

Abellio facts & figures

Abellio in 7 steps

- Aiming to grow a sustainable, multi-modal group of businesses that deliver high quality services
- Operations in two countries: UK and Germany
- Established in 2002 by NS (Dutch Railways), whose sole shareholder is the Dutch Ministry of Finance
- Abellio's strategy is about Prepare, Earn and Learn
- More than 13,000 employees, serving more than 1.2 million passengers per day
- Autonomous but benefits from adopting best practice from NS
- Follows the Abellio Way – a strategic framework that enables collaborative working with our clients, partners and stakeholders across our businesses



Abellio UK

Greater Anglia

- 978 train vehicles
- 1,318 services per day
- 2,859 employees
- 179,000 passengers per day
- 89% PPM MAA
- 78% customer satisfaction NRPS

Abellio London and Surrey

- 760 buses
- 76 routes per day
- 2,500 employees
- 400,000 passengers per day
- Punctuality: Consistently top 5 in London Table of Operations
- 86% customer satisfaction (Surrey)

Spring/Summer 2017

Abellio ScotRail

- 819 train vehicles
- 2,270 services per day
- 4,786 employees
- 258,000 passengers per day
- 90.4% PPM MAA
- 85% customer satisfaction NRPS

Merseyrail*

- 177 train vehicles
- 616 services per day
- 1,329 employees
- 110,000 passengers per day
- 95.9% PPM MAA
- 95% customer satisfaction NRPS

* Merseyrail is a 50:50 joint venture with Serco



Abellio Germany

Abellio Rail Nordrhein Westfalen

- 50 train vehicles
- 326 services per day
- 260 employees
- 59,576 passengers per day
- 95.7% PPM MAA

Abellio Rail Mitteldeutschland

- 35 train vehicles
- 243 services per working day
- 350 employees
- 23,288 passengers per day
- 95.7% PPM MAA

Abellio Rail Baden Württemberg

Will start operating suburban rail transport in and around Stuttgart in June 2019

Our Guiding Principles

- Simplicity
- Unity
- Ownership

Values and Behaviours



Genuine



Professional



Pro-active



Inclusive

NS Strategy



Provide excellent customer journey



World class train stations



Contribute to door-to-door journey

