



## Headline news France: Keolis at the heart of UEFA Euro 2016



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From 10 June to 10 July, Keolis, in partnership with SNCF, will be carrying the teams, umpires, technical staff and VIPs of the European football championships, hosted by France this year. Keolis subsidiaries Kisio and Keolis Travel Services, will provide a total of 1,600 coach transfers during the tournament.

«The 24 teams competing have their own dedicated vehicle and crew throughout the competition,» explained Daniel Aubaret, Kisio's marketing director. «We have invested in 44 high-end coaches and accredited 350 employees (drivers, maintenance and repair officers, supervisors), who have been specially trained and are bilingual. We intend to maintain the highest possible level of service quality and customer satisfaction.»

The Keolis networks of Lille, Lyon, Bordeaux and Lens - four of the host cities - have also harnessed their energies to organise special transport services for the huge numbers of supporters expected in the stadiums and Fan Zones.

Operational excellence

### UNITED KINGDOM

#### New hi-tech Thameslink trains unveiled



A new 12-carriage Thameslink train has been unveiled at London Blackfriars station and will be 50% longer than most of the rail firm's fleet. The new Siemens Class 700, which features fewer seats per carriage, will also indicate a carriage's capacity via electronic signage.

The two-by-two seating, instead of the original two-by-three format, is welcomed by some passengers as it offers more room for standing commuters during rush-hour and will carry up to 1,750 people. The new trains will run on the Brighton to Bedford route through central London within weeks. Govia Thameslink CEO Charles Horton said: «These trains have been designed to meet the huge growth in passenger numbers that have soared by 40% in the past decade.»

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Operational Excellence

### AUSTRALIA & NEW ZEALAND

#### Gold Coast: New leadership team



Loretta Lynch, has been appointed as the new CEO of Keolis Downer Gold Coast. Loretta was previously the company's CFO, and replaces interim CEO Campbell Mason. Campbell was central to the work of the business in reducing fare evasion, developing the stage 2 O&M

proposition and ensuring G:link is a benchmark for light rail performance and customer service.

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Operational Excellence

### NORTH AMERICA

#### United States: Time to pick up the trash



Keolis Commuter Services Engineering deployed teams for a major clean-up of the area near Yawkey station (which leads to Fenway Park where the baseball team the Boston Red Sox play) in Boston on 14 and 15 May.

More than 500 bags of trash were removed from the site- the first time it had been cleaned in 12 years. The teams filled four 25-cubic yard roll-offs (large trash containers), equivalent to 1.8 tons of trash. The clean-up effort resulted in a [positive story for Keolis in the Boston Globe](#).

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Corporate Social Responsibility

### FRANCE

#### Rennes: Bus safety initiatives



At the end of May, Keolis Rennes carried out an internal bus and road safety campaign to increase awareness about the risks for passengers and employees. This included a new training exercise between Keolis employees and local firemen; the raising of an articulated bus to free a person trapped underneath. The objective was to ensure the efficiency and speed of their rescue operations.

The pre-selection for the [European Golden Bus driver contest](#), to be held during the European Mobility Exhibition in June. The competition assesses the technical and customer service skills of drivers in real-life conditions. Some 50 drivers from Rennes took part in the qualification stage.

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Safety

### CONTINENTAL EUROPE

#### Belgium: Stakeholders briefed on mobility trends

On 31 May Keolis held a briefing with key stakeholders of Belgium to explain our 'Keoscopic' approach to analysing and improving transport services, and also discuss the challenges facing the industry today. Indeed, our most recent market study in Belgium resulted in some interesting findings: 70% of passenger journeys actually occur outside peak hours, and only 20% of trips are between work and home. The audience for the briefing included public transport authorities, passenger associations and media. Keolis currently operates 49 bus and coach subsidiaries in Belgium, as well as a taxi company and three travel agencies. Its fleet of 2,500 vehicles provides public transport, school buses, corporate transport and tourist buses.

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Customer Satisfaction

### CORPORATE

#### Keolis at European Mobility Exhibition



The next edition of this biennial exhibition will be held in Paris from 14 to 16 June. It

brings together key organisations in public transport and sustainable mobility. Over 10,000 participants from 58 different countries are expected over the three days, to discuss the latest innovations for urban and regional transport. This year's exhibition includes a day dedicated to the Franco-German rail industry. Keolis will have a stand at the exhibition, and will hold a series of presentations showcasing our expertise in customer service, digital products/services and heavy rail. We will also host public transport authorities from Sweden, Germany and Canada during the event.

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170 events worldwide have already been registered this year. Visit [www.keolife.keolis.com](http://www.keolife.keolis.com) for more info on each event, and don't forget to log on during KeoLife Week to share images and videos of your subsidiary's activities.