

# in brief

August 2008

Arriva is one of the UK's largest bus operators outside of London, with more than 5,000 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 13,000 employees is a main priority, whether working on the road with customers or in workshop and office environments in support roles.

Arriva received the Institute of Transport and Logistics 'Excellence in Safety' award for its hazard awareness interactive CD-Rom. The CD-Rom is used in recruitment and training to test reactions to potential hazards on the road.

We have also 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.



## 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 our UK bus business, including London, is investing some £63 million in providing many new easy-access buses for the comfort and convenience of our passengers.

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.



## 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 timetables for all its local bus services available on its website, from where, along with an increasing number of route maps, passengers can download their own copies.

Timetable leaflets have been developed in conjunction with the Royal National Institute for the Blind to make information widely accessible.

Arriva has also pioneered the selling of weekly and 4-weekly bus tickets through some 19,000 PayPoint outlets across the UK and provides a national customer comment line, staffed by teams specifically trained to deal with customers.

## Arriva UK Regions locations

Arriva Midlands	0116 264 0400
Arriva North East	0191 520 4200
Arriva North West and Wales	0151 522 2800
Arriva Scotland West	08700 404 343
Arriva the Shires and Essex	01582 587 000
Arriva Southern Counties	01622 697 000
Arriva Yorkshire	01924 231 300

## Committed to delivering a better service