

NEWS RELEASE
Merseyrail Hat Trick
at North of England Excellence Awards

16 November 2014: Merseyrail won three awards at the North of England Excellence awards, including the top prize for overall excellence, in a ceremony held at the Royal Armouries in Leeds on Thursday evening. We were winners in the business of the year and customer service categories.

Merseyrail is the only company to have been named business of the year twice at the North of England Excellence awards. We first achieved the accolade in 2011, when we also won overall.

This award is one of several that we have scooped over the last year, including wins at the National Rail awards, Downtown Liverpool in Business awards, UK Heart Safe awards and RailStaff awards.

Maarten Spaargaren, Merseyrail's managing director, commented: 'This is a great coup, a tribute to our dedicated staff and further proof of our popularity with customers. We are determined to see the business going from strength to strength, and will continue to put passengers at the heart of our services.'

Now in their twentieth year, these awards recognise organisations that achieve and maintain superior performance. They are founded on the eight fundamental concepts of excellence identified in the EFQM (European Foundation for Quality Management) excellence model 2013.

Councillor Liam Robinson, chair of Merseytravel, added: 'It's great that Merseyrail continues to receive recognition for the quality of service they provide across the Liverpool city region.'

'This demonstrates what can be achieved when a service is managed locally. We never rest on our laurels though and will continue to work together to see how we can improve services and facilities for customers, including the current refurbishment of Hamilton Square station.'

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Notes to Editors:

- *Merseyrail carries ca 110,000 passengers per weekday*
- *Merseyrail scores for reliability and punctuality averaged over 95 per cent during the last 12 months*
- *We operate one of the most intensively used networks in the UK with more than 800 trains per weekday*
- *Merseyrail is a 50-50 joint venture between Serco and Abellio*
- *Merseytravel is the transport executive body and delivery arm of the city region's Combined Authority*
- *Network Rail is the owner and operator of most of the rail infrastructure in the UK*
- *For further information, contact Alice Owen on tel 0151 955 2131.*