-year old Tullamarine depot driver, Joe Lancuba was diagnosed with stage 2.5 bowel cancer.

It was a very difficult time for him but he was lucky to have supportive family and friends. He recalls that working at Tullamarine depot really helped him. "Management were fantastic during my illness and let me live as normal a life as possible – which kept my mind off the problem and I believe this helped me to get through a lot."

Now, at age 71, Joe is cancer free! My advice to anyone is to continue to soldier on even in difficult times. "Get yourself checked because early detection saves lives." Joe is very happy he now has time to enjoy with his family, friends and grandchildren and still loves his job.



Daryl Brundell

Mechanic, Daryl Brundell took part in the 'Distinguished Gentleman's Ride' (DGR) in Melbourne on the 30 September 2018. We wanted to honour Daryl this year because of his dedication to the cause for the last 4-years. The DGR proudly supports the Movember Foundation – which CDC Victoria has been privileged to be a part of this year. The DGR is a yearly event that happens in September, around the globe.

Daryl first started riding for charity in 2014 – raising money to support men's health.

"I have been promoting men's health by emailing family friends and work colleagues and asking for support and promoting awareness each year," said Daryl.

Inspired by his dedication, Daryl's brother and wife have since joined him in riding for charity and are seen here in matching suits, which they specially tailored for the event.

Why does he do it? Daryl says there is a lot of awareness about women's health and very little for men. This is not about taking one from the other or a competition between men's and women's health. As a father of three daughters, I am very supportive of women's health. For me this is about promoting men's health to other men.

Daryl rides for men's health every year to raise funds but believes it is also about planting seeds in other men's minds.

We look forward to Daryl's next ride in 2019 and encourage all our staff and family to support him, as he rides for men's health.



Andrew Connor

You can suffer in silence and put up with the pain as work, life and commitments keep you occupied. But as Andrew Connor found out, this did not serve him or his family well.

Typed from his hospital chair at PeterMac with a cancer drug "Immune system" trial drug drip in his arm.

Andrew Connor shares his current cancer journey with us.

He recalls months of negotiating with GP's with no diagnosis for why he had lost his voice from July - November 2017. A fifth visit and complaint to the GP at the end of Nov 2017 saw him redirected to an Ear, Nose & Throat (ENT) specialist who diagnosed Andrew with cancer on his vocal cords in December 2017.

Andrew commenced cancer treatment on 2 January 2018 involving a routine process of daily radiation over 2 months while clamped to a table to restrict movement, followed by chemotherapy to kill any fast-growing cancer cells. He also signed up to an immune drug trial.

For Andrew, life/cancer treatment became a blur and he realized quickly he could not do it without family, friends and work support.

The radiation relatively targeted but over time produced burns requiring 2 months to heal and the chemo is an indiscriminate drug providing a range of side effects still present today.

While Andrew's cancer is now undetectable, he still has to be in hospital every 3 weeks for checkups and intravenous cancer drugs.

His biggest learning: "Yes, there is pain, there are side effects, my family suffered the most so don't forget them as they are part of your life."

Don't ignore your health, don't delay! You only get one life and there is help out there for you when you need it!



SPaRCQ Employees of the Year 2018

It's a huge testament of character when your colleagues nominate you for an award. And these guys are certainly well deserved winners in each category.

Congratulations to all our SPaRCQ Employee of the Year award winners! Keep up the excellent work.

Eunil Lee
Safety (Oakleigh)

Will Bossence
Passion (Geelong)

Yu Poon Sang
Reliability (Wyndham)

Steve Bathurst
Community (Ballarat)

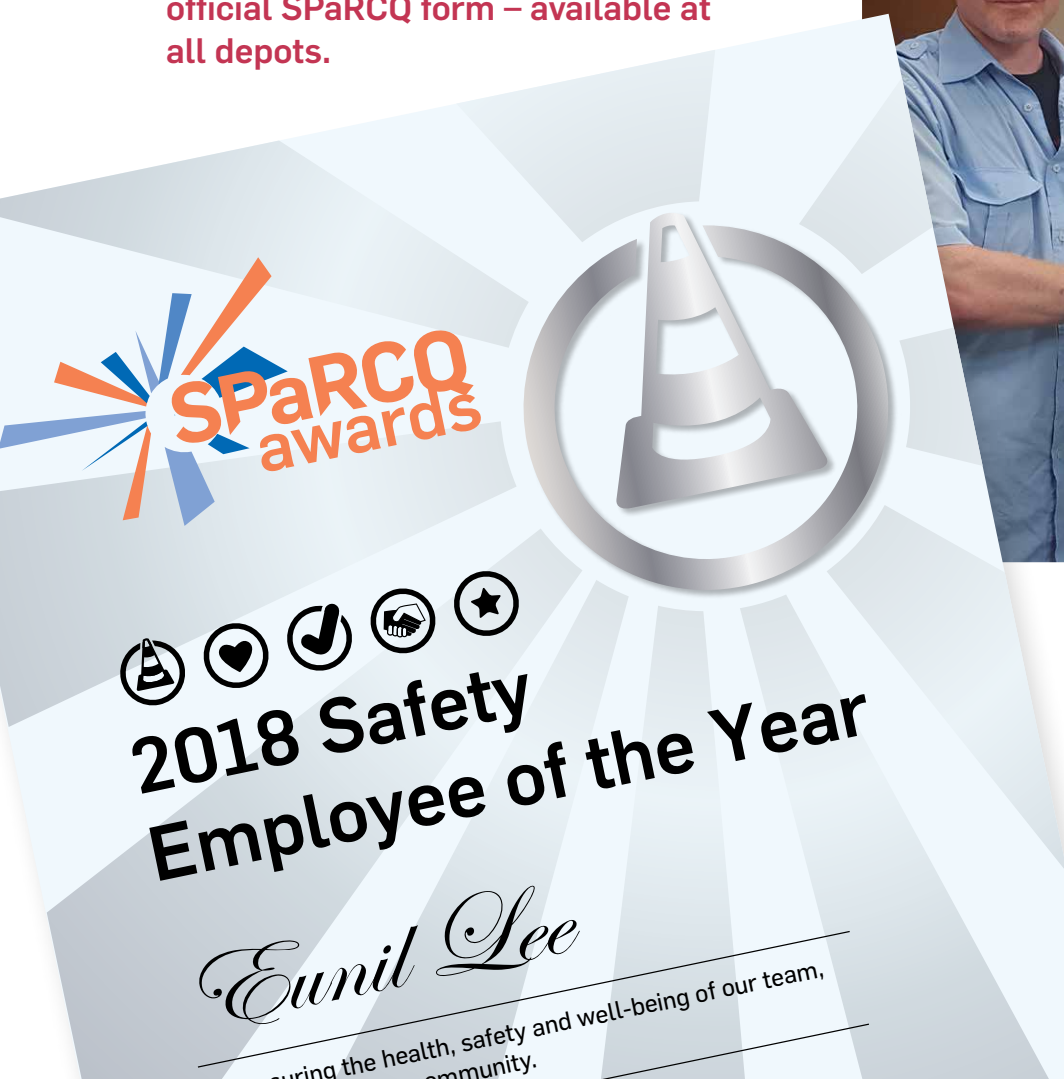
Mark Ford
Quality (Wyndham)





