

in brief

October 2010

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 its stakeholders.

Every day across Europe millions of people rely on Arriva to get them to work, school and college; to visit friends and family; to access public services; to go shopping and to have fun. Our buses, trains and ferries are essential services operated by people who live in the communities they serve.

Safety

The safety of our customers and employees is our primary concern. It is at the core of our values and is built in to our operating procedures.

Our approach to safety management includes specific training for senior operational managers, employees and supervisory staff. Much of the training is externally accredited by the Institute of Occupational Safety and Health (IOSH), Europe's leading body for health and safety. We are also recognised as being one of the leaders in road risk management in the UK bus and coach industry.

We provide employees with training including a safe approach to driving, customer care and conflict management. Operational locations are subject to periodic internal safety and standards audits.

To enhance the safety and security of our employees and passengers, 88 per cent of our UK buses are now fitted with CCTV systems.

Community

Reliable services are essential to the communities we serve. A key measure is the proportion of our planned mileage that we operate. In 2009 the proportion of scheduled mileage operated was 98.9 per cent.

We and our employees support community organisations, including charities, schools, neighbourhood groups and sports clubs. Young people and their safety, education and training are at the core of many of our community activities.

People

Arriva's 38,500* employees in 11 countries represent a diverse range of backgrounds and cultures, and make us a significant employer in many areas.

Our aim is to provide a supportive, respectful working environment in which all receive the training and development that will enable them to fulfil their true potential.

Arriva's approach to training and development includes providing a wide range of learning resources covering technical skills, health and safety, customer service, people management and foreign languages.

Arriva's graduate development programme involves a series of hands-on work placements and an opportunity to experience Arriva's operations away from the trainee's home country. The 18-month scheme now has graduates from Denmark, Germany, Italy, the Netherlands, Portugal, Sweden and the UK.



Through 2009 and into 2010 we have continued recruitment to our graduate and apprenticeship programmes.

Environment

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

Our aim is for well planned and well run public transport networks to create a virtuous circle. If more people are encouraged to use buses and trains, reduced congestion on our roads can in turn help smooth operation of public transport, thereby improving its attractiveness. A beneficial by-product of reduced congestion is the more efficient use of fuel and reduced emissions.

In 2008 Arriva set itself a challenge of reducing its greenhouse gas emissions footprint by 15 per cent, like-for-like, from the 2006 level, by 2012.

Alongside our efforts to minimise the environmental impact of our operations we are working to increase general awareness of the environmental credentials of public transport and encourage its use. Training in eco-driving techniques is also being extended across our businesses, with drivers being encouraged to adopt a more progressive driving style.

Committed to delivering a better service

To read more about this area or to view the policies which set out the way we do business visit the corporate responsibility section of the group website, www.arriva.co.uk

* Including share of associate companies



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