



10 minutes presentation
Arriva – a DB company

Brussel, 4th of June 2015

How to prepare for the transport workforce of the future ?

Also an actual theme at Arriva

Introduction

Stefan Wasser

- **HR-director - Arriva Netherlands**
- **also member HR board of the Arriva group**



Arriva – a DB company

Deutsche Bahn



- 5.700 trainstations
- 32.500 buses
- 25.908 trains
- 11,9 miljoen travelers a day
- 300.00 employees

Arriva Group



- 715 trains
- 212 metro's/trams
- 19.500 buses
- 2,2 miljard travelers a year
- 54.500 employees

Arriva Netherlands



- 101 trains
- 1200 buses
- 12 waterbuses
- 205.000 travelers a day
- 5.000 employees

Arriva Netherlands

1200 buses

101 trains



12 waterbuses

5000 employees



Employees



...are the key factor for success!



...must have good working conditions



...should be kept fit, healthy and motivated

To achieve this we

- **Have a modern Human Resource policy**
- **Set high standards for our employership**
- **Invest in social innovations**



Modern HR policy

With 5 topics to focus on the next few years:

- 1. Talentmanagement**
- 2. Craftmanship & core competence as USP**
- 3. Sustainable employability**
- 4. Strategic Workforceplanning**
- 5. Employer branding**

Modern HR policy

Based on:

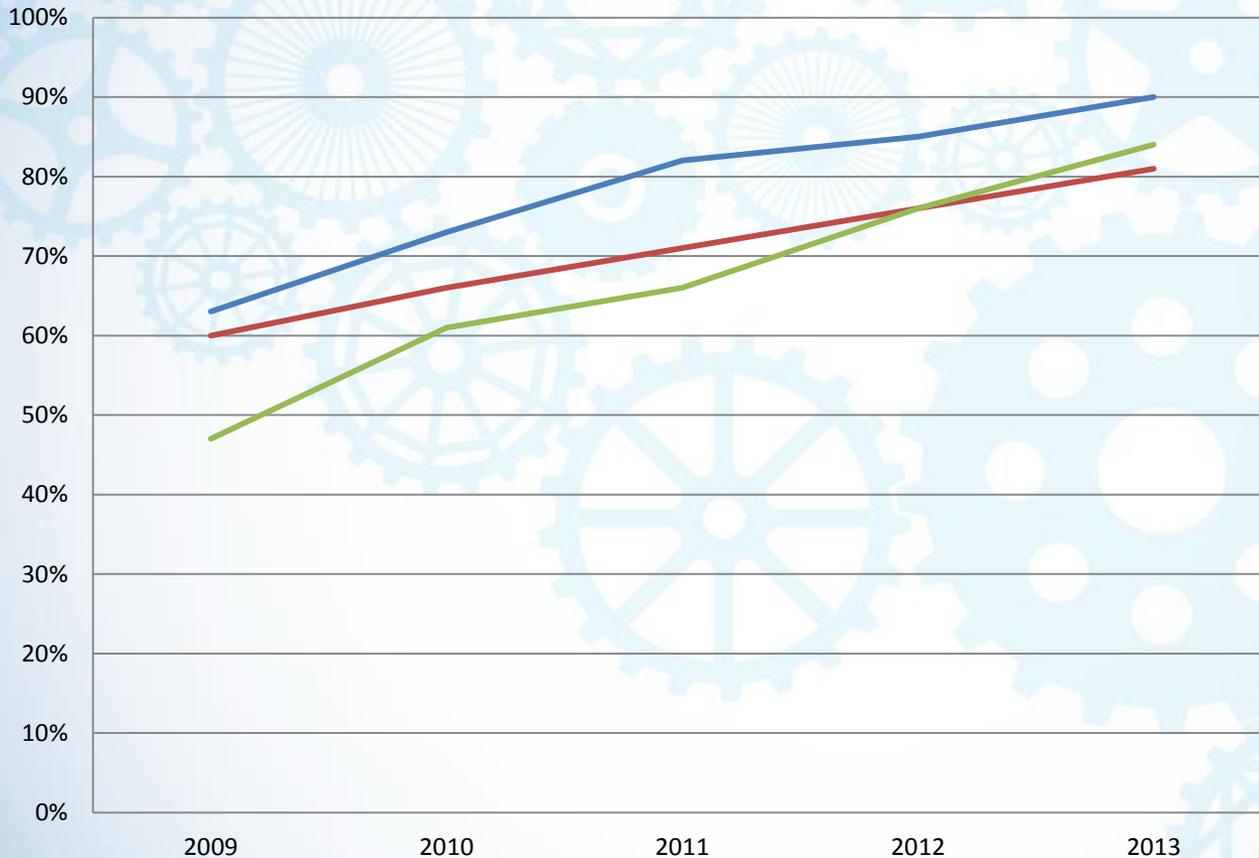
- **Working conditions**
as salary levels, job ranking, fees for irregular working times are similar to the other market players in the **Dutch public transport sector**
(Arriva Netherlands is one of the negotiators of the employers' association)
- **Participation of employees**
 - with an open relationship with unions
 - and regular consultations with the works council