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If you would like to nominate a colleague for an excellent disposition, job well done or commendable effort, please send in your nominations on the official SPaRCQ form – available at all depots.



Compliments & Comments

With any service industry, there will be good and bad feedback. This season however, we received a greater number of good feedback so we thought we'd share some of this with you. Keep up the great attitude and service, team!

Well done Ballarat depot

This morning my daughter's bus was a little late. Turns out it was having problems and was going so slowly. At her bus stop they decided to send a new bus. She was worried about getting to school in time. A new bus soon arrived and her connecting bus had already been contacted to get them to wait for her (and others). She arrives at school on time no worries at all. It's normal for things to go wrong but this was handled so great and without little drama. So grateful for the hard work of your team in Ballarat.

Kristin Harmer

Well done Ayhan Resul from Oakleigh depot

Hi, I took the 626 bus from Chadstone to Middle Brighton today at 12:10pm and wanted to say what a lovely bus driver (Ayhan Resul from Oakleigh depot) I had.

I hopped onto the bus a little earlier than it was meant to leave and I heard him conversing with the elderly women that were on the bus. The bus he was driving for whatever reason would not lower for the elderly people to get on and off the bus but he made sure to take note of what stop they were getting off at to make sure that he was close enough to the kerb so that the ladies could get off and he assisted them in doing so.

He was so helpful to these women and had said he had not been driving buses for too long, but he definitely was the best bus driver I have ever had.

I just thought how he acted was so nice and that people should get recognised for that!

Jessica Azzolini

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Well done Maika Chang from Sunshine depot

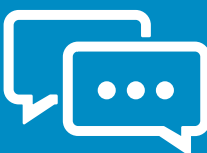
Can you please employ staff like this wonderful gentleman who is currently driving my bus. He (Maika Chang from Sunshine depot) has a lovely demeanour, always greets passengers, has a very gentle disposition and is very nice when you disembark. He also drives like a gentleman. What a pleasant ride home (again). Please pass on my message as he really needs to be commended.

Kind regards,
Sonia



PASSION

Living our SPaRCQ values



Compliments & Comments

Well done Myles O'Donohue and Chris Pike from Geelong depot

This morning I placed my vehicle in for a service in Geelong and utilized the bus service to travel from Geelong to Corio Village. You will of course receive many letters of complaint, as that is the way the world works today.

On this occasion, however, I would like to thank, and for you to please extend this, to the drivers (Myles O'Donohue and Chris Pike from Geelong depot) of buses #1 (approx 915) from Moorabool Street and bus #20 (approx 930) from Geelong Station to Corio. As I am not a regular bus user, (in fact I think the last time I was on a bus was over 10 years ago) their assistance was invaluable. Keep up the good work and thank you.

Gary McMaster



COMMUNITY

Living our SPaRCQ values

Well done Sandeep from Wyndham depot

Dear Sir or Madam,

May I please convey my thanks to your driver (Sandeep Marwaha) of bus service 494, who was en-route Alamanda Blvd towards Williams Landing Station. He saw my father hurrying towards the bus stop and waited for him to safely board. My Father who is 86 years, frequents this service when he visits the city. This act of kindness was approximately 0815 hrs. Much appreciated and thank you.

Keith Toh

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



Well done Goran Genc from Sunshine depot

As I was travelling down the above stated street, the driver named Goran Genc stopped in the middle of the road because there was a child aged no more than 2 standing in the middle of the road. He then proceeded to walk onto the road and get the child off the road so it would not be hit by any passing cars or risking himself getting hit. I would like for him to get some appreciation for risking his own life to save the young child.

Regards,
Rachel Tucker



Safety



Passion



Reliability



Community



Quality

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