



## Appointment of Group Director of SHEQ

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**Leading multi-modal  
transport operator**

# Driving positive impact for our stakeholders



## Regulators and partners

*Enable strong mobility systems together*



## Employees

*Grow alongside the organisation*



## Drivers

*Supported by sustainable fares and income*



## Investors

*Realise sustainable value*



## Communities and commuters

*Always experience safe, reliable journeys*



## Environment

*Advance green energy transition*

## Our Values



### We **collaborate** to succeed.

*As one team, and with valued partners.*



### We are **driven**.

*Continuously innovate to drive positive impact.*



### We invest in **growth**.

*Strengthening our businesses and people.*



# An Introduction

## ComfortDelGro UK & Ireland

ComfortDelGro is a leading multi-modal transport operator offering a comprehensive suite of transportation solutions. With operations across 13 countries, we provide public transport including buses and rail, point-to-point transport with taxis and private hire cars as well as business-to-business mobility solutions, providing safe and reliable journeys for millions daily.

Guided by our purpose, '**Mobility for a better future**', we are committed to driving positive impact and shaping a sustainable future in mobility for all our stakeholders.

From our headquarters in Singapore, our extensive network spans across the, UK, Australia, New Zealand, China, Ireland, Sweden, France, Malaysia, Spain, Portugal, Greece and the Netherlands. UK & Ireland is one of our biggest markets, where we have bus, coach and point-to-point mobility services.

At ComfortDelGro, we go beyond transporting people. We are committed to driving positive impact for a better future through:

- Providing innovative mobility solutions for safe and reliable journeys
- Building a more resilient and sustainable organisation.

Our purpose drives our efforts to reimagine mobility as a catalyst for positive impact as we accelerate our growth and navigate new horizons. It reflects our commitment to addressing the changing needs of our stakeholders as a global multi-modal transport leader.



# Our businesses in the UK & Ireland



**Metroline**  
a comfortdelgro company

**Metroline Manchester**  
a comfortdelgro company

●●● **Adventure**travel

Scottish  
**citylink**  
Connecting Scotland

Irish  
**citylink**

  
**Falcon**  
COACHWORKS & ENGINEERING SERVICES

**megabus**  
making travel simple

 **westbus**  
LONDON



**AL**

ADDISON LEE

**CITY**  
**FLEET**  
NETWORKS



**cmac.**



### **Metroline London**

Our operations in the UK and Ireland include Metroline London, the second largest bus operator in London, holding a 17.3% market share and operating 103 routes for Transport for London. One of the most experienced and innovative bus operators, it carries over one million passengers daily with a fleet of 1,405 buses. More than 700 of these are hybrid models featuring the highest available environmental standards, alongside 252 all-electric buses and 20 hydrogen-powered buses that have been in service since 2021. Metroline London employs over 4,700 people, including 3,800 drivers and 180 engineers. We have 14 garages across North and West London and a purpose-built engineering facility: Central Engineering and Logistics Facility (CELF).

### **Metroline Manchester**

In early 2025, we expanded into Manchester by acquiring four depots from other bus operators. Metroline Manchester began operating at that time and now serves over one million passengers each week. The Manchester fleet comprises over 450 Bee Network buses. We also operate Manchester's first fully electric bus depot, which houses 83 electric buses.





## Across the UK & Ireland

Our services span an extensive bus and coach network across Wales, Scotland, and Ireland. These include Scottish Citylink, Megabus, and Irish Citylink. In London, our coach operations feature Westbus and Falcon Coachworks, the premier refurbishment centre for the PSV industry.

Point-to-point services are delivered through Addison Lee, a leading provider of taxi and courier services; CityFleet Networks, which offers taxi and private hire cars across England and Scotland; and CMAC, a specialist in time-critical passenger transport solutions for clients such as airlines, train operators, and breakdown services.

For more information about the business, please visit our [website](#)

“As a global mobility service provider, we play an important role in steering the transition to a climate-resilient future”

# Our presence in the UK & Ireland



**CityFleet Networks** owns and operates an ever-growing fleet of vetted and approved taxi, private hire car services throughout the UK. CityFleet brands include ComCab in Liverpool and Aberdeen, KingKab in Chester and Argyle Satellite in the Wirral.



**Irish Citylink** has been providing luxury inter-city coach travel in Ireland since 2003. They connect Ireland's major towns and cities around the nation by providing reliable travel.



