



Direct Award for London Midland to Govia

Keolis UK welcomes the announcement by the Department for Transport that it will continue to operate London Midland, as part of its Govia partnership with the Go-Ahead Group, until October 2017. As part of the Direct Award, Govia is looking forward to rolling out a raft of new passenger benefits. These include new timetables, improved connections from more services with around 6,600 extra seats every week and Wi-Fi access on long-distance services. There will also be new and upgraded ticket machines at selected stations, with new 'click and collect' capability and contactless payment options. Around 64 million passenger journeys are made on London Midland services every year and the franchise operates over 163 trains, covering 867 km.

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Partnering with PTAs



NORTH AMERICA

Keolis Canada Launches its New Service Offer



Keolis Canada is committed to improving its overall service offer. The subsidiary recently unveiled its action plan and latest innovations that will allow Orléans Express to upgrade and modernise its digital tools. Among some of the recent changes: better intermodal connections, newly designed digital platforms, a new iPhone and Android App, ticket pricing in function of the reservation date, and other actions that correspond to changing customer needs. All of these initiatives will further develop Keolis' loyal customer base, built over the past 25 years. For more information, check out the [video](#).

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Customer Satisfaction

Belgium: Keolis Unveils the 'Intelligent Bus'



Keolis recently unveiled the 'Intelligent Bus' during a press conference that generated large local media interest. This bus integrates a system that detects when pedestrians are in front of or behind the bus and then sends out warning sounds and flashing lights to alert walkers and vehicles that there is danger near. This system is not yet finalised but could eventually help improve the safety around buses and coaches.

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Safety

AUSTRALIA & NZ

HR Campaign Leads the Way at Melbourne Awards



Yarra Trams' *Driven Women* project recently won the 2015 Melbourne Award for contribution to the community by a corporation at the ceremony held on November 24. The Melbourne Awards are the city's highest accolade and recognise outstanding achievements, whether

they are of organisations or individuals. *Driven Women* was introduced to help address the barriers to gender diversity in the attraction, engagement and retention of Yarra Trams employees. Since the campaign's launch two years ago, Yarra Trams has had a 900% increase in female job applicants as well as a 38% increase in women in the workplace since July of last year. Both of these significant improvements reflect the project's success in busting some of the myths and challenges women faced when applying for roles in a traditionally male-dominated industry. Congratulations!

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Employee Engagement

AMEA

School Children Visit Hyderabad Metro



On November 9 and 14, on the occasion of 'Children's Day' celebrated across India, 2,800 school children coming from 16 different schools visited Nagole station and train on Hyderabad's automatic metro line. The objective of the visit: to get the children familiar with the metro and to better know Hyderabad Metro Rail, and also to check and validate Keolis' readiness when it comes to efficiently managing large crowds and testing equipment. The activity was a great success and we hope these educated school children will turn out to be our most loyal customers!

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Customer Satisfaction

CONTINENTAL EUROPE

Sweden: Keolis Celebrates Being 100% Fossil Free



Keolis Sverige becomes the first bus company in Sweden to become 100% fossil free. The Swedish subsidiary made the 'Green Bus' (see photo) to celebrate the fact that the entire fleet of buses now run on renewable fuels after the last diesel bus was taken out of circulation in November. The Green Bus has been touring all over Sweden and will return to Stockholm next week. The Green Bus and Keolis' fossil free initiative have been highly appreciated by all key stakeholders (passengers, PTAs, media, etc.)

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Corporate Social Responsibility

Germany: Keolis Establishes Stakeholder Advisory Board

On November 27, an advisory board took place at Keolis Deutschland where key stakeholders and representatives from Keolis attended and discussed future goals and working challenges for the Eurobahn. Issues such as user-friendliness for older passengers and children, accessibility for persons with reduced mobility, seat capacities on trains and the quality of customer information were brought forward. These forums will meet twice a year and are important for Keolis to build customer relations and brand reputation, and to obtain important feedback for optimising future processes and passenger services.

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Customer Satisfaction

UNITED KINGDOM

Mental Health Initiative Launched at KeolisAmey Docklands



On November 16, KeolisAmey Docklands (KAD) launched 'Back on Track', a new joint initiative between KAD and East London NHS Foundation Trust. The initiative aims to help people with mental health, social or psychological difficulties to get more out of life and feel part of their local communities. Many people find themselves limited when it comes to travelling from feelings of anxiety, shyness, lack of confidence or confusion which prevents them from going beyond their familiar areas. Back on Track aims to address these issues and get people out and about in East London, enjoying the facilities and experiences around them with the help of the DLR. The initiative has involved the training of staff to provide optimum support and guidance to people venturing onto the automatic metro. KAD Community Ambassadors can also organise group trips to help people get used to travelling with the support of others around them. The launch event was a success and promises a great collaborative relationship with the NHS and on future projects.

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Corporate Social Responsibility

CORPORATE

The KeoShare Contest Winners are Revealed!



Nearly 300 users participated in the KeoShare Contest! Over the last 2 weeks, collaboration took on a new dimension thanks to all KeoShare members: the activity on the platform spanning the 15 days was four times higher than usual! Sharing, exchanges, questions and feedback came from all over the world. The shared content and the active contributions have drastically increased the value of communities. Thank you to all those who participated, and kudos to the [contest winners!](#)

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Employee Engagement

In case you missed it, [click here](#) to read the sustainable mobility newsletter, a special edition for COP21.