

in brief

June 2009

Arriva is one of the UK's largest bus operators outside of London, with more than 4,400 buses.

Background

Arriva operates local bus services in major urban areas like Liverpool, Leeds, Leicester, Glasgow and Newcastle.

There is also a strong presence in the Midlands and Southern Counties, with a mix of inter-urban trunk routes and market town networks. Arriva buses also provide important links in rural areas like north Wales and Northumberland.

Safety First

Stringent engineering regimes ensure that Arriva's fleet is maintained to the highest standards of safety, so that customers are assured of a reliable service.

The safety of all 13,600 employees is a main priority, whether working on the road with customers or in workshop and office environments in support roles.

To enhance the safety and security of our employees and passengers, 81 per cent of our UK buses are now fitted with CCTV systems.

For the second year running our north-east bus business has won Gold Awards for the Management of Occupational Health & Safety in the Royal Society for the Prevention of Accidents Health & Safety awards.

Investing in the Future

Arriva values its employees and opportunities for development are available for most UK bus employees through the Skills for Life training.

During 2008 Arriva's UK Bus business embraced new driver Certificate of Professional Competence (CPC), with a group of new drivers completing the qualification on the day it was introduced.

We added more than 460 new buses in 2008, and plan to put approximately 500 more new buses into service during 2009, improving the passenger experience and representing a total investment of more than £130 million.



All Arriva's conventionally-powered buses are fuelled by ultra-low-sulphur diesel which contains five per cent biofuel.

Community Involvement

Arriva recognises its position of responsibility in the communities it serves, often as a major employer. Local Arriva bus businesses and their employees support countless local charities and organisations.



Our work to promote health and awareness in Liverpool, through the Healthy Schools Bus project with Everton Football Club and the city council took a new step forward in 2008 with the introduction of a second bus.

Customer Focus

Strong regional management teams ensure Arriva is well placed to serve customers locally and to work with public and private sector partners to deliver effective transport solutions.

Arriva has established a national customer services department bringing a consistent approach to handling enquiries, dealing with feedback and responding promptly to complaints.



Spread across two locations, our customer service representatives handle calls from customers in the Midlands, Southern Counties, and Shires and Essex areas, Scotland, Wales, and the North East, Yorkshire, and North West areas of England.

Arriva Customer Service **0844 800 44 11**
(Open from 8am to 6pm, Monday to Friday)

Related website:

www.arrivabus.co.uk

Committed to delivering a better service



Contact Corporate Communications Department
Arriva plc on T: +44 (0)191 520 4000 for more information

www.arriva.co.uk



Arriva Buses in the UK - regions