



Headline news Keolis wins business excellence awards in the UK and Australia



Govia Thameslink Railway (GTR) won two prizes at the 2016 Railway Industry Innovation Awards. In the Environment category, GTR won for its approach to One Planet Living, making sustainability a key part of everything they do. The group is supported by over 40 volunteers, who drive improvements in their local areas. As a result of the dedication across the company, it has achieved an 85% recycling rate for its network.

In the Engineering and Safety category, GTR and the Sussex Community Rail Partnership won for its work developing and delivering their innovative 'Go-Learn' initiative. Since July 2015, they have delivered Go-Learn material to almost 6,000 children. Go-Learn helps equip young people with the knowledge and awareness for safe and independent railway travel.



Keolis Downer Gold Coast has also won a Gold Coast Business Excellence Award for its commitment to employee wellness, and for its Person with Intellectual and Developmental Disability (PIDD) Program which was implemented with the Special Olympics. This programme gives those with an intellectual and developmental disability the opportunity to work at the Gold Coast tram depot on 10-week work placement programmes, taking part in duties such as delivering stationery, alphabetising/sorting business cards, filing, photocopying and laminating.

Contact: rachel.bowyer@keolis.co.uk & melissa.stone@keolisdowner.com.au Corporate Social Responsibility



CONTINENTAL EUROPE

The Netherlands: Syntus drivers go fully electric



With the deployment of 50 Volkswagen e-Golfs in June, Syntus' car fleet for driver logistics is now fully electric and emission free. The introduction of these electric cars fits with the sustainable transport strategy of Syntus and Keolis as a group. Drivers can now move between Syntus' depots and bus stations safely and with minimal impact on the environment. It is the first large-scale use of electric cars in public transport in The Netherlands. [Click here to watch a video presenting the new fleet of e-Golfs.](#)

Contact: snijders@syntus.nl

Corporate Social Responsibility

FRANCE

Adapted transport solutions when and where they're needed



Keolis has been granted a six year extension for the operation of PAM75, the on-demand transport service in Paris for elderly passengers or those with a disability. PAM75 has been operated by Keolis since the service was created in 2003.

The new contract will start in November 2016 and is worth 78 million euros. PAM75 provides 300,000 journeys each year, 65% of which are regular trips. Under the new contract, PAM75 will begin operating entirely via clean energy (60% electricity, 40% LPG).

Keolis is the leading provider in France of transport for people with reduced mobility, with approximately 40 specialised services transporting 1.2 million passengers a year.

Contact: celine.pasqualini@keolis.com

Economic Performance

NORTH AMERICA

Canada: Electric bus trial in Les Moulins



Keolis Canada and Urbis (the local transport authority) recently conducted the trial of an electric bus in the regional county of Les Moulins, Quebec. The electric vehicle was in service for a week from 6 to 15 July, and ran on several different Urbis routes. The vehicle was also made available at the Terrebonne terminal for demo rides.

"The joint efforts of Urbis and Keolis Canada to improve air quality and climate change show how we can enhance quality of life in the area. Electric vehicles are the future of public transport, and we are proud to be part of this project", said Stéphane Berthe, Chairman of the Transport Committee for Les Moulins and Terrebonne city councillor.

Urbis and Keolis Canada provide bus, collective taxi and paratransit services for approximately 160,000 citizens and carry out over 3.5 million passenger trips per year.

Contact: claire.predagne-rachakit@keolis.ca

Corporate Social Responsibility

AUSTRALIA & NEW ZEALAND

Australia: Modernising Malvern Depot



After five weeks of construction, Yarra Trams' Malvern Depot recently opened its doors, commencing the start of a new era for the 106-year-old depot.

The upgrade work included the installation of modern end-of-trip facilities, new break and rest areas, as well as state-of-the-art signalling, automatic switch points, and lighting technology. These changes will help improve the efficiency and safety of Yarra Trams' operations, and is part of Keolis Downer's investment in modernising Melbourne's tram network.

Watch out for a virtual tour of Malvern Depot, which will be available via Yarra Trams' YouTube channel in the coming weeks.

Contact: kellie.ashman@yarratrams.com.au

Operational Excellence

ASIA, MIDDLE EAST & AFRICA

India: Passengers have their say on KPIs



To help assess the performance of operations and customer service ahead of the upcoming network launch, Keolis Hyderabad invited passengers to a KPI focus

exercise on 5 July in partnership with L&T Metro.

The event included a visit to Nagole Station and train ride for approximately 580 people from seven NGOs and two schools, all of which are supported by Keolis Hyderabad as part of its corporate responsibility programme.

Attendees were invited to evaluate all passenger systems and infrastructure. This included station lifts and escalators, passenger information signage and communication systems, ticket machines and access for passengers with reduced mobility.

While passenger satisfaction was high in a number of areas including cleanliness, customer service and effective passenger communication systems, some areas were highlighted to improve accessibility for passengers with special needs.

Employees from across all departments helped to make this event a great success.

Contact: manjula.kamble@keolisHyderabad.com

Customer Satisfaction

CORPORATE

When Keolis, when Keolis goes to Rio...



Keolis will soon be going to the Rio Olympics with [Arnaud Assoumani](#), the French paraspport athlete the Group has been sponsoring since 2007. Arnaud competes in the long jump, triple jump, 100m

sprint and the 4x100m relay. We wish him the best of luck in this year's competition.