



Arriva UK Bus - The importance of creating quality facilities

Following the results of an employee survey undertaken in 2020 and specifically comments surrounding drivers and engineering staff WC and showers accommodation, the Arriva UK property team was tasked with upgrading all Arriva London bathroom facilities across all our depots, garages and off-site rest areas.

The remit was to ensure the work encompassed all areas of equality, diversity and inclusion. The project is now well under way and will continue throughout 2022. Investment is close to 1.5 million currently although this is likely to increase due to additional works.

This project has set the scene and really highlighted the importance of providing the very best facilities for colleagues. We are now seeking to undertake a national review into the condition of these facilities. This is part of our continual property drive to improve the working environments and conditions for our employees.

Unfortunately, not all businesses realise the effect that the standard of facilities has on the workforce. As an industry we are looking to attract new recruits, new talent, into our organisations so it really is important that basic facilities are at a level we would all expect.

Across Arriva London the main purpose of the project was to create clean, durable, and nice to use toilets, showers and restroom facilities for all of our employees with a big focus on the facilities that drivers have use of.

We asked that an internal audit was carried out across all our sites nationally.

Property initiatives

Ground Works
Yard Lining and
Barrier Protection

Where we started 2021.....

Where we landed 2021, and
will continue in 2022, Redcar, Whitby
And 1st Floor Stockton in scope



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Where we landed 2021, and
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company

Conclusion

Poor facilities have a detrimental effect on morale and motivation, it gives the impression that management do not care about basic requirements. We realise the importance of making sure we take care of our employees needs while they are at work.

We work tirelessly making sure our colleagues know how important they are with extensive investment in their training and development as well offering them benefits and support, however the basics should never be overlooked.

When focusing about 'recruitment and retention' offering quality facilities is so important, as an industry we need to make sure we're doing all we can to make it happen.