**Adventure Travel** operates a fleet of 150 buses and coaches across two depots in Cardiff and Swansea.

GALWAY

REPUBLIC OF IRELAND

SCOTLAND

ABERDEEN

GLASGOW

ACCRRINGTON

MANCHESTER

LIVERPOOL

WALES

CARDIFF

ENGLAND

LONDON



**Scottish Citylink Coaches** is the leading provider of express coach services with 170 coaches in Scotland under the 'Scottish Citylink' and 'megabus.com' brands. It also operates a network of cross-border services between Scotland and major cities in England.



**CMAC** provides managed ground transport and accommodation solutions for businesses. The company delivers time-critical passenger transport services to clients, including airlines, train operators, corporations, and breakdown companies.



**Metroline Manchester** operates in Greater Manchester as part of the Bee Network. They operate more than 200 services with a fleet of over 400 buses.



**Westbus** Coach services provides executive coach services across the United Kingdom and mainland Europe, catering to a wide range of school, commuter, tourist, and corporate coach passengers. Westbus operates around 50 coaches out of Hounslow.



**Metroline** is one of London's biggest Bus companies, operating around 17% of London's scheduled bus mileage, with a fleet of nearly 1,300 buses, servicing routes in North, West and Central London.



**Addison Lee** is a leading London-based sustainable, quality ground transport, taxi, and courier provider, with a fleet of over 7,500 vehicles ready to meet growing demand for reliable and professional transport across the city.



# The Role

**ComfortDelGro is now looking to appoint a strategic leader as Group Director of Safety, Health, Environment and Quality and Compliance (SHEQ).**

Reporting to the CEO, UK&I Bus and Coach, the Group Director of SHEQ will be a strategic leader and trusted advisor to the business and the board.

The Group Director of SHEQ will drive a transformational change agenda across the UK & Ireland Bus and Coach Division. This role is critical in shaping a high performing and compliance led safety first culture. The Group Director of SHEQ will ensure that this culture is embedded across the group by developing a transformational agenda of best practices, efficiencies and standards across the group's operations.

The Group Director of SHEQ will lead the evolution of SHEQ from being operational to a strategically enabled department, championing cultural change, ISO-accredited excellence, and future ready risk management.

This includes supporting business tenders, delivering safety strategy, and influencing behaviour change at all levels of the business,.

This role requires a visionary leader with a proven track record of delivering large-scale transformation in complex, regulated, customer facing environments.



# Main Responsibilities

## Strategic Leadership and Governance

- Lead the development and execution of the SHEQ strategy across the UK & Ireland Bus and Coach division, ensuring alignment with the wider group's objectives and regulatory environment.
- Advise the executive board on SHEQ risks, opportunities, and performance metrics.

## Transformational Change

- Drive and deliver cultural transformation across safety, wellbeing, environment and compliance – shifting mindsets, behaviours, and practices to create a proactive , accountable safety culture

## Tender & Bid Support

- Play a key role in tender submissions and mobilisation for new contracts, particularly where SHEQ requirements are mission critical. Provide thought leadership in SHEQ design for future operations

## Group Best Practice

- Act as a champion for consistency and innovation across the Group, sharing insights and standardising approaches where appropriate to raise the overall safety and compliance standard.

## Compliance & Risk Management

- Ensure full legal and regulatory compliance across all SHEQ matters, including reporting, investigation and resolution of incidents. Lead internal governance processes and readiness for external inspections.

- Ensure full compliance with UK legislation, regulatory requirements, and ISO standards (ISO 9001, ISO 45001, ISO 18001), ensuring robust audit, assurance, and risk mitigation practices.
- Standardise Safety, Risk, Quality and Environmental Frameworks and Policies across the Group.
- Create annual audit program to ensure compliance to all standards and frameworks

## Claims / Insurance

- Provide strategic leadership to the claims teams and have oversight of the group's insurance claims management approach, ensuring effective governance, risk reduction, and alignment with operational and legal requirements across all our businesses.
- Lead the group's corporate insurance strategy, working with internal stakeholders and insurance partners to ensure fit-for-purpose coverage that protects the organisation's assets and operations.

## Corporate Risk

- Set the direction for group-wide risk management, ensuring robust frameworks are in place to identify, assess, and mitigate strategic, operational, and reputational risks across CDG UK&I Bus and Coach.

