

in brief

August 2008

As a provider of transport services, Arriva plays a vital role in the social and economic lives of the communities it serves and takes its responsibilities as a large business seriously.

Arriva strives to build positive relationships with all of its stakeholders, whether customers, employees, investors, suppliers, or communities.



Safety

The safety of our customers and employees is our number one concern. Safety practices are reviewed regularly by our Board Safety Committee.

We continue to develop and deliver a range of business-focused safety training programmes that meet strict quality criteria, many of which are externally credited.

Arriva North East recently won Gold Awards for both the Management of Health & Safety and Management of Road Risk categories in the Royal Society for the Prevention of Accidents 2008 Health & Safety awards.

Arriva was the first public transport operator to sign the European Road Safety Charter, publicly indicating its commitment to improving safety. The Charter aims to achieve a 50 per cent reduction in road accidents by 2010.

Environment

Arriva's environmental policy is in place across all of the group's operations. It complies with all legal requirements and incorporates industry best practice.

All new buses are in line with the latest environmental requirements, and some buses with non-Euro-compliant engines have been refitted with new Euro-compliant engines which have improved environmental performance.



In 2007 Arriva launched, in partnership with bus builder Wrights and Transport for London (TFL), the world's first hybrid double decker.

Hybrid buses, which use a combination of diesel and electric power, are central to TFL's plans for a cleaner, greener fleet, and will contribute to cutting CO₂ emissions in London.

In the Netherlands, we invested in 43 brand new diesel/electric trains which consume less fuel and provide future compatibility with electric power.

The group reduces the environmental impact of its operations by using a range of fuels, including ultra low sulphur diesel and

compressed natural gas.

Our rail operations in Germany have been trialling the use of vegetable oil derived fuels. Arriva's bus operations in Italy have been trialling the use of a new fuel, made from a combination of diesel and water; results have shown a reduction in harmful emissions.

Employees

With more than 40,000 people across 12 European countries, Arriva recognises that our employees are key to our success. We are committed to creating an environment where everyone has the opportunity to learn and develop.

We have grown our business significantly and developed through acquisition. To ensure the successful integration of new employees and that people's training needs are met we have established a series of policies and procedures.

Valuing Difference

Arriva understands and values differences in people such as age, education, gender, race and culture. The Group introduced the 'Arriva Approach to Diversity' to create an environment that maximises the potential of all current and future employees. As part of this approach, the Diversity Committee was introduced with senior managers from all the businesses as members, reporting to the Board of Directors.

Our innovative approach to promoting diversity awareness was recognised when Arriva won a CBI/Finance Human Capital Award for 'Innovative Ways of Working'.

Community

We recognise the important role Arriva plays in the communities we serve. We support charitable groups through a wide range of initiatives including:

- providing free transport for community groups
- supporting local organisations with free advertising on buses
- providing educational visits to spread safety messages to youngsters
- financial donations to support fundraising efforts by local charities and our own employees
- citizenship awards, and
- charity fundraising events across our businesses.

Committed to delivering a better service