Transforming the passenger experience across Europe
We’re redefining the future for people and places

With a workforce of over 80,000 people worldwide, Interserve is one of the world’s foremost support services and construction companies. Listed in the FTSE 250 index, we have a total revenue of £3.4 billion.

Specifically in the rail and airline industries, we’ve been transforming the passenger experience for over 30 years; covering everything from total facilities management solutions to single service cleaning, security and maintenance as well as specialist tasks like ticket collection, passenger management and passenger restricted moves, aircraft maintenance, advertising installation, track clearing and vegetation management.

We are delivering innovative and sustainable outcomes for numerous transport providers across Europe including British Airways, London Underground, Network Rail, EasyJet, AirBerlin, Air-Europa, RENFE, Acciona Airports and Eurostar.

Providing an intelligent solution based on service, cost and efficiency we will mitigate risk, respond to challenges and protect and enhance your brand, business performance and reputation.
Keeping the DLR running

Since December 2014 we’ve been responsible for cleaning and security across the Docklands Light Railway (DLR) on behalf of KeolisAmey Docklands. The £32 million contract covers seven routes and 45 depots, used by 278,000 passengers a day.

Maintaining British Airways

We’ve been working with British Airways Maintenance in Cardiff and Glasgow for 20 years, delivering facilities management as well as maintenance to docking systems, plane power suppliers, tugs and undercarriage platforms.

Supporting Spain’s rail and airline operators

In Spain we deliver services to over 15 rail and airline operators in 12 autonomous regions at over 100 different sites. This includes cleaning 16,000 high speed trains and servicing 32,000 serviced aircrafts for 10 different airlines. In our time we’ve also supported over 75% of the Spanish high speed train market.

Did you know...?

We can easily reduce operating costs by 20 - 30% and increase productivity by 10-15%. We know this because all our people are trained on new equipment and processes, customers are communicated with and every initiative is tracked and measured to ensure we learn from it.

That’s intelligence
Keeping to time

The transport and regulated industries are some of the most challenging environments for people to work in. With high public footfall, 24/7 time-critical operations and dangerous conditions, it is critical that your service partner not only understands this but has experience of it.

Your facilities are not only the face of your business, but are the infrastructure that keeps people moving. The public depends on your trains and planes to take them where they need to go, safely and effectively. They expect an environment that is well maintained, clean and secure, and throughout they expect a high level of customer service.

At Interserve, we understand this. This is why we have uncompromising standards, a dedicated focus on the passenger journey and a constant commitment to safety.

Whatever the service solution we have the expertise to enhance our client’s business performance and brand. We won’t just provide a functional list of options. We provide an intelligent solution based on service, cost and efficiency to mitigate risk, respond to your challenges and protect your brand.

3 BILLION PASSENGERS PASS THROUGH TRANSPORT ENVIRONMENTS WE SUPPORT
We've achieved a 10% cost reduction and £1 million saving for the London Underground where we've delivered services for five years.

Daily we remove graffiti from 234km of track and 194 bridges, remove vegetation from 234km of embankment and litter pick 315km of track. We clean around 3,000 carriages, 685,000m² of train floors, 226 escalators, 168 stations and 12 major depots as well as securing 30 depots, sidings and offices. Overall we support in excess of 28 million passengers a year who use these facilities.

We've also reduced the number of hours required by 32%, and increased on-site supervision by 12% through a full audit and heat mapping.

In practice: London Underground
Quick thinking saves a life

Through our internal recognition programme Anthony Asante was recognised for his quick thinking when faced with a passenger emergency. Anthony, who works at Liverpool Street Station, witnessed a member of the public walk in front of a train due to depart. He alerted the driver and along with security kept talking to the person until they returned to the platform, avoiding a potentially fatal incident whilst supporting an accident free environment.
In a cost critical environment it is important to find ways to reduce your operating expenses, whilst not hampering the quality or safety of your service. Our dedicated improvement team optimises your resources to increase efficiency, effectiveness and satisfaction of all customers.

Our approach means we can identify areas within your business where we can make savings and improve service delivery. We’re always going above and beyond to find new ideas and solutions that will improve asset utilisation and we are so confident of their success that we invest our own capital into equipment and innovations. From a seat protection model that increases durability, to using nano-technology to combat graffiti, we’re cutting costs without cutting corners.

**Keeping people moving**
We follow a tried and tested model that analyses every aspect of service delivery to identify outcome-based improvement. With over 120 LEAN champions in our business we are constantly trialling innovations and enhancements to create an optimised future state. With us as your facilities provider, you can rely on our ingenuity and uncompromising standards to complement the customer experience.

**Dynamic passenger analysis**
By analysing the way the environment is really used through tools such as heat mapping and dynamic needs analysis, we ensure each area receives a service tailored to its unique demands whilst improving operational effectiveness and skills to ensure our customers – and your customers – aren’t disappointed. This constant improvement maps the current state, reviews processes and activity completion, reduces waste and implements targeted and proven changes that drive real benefits.

**Live journey times**
Our unique online management software not only automatically generates service schedules and interfaces with payroll and invoicing, it provides live audits, performance indicators, asset management and customer satisfaction results. This management information provides you with live, tailored and full tracking to produce meaningful data to help manage risks, improve service and reduce costs.

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**Keeping planes clean and passengers moving**
For Acciona Airports at Palma de Mallorca, Ibiza and Menorca airports we deliver interior plane cleaning, washroom services, waste management and newspaper supply to improve plane turnaround times.