High standards for our employership

- **Health and Safety Management**
- **Instruction, training and development**
- **Sincere attention to our people**
- **Investing in (team)managers**
- **We measure employee satisfaction**



High rates employee satisfaction



Over 2014 an average report of 7,8 with a response of employees of 80%!

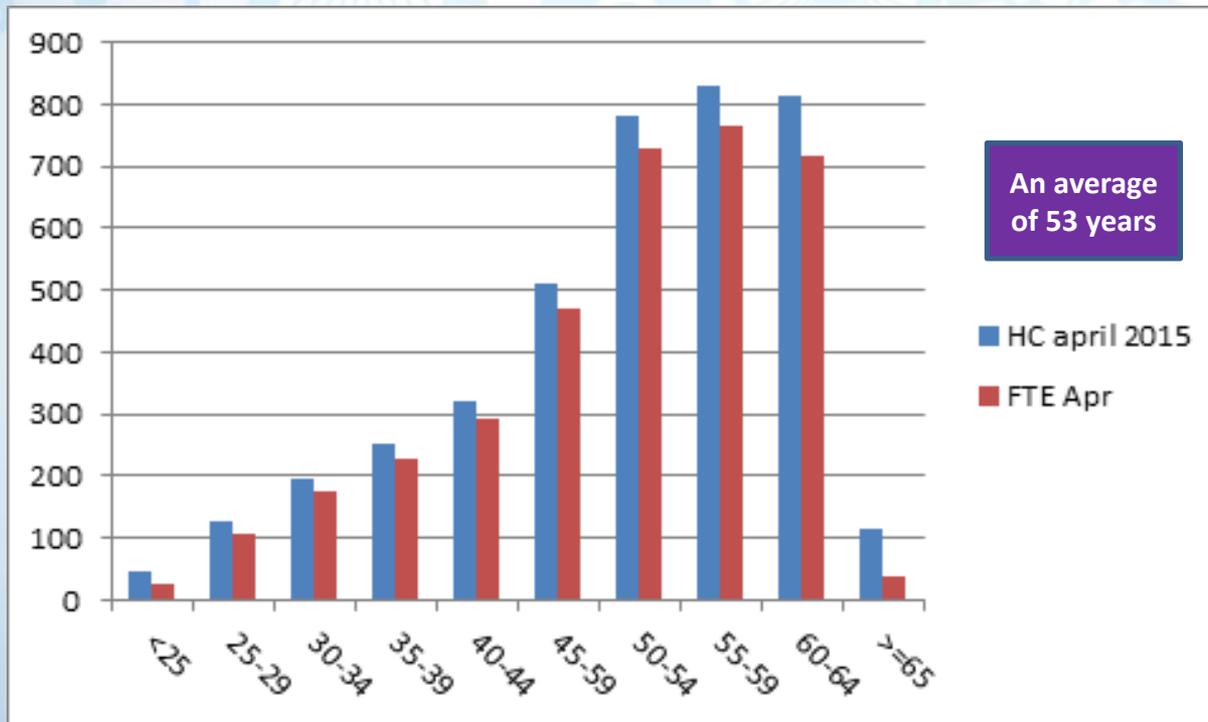
— Satisfaction
— Comittment
— Pride



Social Innovations

1. Strategic Workforce Planning

headcount & FTE



In 8 years
20%,
>1000
employees
will retire !

**Employer branding,
Ongoing Recruitment,
New target groups**

- Youngsters 18-23 years
- Parttimers 35-45 years
- Looking for a second job
- Partially disabled in other sectors

Social Innovations

2. Sustainable Employability

- Arriva Netherlands is heading for an illness rate of less than 5%
- By Vitality challenges, lifestyle programs, improving work/life balance
- By developing open leadership, teamwork and a positive working environment
- By sharing more and more the mindset of “how can I still contribute”, instead of “what I’m temporarily not able to do” (due to disability)



Social Innovations

3. HR Development

- Practice & Learning programs for young drivers, machinists and stewards
- Development program for the teammanagers/supervisors of Arriva
- Transport related knowledge, basics, methods, tooling, best practices
- Trainees



Social Innovations

Traineeships

Technical – Logistics - General Management



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Questions?

