

Serco-NedRailways recognised for major achievements at the National Rail Awards

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Serco-NedRailways companies were last night singled out for success at the prestigious 2009 National Rail Awards ceremony in London. Awards included recognition for putting passengers first, station of the year, outstanding personal contribution and the promotion of safety to young people. On the day that every single one of its 780 daily trains ran on time, Merseyrail topped the category for "Putting Passengers First".

Judges said the award recognised "flexibility, responsibility and quality of delivery of world class customer service and promotes the achievement of outstanding service, whereby an organisation has set a new standard to deliver customer satisfaction".

Merseyrail won the award on the basis of its approach to the security of passengers and staff across the network which has led to outstanding results in the National Passenger Survey. Northern Rail won the 'Small Station' award for Settle in North Yorkshire, which was praised as a real gem of a station that demonstrates what can be achieved by a train company working in partnership with the wider community.

Lawrence 'Lol' Jones, a Northern Rail Conductor and Health and Safety Representative, won the award for 'Outstanding Personal Contribution' for his tireless work in visiting stations and depots where people are isolated in the workplace. Lol has set up a joint initiative with British Transport Police, four unions and Northern Rail's employees to specifically address the issue of workplace assaults of staff and has been rewarded for his efforts by a dramatic drop in assaults on Northern Rail's network. The judges said: "He really is an incredible man...an inspirational man with that 'X Factor' you want the winner to have."

Serco was Highly Commended in the 'Sir Robert Horton Safety' category for the creation of the Cub Scout Rail Personal Safety Badge in conjunction with the Scout Association. Cub Scouts and Leaders have been working with all of the train operating companies across the country to

complete a programme that aims to bring the railway safety message to 9 -11 year olds who in turn may influence others in their age group. Some 74,000 packs have been ordered by Scout Leaders making this the most successful badge in the history of the Scouting movement.

Nick Brown, Chief Executive of Serco Integrated Transport & Middle East, and Anton Valk, Chief Executive of NedRailways said: "This was a great night for Serco-NedRailways. Our companies were nominated for national awards in seven categories. This emphasises the huge commitment and determination which we and our front line staff make each and every day of the year to provide a safe, secure railway and make a real difference for our passengers and clients alike."

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For further information please contact Serco:

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About Serco-NedRailways

Serco-NedRailways is an award winning joint partnership with a proven track record in running rail services and integrated transport solutions across UK and the rest of world. The partnership was founded on a shared vision and a determination to bring a fresh approach to the delivery of passenger rail services: achieved by harnessing the global success of Serco in delivering public services with NedRailways unrivalled expertise as part of NS Dutch Railways, one of Europe's largest and best performing railway operators.

This exceptional formula is now transforming local rail services through our successful Merseyrail and Northern Rail operations, where the key characteristic of success has been the quality of our stakeholder relations with staff, passengers, clients and all the local and national organisations that play a role in the development of the rail services.

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.

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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.