



## Leading news

### Bus accidents in France



The Keolis Group has recently witnessed some tragic events in regional France, undoubtedly the saddest in our history: eight teenagers were killed in two separate bus accidents on 10 and 11 February. A number of people were also injured, however none are in a serious condition. Our thoughts are with the victims and their families, and we send them our deepest condolences. Every effort is being made to support the victims' families and the injured during this difficult time.

Jean-Pierre Farandou, Keolis' Executive Chairman, and Frédéric Baverez, CEO Keolis France, attended the scene of the accidents. Despite these tragic events, the remarkable strength and solidarity of local employees meant that normal services resumed as quickly as possible. These accidents serve as a poignant reminder that safety is the primary responsibility of Keolis and its employees. Investigations into the cause of the accidents are ongoing.

### UNITED KINGDOM

#### Keolis UK goes visual



Keolis UK has been inspired by the work of Keolis Downer and Nottingham Trams to implement a visualisation room at its offices in London. During the recent Keolis UK Senior Management Conference, Nottingham Trams used a mock visualisation room to demonstrate how the system is used by their teams to create clear messages on performance and set objectives, based on the seven KeoLife workstreams. The room also allows management to see at a glance how each team is performing and key areas for improvement. All departments at Keolis UK are now in the process of implementing their own visualisation boards, which will allow them to establish a clear view of the overall business objectives, as well as encourage better communication.

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Economic Performance

### AUSTRALIA & NEW ZEALAND

#### Australia: Spike the rhino makes a comeback



Spike the rhino is back in Melbourne with a new tram safety message. Originally introduced in 2011, Yarra Trams' Rhino campaign raises awareness about tram safety for pedestrians, commuters and motorists by comparing the weight of a rhinoceros and the average weight of a tram, equivalent to 30 rhinos. The focus of this year's campaign will be on reducing the number of passenger falls and on-road collisions. On board passenger communications will feature a new 'Hold On' call to action supported by the key message – you never know so don't let go. The Rhino campaign has been adopted by a number of other Keolis subsidiaries in France, including Brest, Caen and Orléans, to improve safety on their networks.

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Safety

### CONTINENTAL EUROPE

#### Belgium: Welcome to Gembloutois Coaches!



Keolis has recently acquired a new bus company in Belgium, to take effect on 1 March. Gembloutois Coaches is a family-run business based in Gembloux, south-east of Brussels, founded in the 1970s. With a fleet of 52 buses, it runs a range of school, special transport and tourism routes in the provinces of Namur, Walloon Brabant and Liège.

The current organisational structure will remain in place and will increase Keolis' presence in a particularly important region of Belgium.

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Economic Performance

#### Germany: Joël Lebreton visits Deutschland



Keolis' Supervisory Board Chairman Joël Lebreton visited Germany in early February to receive an update on Keolis Deutschland's existing operations and future development opportunities. The visit was split between Dusseldorf and Hamm, where Joël was taken on a tour of one of Keolis Deutschland's two maintenance centres. The trip also included a meeting with the PTA for Germany's Rhine-Ruhr region, the country's largest metropolis with over 11 million inhabitants.

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Economic Performance

### FRANCE

#### New subsidiary founded on KeoLife



The recent merger of two Keolis bus operators has given birth to Keolis Normandie Seine (KNS).

The new subsidiary has immediately embraced a KeoLife approach, and recently held a management workshop to decide how to translate Keolis' values (We Imagine, We Care, We Commit) into concrete employee actions and behaviour. KNS covers four regions in northern France and brings together 239 employees from Keolis Euro, an inter-urban bus network, and Keolis Rouen Val de Seine, an on-demand bus service.

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Corporate Social Responsibility

### ASIA, MIDDLE EAST & AFRICA

#### India: Republic Day celebrations



Keolis Hyderabad celebrated India's 67th Republic Day on 26 January in partnership with L&T Metro (the concessionaire managing the Hyderabad project). The festivities took place at Uppal Depot, and included a range of cultural and sporting events for both employees and their families.

Hyderabad Metro Rail's security team also organised an impressive parade to emphasise the network's focus on security and safety, for employees as much as passengers.

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Partnering with PTAs

#### Talking with the team



Increased trust and communication between employees is at the heart of Team Talk, a new initiative launched by Keolis Hyderabad in November last year. A second Team Talk session was organised on 19 January, with Bernard Tabary, Keolis' International CEO. The session was timed to coincide with the 2015 Innovation Gold Star Awards, recognising excellence in the development of new ideas or services through team work. The prize for the best innovation for 2015 went to the Operations team for the creation of a video on Standard Operating Procedures.

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Employee Engagement

### CORPORATE

#### Save the date! KeoLife Week: 20-24 June 2016



The first edition of KeoLife Week saw subsidiaries around the world participating in activities focused on a KeoLife workstream, all with the ultimate goal of increasing customer satisfaction. A second (bigger and better!) edition of this event is now locked in for 2016. Stay tuned for more details.

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