



## UK: KeolisAmey chosen to operate Greater Manchester tram network



Transport for Greater Manchester (TfGM) has chosen KeolisAmey to operate and maintain Metrolink, the largest tram system in the UK, with 37 million annual passengers, 120 trams, 7 lines, 93 stations and 96km of track serving Greater Manchester. The contract which begins in July 2017 and runs for up to ten years also includes an extension of the Trafford Park line, scheduled for completion by 2021. Bernard Tabary, Keolis Group International CEO: *"We are proud to have been chosen to run an emblematic network such as Manchester Metrolink. This new contract reinforces our international strategy and enables Keolis to establish itself in different transport modes in the UK. The confidence that TfGM has shown in us testifies to our ability to respond to the different mobility challenges in every region."* Read the full press release [here](#).

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Operational Excellence

### NORTH AMERICA

#### Canada:

#### Benefits of preventative maintenance

Orléans Express has significantly improved fleet availability and reliability for its coach service in Quebec since the introduction of a new Preventative Maintenance Plan (PMP) in 2015. Developed with the support of a maintenance expert from Keolis' international performance team, the PMP was quick to show results, with a 50% rise in vehicle reliability within a year. Continued progress in 2016 resulted in an overall improvement of 126% since the start of the project. Other advantages include an 8% reduction in spare parts costs. Prior to the PMP, preventative maintenance was mainly based on statutory requirements. But now inspections and repairs are conducted pre-emptively at regular time intervals to prevent bus breakdowns. As maintenance supervisor Franck Pouillaude says: *"Our motto now is to drive until the next inspection."*

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Operational Excellence

#### US:

#### Keolis launches first driverless vehicle



On 10 January, Keolis partnered with Navya and the City of Las Vegas to trial the first driverless

vehicle on a public road in the US. Over a one-week period, the public had the chance to ride for free aboard the 100% electric Navya ARMA shuttle in the Fremont East Innovation District in Las Vegas. The shuttle also featured amongst innovations showcased on the Keolis stand at the 2017 Consumer Electronics Show, held in the city earlier this month. Read the full [press release](#) and discover the [video](#) here.

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Corporate Social Responsibility

### FRANCE

#### Pass Pass Easy Card: an European first

On 17 January, Keolis Lille achieved an European first whereby customers can now recharge their travel pass using their smartphone. Users simply place their "Pass Pass" travel card on the back of their smartphone to upload or recharge transport tickets via a dedicated application. The app is

compatible with Android NFC technology and is part of the subsidiary's drive to facilitate connected mobility and digitalise network services.

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Customer Experience

### ASIA, MIDDLE EAST & AFRICA



#### India: Keolis Hyderabad on the podium

Keolis Hyderabad squared up to its partners L&T Metro Rail and L&T Construction last month, during the Inter-company Sports Tournament. Keolis teams participated in all events and were victorious in the Cricket, Women's' Throw Ball and Table Tennis championships.

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Operational Excellence

#### China: First train for Shanghai metro



Shanghai Keolis celebrated on 10 January the arrival of the first train for Line 8 Phase 3 (Pujiang Line), Shanghai's first automated metro line. After two years of preparation, the subsidiary will start operating the fully automated, driverless system at the end of 2017, for an initial period of five years. Each four-car train carries up to 726 passengers and has been designed to be highly reliable, energy efficient and emit little noise for maximum comfort and safety.

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Operational Excellence

### CONTINENTAL EUROPE

#### Germany: Keolis drivers take the wheel of Thalys trains

Sixteen Keolis Deutschland drivers have been trained to operate Thalys trains on the German section of the Paris to Dortmund high speed rail service. The Keolis subsidiary will now work in coordination with Thalys teams to provide services on the Aachen to Dortmund section of the line.

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Operational Excellence

### CORPORATE

#### Group ISO 14001 certification

In December 2016, the Group received AFNOR ISO 14001 certification for the third year running. Altogether 15 subsidiaries now meet the environmental excellence criteria, 13% more than in 2015.

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Corporate Social Responsibility

#### V2 Group General Rules

[V2 of the Group General Rules \(GGR\)](#) is now available to all employees on Keoshare. The GGR provides a coherent framework for governance, fundamental policies and procedures which foster Group-wide unity and a better understanding of our organisation.

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Employee Engagement

#### KeoSphere – the name of your new collaborative intranet portal

Among the 10 names shortlisted, more than 700 of you voted for KeoSphere. Thank you to all those who took part. Stay tuned for the launch of the new portal in April 2017.

#### TLAP Newsletter: The tools behind "Collective Design"



This edition explores the tools supporting our "Collective Design" promise. Analysis of local life and mobility habits, via Keoscopie studies and the Netexplo Digital Mobility Observatory, helps us provide public transport offers adapted to passenger and PTA expectations. Check out the latest survey results and new videos on our [Keolife platform!](#)