



Leading news

United Kingdom: Keolis shortlisted for West Midlands rail franchise



Keolis UK has been shortlisted by the Department for Transport (DfT) to bid for the West Midlands rail franchise with its joint venture partner Go-Ahead. The partners' long-term joint venture, Govia (Go-Ahead 65%, Keolis 35%), has operated the franchise since 2007 under the London Midland brand. It will now put forward a bid to retain the franchise from October 2017.

The West Midlands franchise includes a combination of commuter and long-distance services spanning the Midlands, South East and North West as well as services to London Euston and Liverpool Lime Street. The DfT is expected to issue the invitation to tender in July 2016, for the submission of bids in November 2016. A decision on the successful bidder is expected in June 2017.

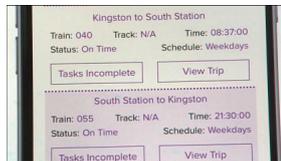
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Economic performance



NORTH AMERICA

United States: Conductors receive an iPhone upgrade



Conductors for the MBTA (Boston's public transport authority) Commuter Rail are now equipped with iPhones pro-

grammed with a specially designed Keolis app providing real-time information on passenger services.

The app allows access to up-to-the-minute data on service disruptions, train schedules, on-time performance and emergency contacts. 400 iPhones have been purchased and programmed as part of the technology rollout, to cover Keolis Commuter Services' (KCS) entire team of conductors and assistants. The purpose of this upgrade is to ensure employees have all the information they need to provide the best possible customer service. The phones are restricted so that they can only be used for Keolis operations, and not for personal emails or non-approved apps. [Click here to watch a video on KCS' full suite of mobile solutions.](#)

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Operational Excellence

FRANCE

Lille's creative way to 'Think like a passenger'



Transpole (Keolis' subsidiary in Lille) has taken an innovative approach to identifying the ingredients for customer satisfaction, as part of a 'crea-

tive lab' initiative in March.

38 volunteers from across different departments at Transpole went out to meet members of the Lille community and learn about the customer experiences that have marked them the most. A one-day workshop was then held to discuss the findings of these interviews with three external customer service experts, from non-transport related industries. This was followed by a brainstorming session on the five key ingredients identified for customer satisfaction. More than 130 new ideas to help demonstrate our passenger focus were generated from this workshop!

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Customer Satisfaction

CORPORATE

Safety and environment at stake



100 experts from across Keolis' international subsidiaries met

in Tours, France at the end of March for a three-day seminar on key safety and environment issues facing the Group. It was the first time a conference of this nature had been organised, and allowed for productive exchange on ways to improve passenger and employee safety, and reduce the impact of our operations on the environment. The diversity of speakers allowed for the sharing of best practice on a wide range of topics, including fatigue management, a strong safety culture and driver energy saving techniques. Workshops allowed participants to suggest improvements to internal audits, monitoring and management. Technical visits of the local network were organised by Keolis Tours and SNCF to see first-hand how many of these safety and environment principles are being implemented.

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Safety

CONTINENTAL EUROPE

Germany: Punctuality week: 14-18 March



Punctuality has been top of mind at Keolis Deutschland recently, and not just for its frontline employees. In March a Punctuality Week

was organised to raise awareness among office workers about the importance of running on-time passenger services.

Over five days, employees were sent out on the network and to train stations to observe first-hand scheduled departures, arrivals and service disruptions. 56 team members, including 15 colleagues from France, took part in the initiative, accompanying 200 drivers on their passenger journeys. The week increased overall employee knowledge about network operations, and provided a lot of useful data to develop effective performance indicators. It was also successful in increasing the team spirit between colleagues in Germany and France.

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Operational Excellence

ASIA, MIDDLE EAST & AFRICA

India: Helping youths achieve their dreams



Keolis Hyderabad continues to show its support for the local community via a new partnership with the Boys Town Industrial Training Institute in Jahannuma (a district of Hyderabad, southern India).

Boys Town provides vocational training and rehabilitation for 400 orphans and disadvantaged youths. All students are helped to find a job after completing their training. To encourage students to maintain a safe work culture, Keolis Hyderabad made a donation of PPE items (safety eye glasses and safety shoes), to use during their training in carpentry, machinery, fabrication and printing services. 300 mattresses were also given to the institute to help maintain its facilities.

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Corporate Social Responsibility

Keolis at UITP Mena



Philippe Leguay, International Director for Urban Railway Systems, will be part of a panel discussion on urban guided transport systems at the upcoming [UITP Mena conference on 26 April in Dubai](#). Philippe will speak about how to achieve cost efficiency with automatic metros, drawing upon examples from Keolis' existing (Lyon, Rennes, Lille and London) and new networks (Hyderabad) to illustrate our expertise in this transport mode.

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New website generator tool



As part of the redesign of keolis.com, we will be producing a website generator tool to allow subsidiaries to easily create a local corporate website and exchange information within the Group (news stories, corporate documents, special reports etc). Website created using this tool will be adapted to your local needs, but contain certain visual and functional elements consistent with the Group website. For more details or to give your feedback on this tool visit the [KeoShare project page](#).