# Main Responsibilities cont'd

## Sustainability

Oversee the coordination and quality assurance of all Group Reporting related to ESG, safety, governance, and risk, ensuring insight-driven outputs that support executive and board-level visibility and [action](#).

## Stakeholder Engagement & Influence

Represented the business with industry bodies, regulators, and key partners.

Liaise with the HSE, Environmental offices, Councils, contractors, fire service and other regulatory and professional bodies, in regard of investigations, introduction of new technologies, and future development of sites.

Work collaboratively with operational teams, unions, and engineering staff across all our businesses to promote ownership of SHEQ standards at every level

## People Leadership

Lead, inspire and develop the SHEQ Business Unit Heads, ensuring they are empowered, capable and aligned top a high-performance culture.

Built team capability for the future.

The duties listed above are not exhaustive.





# Person Specification

**Candidates will bring deep and extensive experience in strategic SHEQ leadership roles, with a strong record of delivering transformation in complex, regulated, and safety critical environments. They will be proven leaders with a proactive, solution focused mindset and the ability to influence at all levels. This role demands a strategic and adaptable SHEQ professional who can drive cultural and operational change while navigating a multi-site business landscape. They will understand the challenges of embedding compliance, safety, and sustainability within customer-facing, operationally intensive sectors, and will bring a progressive approach to risk management, stakeholder engagement, and organisational resilience.**

## Key skills and competencies

- Must be a good communicator and have the ability to influence the safety culture.
- Confident influencer with gravitas, credibility, and excellent stakeholder management skills.
- Strong analytical, strategic thinking, and problem solving capabilities.
- Ability to manage own workload effectively and work to strict deadlines.
- Ability to use initiative and identify solutions when a problem or difficult situation arises.
- An understanding and appreciation of the service requirements and the management of day-to-day operational issues.

## Essential criteria

- Degree-qualified, ideally in a related field such as Engineering, Environmental Science, Occupational Health & Safety, or Risk Management.
- Chartered Member or Fellow of a recognised professional body (e.g. IOSH, IEMA, CQI).
- Proven track record of delivering SHEQ transformation in complex, multi-site, regulated environment, ideally in transport, infrastructure, utilities, or similar safety critical sectors.
- Minimum 10 years experience in senior operational SHEQ roles.
- Experience contributing to complex tenders or mobilisation of large contracts.
- Strong working knowledge of UK health & safety and environmental legislation and best practices.

# Terms of Appointment

The Group Director of SHEQ reports to the CEO, UK&I Bus and Coach.

**Location:** London based, with travel across other sites in England, Wales, Ireland and Scotland.

**Hours:** 38 hours per week, Monday to Friday but must be flexible to work over and above these hours if deemed necessary.

**Salary:** Remuneration will be negotiated with the preferred candidate.

**Benefits:** private health care (family), generous non-contractual bonus and free travel on London bus and underground (individual).

**Annual leave:** 25 days.

## **Due diligence**

Due diligence will be carried out as part of the application process, which may include searches carried out via internet search engines and any public social media accounts.

ComfortDelGro is an equal opportunity employer and all qualified applicants will receive consideration for employment with due regard to legal obligations for protected characteristics i.e. age, disability, marriage and civil partnership, gender reassignment, pregnancy and maternity, race, religion and belief, sex and sexual orientation.

# How to Apply

**Saxton Bampfylde Ltd is acting as an employment agency advisor to ComfortDelGro on this appointment.**

Candidates should apply for this role through our website at [www.saxbam.com/appointments](http://www.saxbam.com/appointments) using code **SBVEB**

Click on the 'apply' button and follow the instructions to upload a CV and cover letter and complete the online equal opportunities monitoring\* form.

The closing date for applications is **Thursday 7 August**.

\* The equal opportunities monitoring online form will not be shared with anyone involved in assessing your application. Please complete as part of the application process.

## **GDPR personal data notice**

According to GDPR guidelines, we are only able to process your Sensitive Personal Data (racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, health, sex life, or sexual orientation) with your express consent. You will be asked to complete a consent form when you apply and please do not include any Sensitive Personal Data within your CV (although this can be included in your covering letter if you wish to do so), remembering also not to include contact details for referees without their prior agreement.





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