Whilst for AENA at all Canary Island airports we deliver services to people with reduced mobility to help improve the passenger experience and plane access. We also deliver airport terminal cleaning and supplies management for the Spanish airport operator.

**Innovating through technology**
We use location-linked QR codes connected directly to online incident management software that allows customers to complete a questionnaire, post feedback or register a work request. These are reported directly to our national service centre, to ensure tasks are completed on time and stakeholders communicated with effectively.

**Helping make transport safe**
We supported the British Transport Police in a security taskforce to enhance security and safety on the rail network. This also includes fare evasion, crowd control and anti-graffiti projects for Southern railways.
A better route to success

We never stand still. We understand the need to not only maintain the highest standards of service, but to keep ensuring they are fit for purpose. This is why we constantly look at every aspect of the passenger journey to create an experience that resonates with the consumers of today and tomorrow.

A safe platform

In everything we do we aim to be accident free. We put the safety of your people, our people and every person that uses these environments first. Our industry leading safety record (a RIDDOR rate of 0.54/100,000 hours compared to 2.8 in the industry) highlights our exceptional commitment.

All the services we provide are carried out in accordance with the latest health and safety standards - and we’ve been recognised over 100 times by the Royal Society for the Prevention of Accidents in the last five years. We also operate our dedicated transport safety scheme - 360safe, which teaches all our people to work together, take ownership and perform appropriately. Its success is measured in the 6.2% reduction in lost time accidents we’ve recorded. Further to this, our safety systems are tried and tested including man down alert systems and dealing with suspect packages (as evidenced by our exemplary record during London 2012 Olympics).

We are also accredited to OHSAS 18001 in more than 10 countries. This approach has corrected over 30,000 unsafe actions and each year over 4,000 employees receive occupational health assessments.

Ambassadors of your brand

As a top 20 UK employer we have a strong commitment to training and developing our people. We are experienced in engaging all our employees whatever their location or working hours. We have TUPE transferred 23,000 employees into our business since 2010. Last year we invested some 12,800 days in skills training.

We were also the first facilities management company in the UK to join BITC’s Ban the Box Campaign and are supporting the EHRC Cleaning task force. We also won both the PFM 2011 and BIFM 2012 Awards for Learning and Skills Development.

Our own Transport Development Academy conducts over 20 specialist courses for 100 people a month, training our people to be ambassadors. This ensures all our people regardless of level are given the best opportunity to develop: from core compliance to skills, supervisory and competency based training tailored to the regulated transport industry. We are passionate advocates of giving people the right skills.

Further to this, we constantly recognise our people through our local STAR awards and company-wide Unlock the Future awards.
For Exterion Media we introduced improvement processes to increase the number of posters produced and packaged each week by 67%.

We have achieved a 10% cost saving in our airport portfolio across Spain, reduced travel time between locations by 60%, as well as water usage by 83%, chemical costs by 90% and hours by 25%.

At Network Rail we reduced lost time incidences by 100%, property damage by 100% and minor occurrences by 60% over a two year period.

91% of guests at Kings Cross St. Pancras are satisfied by its cleanliness. We supported this by improving processes, NVQ and skills training and introducing innovations such as QR codes and new technologies such as flat mopping.

Interserve provides asset condition surveys for 2,200 stations and 1,000 lineside buildings for Network Rail. We’ve also increased our quality audit score to 95%.
Always moving forwards

Interserve operates in over 40 countries delivering over 500 different service lines to 12,000 clients. These numbers may not mean much, but they’re why we’re a top 3 UK facilities management provider and have over 10 years of industry awards. It is also why we’re able to continually redefine the future for our clients.

Trialling new ideas

Our in-house team run a regular Idea Trial that highlights new technologies and solutions to improve services. From introducing rain water collection schemes to new cleaning equipment, we’re constantly trialling new solutions to find the right systems for our clients. These trials have enabled us to achieve:

- Increase efficiency of escalator dusting by 550%
- Achieve a water saving of 90%
- Increase internal audit scores from 78% to over 95%
- Increase bacterial removal to 99% from 30% through microfiber mopping
- Increase floor drying speeds by 75%
- Achieve a £1 million in-year saving through improved equipment and operational models

Sustainable operations

Interserve is fully committed to finding smarter ways of working that will have a positive impact on the environment. For our transport clients we guarantee zero waste to landfill - recycling or reusing 100% of waste. We use carbon offsetting to ensure our operations are carbon neutral. We report on all elements of sustainability for our clients and have a dedicated energy management approach - iCarbon - to improve energy use, achieving a 10% reduction in energy consumption for clients. Further to this all our employees can give a day of their time each year to charity, and our corporate SustainAbilities plan challenges us to do more than is necessary in all our capitals - natural, social, financial and knowledge.

By changing just one type of cleaning equipment at Kings Cross St Pancras, in two years we saved enough water to fill one and a quarter Olympic swimming pools.

Delivering 48 NVQs

New generation

We also believe it is important to ‘recruit for attitude’; by bringing in people with the right skills to complement our core teams we have increased retention by 5%.

We are also committed to bringing young people into the industry. We currently have 13 transport Apprenticeships and are delivering 48 NVQs.

We constantly invest in our people, operations and systems with the aim to deliver high performance as standard as evidenced by our graduate scheme - seeing two new graduates join the team every year.
Because the journey matters

Interserve has brought measurable improvements to its transport customers through an innovative and collaborative approach. To find out how you can share in our experience, call us today.

020 3267 1200

www.interserve.com