



Canada: New digital direction for Orléans Express!

2016 promises to be an exciting and innovative year at Orléans Express, Keolis' subsidiary in Canada specialised in coach services throughout the province of Québec. From 25 January, passengers will have access to a new user-friendly website that guarantees them a seat on the day and at the time of their choice. Three new ticket types are now available to accommodate different customer needs (Promo, Flex or Promo+). Similar to trains and airlines, passengers will be able to choose between price and flexibility. Prices have been adjusted to offer tickets starting from CAD\$25 (16€), for the 255km journey between Montreal and Québec. At the same time, Orléans Express is launching a new mobile app, "Orléans Mobile", to facilitate booking and eliminate the need to print tickets. Passengers will also be able to accumulate loyalty points that will entitle them to free trips! These new changes illustrate Keolis Canada's desire to transform its customer offering through innovative digital solutions.

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Customer Satisfaction



CONTINENTAL EUROPE

Germany: QR codes on Eurobahn trains



Keolis Deutschland has recently introduced QR codes on all Eurobahn trains to encourage and facilitate real-time passenger feedback. By scanning the code, passengers have immediate access to an online form where they can report on any potential issues. The system enables a significantly quicker response time to train or service faults, or other passenger concerns such as cleanliness.

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Customer Satisfaction

Netherlands: Syntus extends its ISO 14001 certification

In late 2015, Syntus extended the scope of its ISO 14001 certification. This means that all of Syntus' activities are now covered by the ISO 14001 certificate, including its passenger operations. This reinforces Keolis' ambition to significantly increase the number of certified subsidiaries around the world.

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Corporate Social Responsibility

FRANCE

Keolis increases its stake in the car parking sector



EFFIA, Keolis' car parking subsidiary and the second largest car park operator in France, has become one of the leading shareholders in SAEMES, the number two operator in the Ile-de-France region (Greater Paris area). EFFIA already operates more than 30,000 parking spaces in Ile-de-France, and has now strengthened its position by acquiring 33.27% of SAEMES, which generates annually approximately 45 million euros for 25,000 parking spaces. This acquisition reflects EFFIA's desire to secure a long-term strategic partnership and to play a prominent role in Greater Paris, which represents 40% of the total French market. Click [here](#) to read the full press release.

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Economic Performance

Lille: A new way of paying for transport, using your mobile



In partnership with Orange (a leading telecommunications provider), Keolis Lille has become the first transport operator in France to enable the purchase of tickets via a smartphone. Known as "Orange Cash", this application means that ticketing terminals now recognise smartphones as a payment card. It's a fast, practical and secure way of paying to use public transport.

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Customer Satisfaction

UNITED KINGDOM

KeolisAmey Docklands launch charitable fund

As part of their commitment to supporting the local community, KeolisAmey Docklands (KAD) have launched KAD for Skills, a charitable fund offering £10,000 (€13,300) a year to local organisations and groups that help enhance the skills and employment opportunities of people living around the Docklands Light Rail (DLR). The fund will be promoted through open days and drop-in sessions in surrounding suburbs.

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Corporate Social Responsibility

ASIA, MIDDLE EAST & AFRICA

India: New trains & VIP site visit



The first eight trains at Miyapur Depot were received on 15 December in the presence of key executives from Keolis and Larsen & Toubro (L&T) Metro, the concessionaire that is managing the whole project. The new trains will soon undergo a series of trial runs.

Keolis Hyderabad has now received 15 three-car train sets (7 at Uppal Depot and 8 at Miyapur Depot) out of the total 48 required to run the network.

Keolis Hyderabad also hosted a high profile government visit in December to showcase the first stage of work between Mettuguda and Uppal stations. The event was covered extensively by local media and was a great way to raise the profile of the network set to begin operations in 2016.

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Operational Excellence

AUSTRALIA & NZ

Keolis Downer 'Connected Mobility' Conference



At the end of 2015, Keolis Downer held its inaugural senior leadership conference under the banner of Connected Mobility. The two days brought together 200 staff and stakeholders to profile Keolis and Downer Group operations around the world, and to discuss key public policy issues affecting the transport industry. The event was the first opportunity to bring together the leadership and business development teams from Keolis' three operations in Australia. Attendees included key political representatives and clients as well as industry thought leaders from Australia and New Zealand. The presentations from the two days are available on [Keoshare](#).

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Partnering with PTAs

Yarra Trams shoots a goal for accessibility



In the first week of December, Yarra Trams hosted its third Accessibility Week, to coincide with the International Day of People with Disability. As is now an annual tradition, Yarra Trams employees took part in a wheelchair basketball competition to better understand the challenges some of its customers face every day, and to continue improving its services. Accessibility is a key focus for Yarra Trams and earlier in 2015 it began trials to install automated passenger announcements on B-Class trams for passengers with vision impairment. Tram stops across the network also continue to be upgraded to improve the safety and accessibility for the two million passengers that use Melbourne's tram network each year. There are now 400 level access stops, compared to 319 in 2010 when Keolis Downer began operating the franchise.

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Customer Satisfaction

CORPORATE

Success for Keolis' new signature hashtag

Thanks to everyone who participated in Keolis' first Twitter campaign for COP21 last year. #CommittedTo has now become a signature hashtag for Keolis so feel free to keep on using it! [Click here](#) to view the page summarising the success of the campaign and the hashtag's future use.

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Employee Engagement

Best wishes for 2016!

Keolis would like to thank you for your ongoing support and wishes you all a fantastic year ahead!