

Press Release

Serco-NedRailways sets new record for punctuality

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Serco-NedRailways' train operating company, Merseyrail, has set a new record for punctuality in the rail industry with the percentage of its trains running to time over the past 12 months reaching 96%.

On Saturday 14 November, Merseyrail received confirmation that 96% of its trains have been on time for a full year. This is the first time that any UK train operating company has broken the 96% barrier for any 12-month period.

This record breaking achievement follows on from Merseyrail's award in September when it won the prestigious 'Putting Passengers First' National Rail award, on a day that every single one of its 780 daily trains ran on time.

Bart Schmeink, Managing Director, Merseyrail said:

"This is a major milestone for the rail industry and is a great achievement for the whole team at Merseyrail. To achieve this level of punctuality during a time of year when running to time is extra difficult because of the weather and the autumn leaves falling, it really is fantastic."

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About Serco

Serco is a FTSE 100 international service company, which combines commercial know-how with a deep public service ethos. We improve services by managing people, processes, technology and assets more effectively. We advise policy makers, design innovative solutions, integrate systems and - most of all - deliver to the public.

Serco supports governments, agencies and companies who seek a trusted partner with a solid track record of providing assured service excellence. Our people offer operational, management and consulting expertise in the aviation, BPO, defence, education, health, home affairs, local government, science, technology, transport and the commercial sectors.

More information can be found at www.serco.com

About Serco in Transport

Serco delivers innovative transport solutions to road and public transport authorities, government departments and commercial enterprises around the world. Serco is the partner of choice for providing a range of transport options to the travelling public, whether by air, road, rail or ferry. It focuses on operational efficiencies and improving sustainability support to its customers in meeting their strategic aims and objectives. Serco's experience in providing a wide range of multi-modal transport solutions in Asia, Europe, the Middle-East and North America enables it to tailor its services to meet the needs of a diverse public. Serco's aim is to ensure that by delivering high-quality services, it can make a difference to people's journeys and lives.

Serco is a FTSE 100 international service company. More information can be found at www.serco.com

About NedRailways

NedRailways is a wholly owned subsidiary of NS (Dutch Railways) aimed at acquiring and operating multimodal passenger transport franchises outside the Netherlands.

NedRailways' aim is to become a major player in the European passenger transport market. NedRailways currently operates rail services in the UK through Merseyrail and Northern Rail, in an equal joint venture with Serco. NedRailways other companies include Travel London, which operates bus services in South West London and Surrey, Probo Trans Beroun, which operates bus services in the Czech Republic, and Abellio, a combined bus and rail operator in Germany.

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