



Keolis Downer wins first multimodal transport contract in Australia



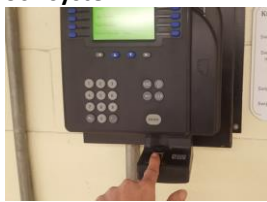
Keolis Downer has been awarded a 10-year contract for a new integrated public transport system in Newcastle, located north of Sydney (360,000 inhabitants). This is the first multimodal system to be contracted to a private operator in Australia and integrates network planning and design, with the operation and maintenance of the city's buses, ferries, future light rail (in 2019) and interchanges. "We are delighted to have been chosen and look forward to partnering with Transport for New South Wales to make Newcastle an even greater place to live and work", commented Bernard Tabary, Keolis' International CEO. The contract is worth around €312 million (AU\$450 million) and will start in July 2017. Find out more [here](#).

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Economic Performance

NORTH AMERICA

USA: KCS launches "biometric" time clock system



Keolis Commuter services (KCS), operator of Boston's MBTA commuter rail network, launched a new,

technologically advanced time clock system on 2 December. Biometric scanning is used to improve timekeeping processes at the network's maintenance facilities. Employees can now simply swipe their finger and tap in a personalised PIN number to clock in and out for shifts. "It's a modern approach, freeing staff to focus on getting trains back into service more quickly to ensure passengers get where they need to go," said Ernest Piper, acting Chief Mechanical Officer at KCS.

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Operational Excellence

Canada: New intelligent mobile app in Sherbrooke

The Société de Transport de Sherbrooke (STS) in Quebec has launched a new mobile application. The "Vermeil" app is central in the network's drive to provide customers with smart, efficient, personalised mobility solutions. Passengers can plan multimodal itineraries, save preferred stops for easy access, consult upcoming arrivals, receive traffic alerts, or use the geolocalised map to discover nearby points of interest. The app is available in English and French and will go live at the beginning of 2017.

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Customer Satisfaction

New edition of our "Thinking Like a Passenger" newsletter (see file attached)



This new edition focuses on the second of the three promises of our Thinking Like a Passenger programme:

"Smart Choices". Synergy between human contact and digital technology provides a successful passenger experience at every point of contact. Check out the initiatives in Boston, Montargis and Dijon and discover new videos on our [Keolife platform!](#)

CONTINENTAL EUROPE

Denmark: Keolis receives prestigious PTA award



Keolis Danmark in Hinnerup has been named "Best Bus Company of

the year by its PTA Midtraffik. This prestigious award honours the highest customer satisfaction rate among bus companies operating on behalf of the PTA. Keolis came out on top, with one of the highest scores achieved in years. This is the result of a highly engaged local team in Hinnerup, delivering service excellence and outstanding operational performance on urban and regional routes around Aarhus, Denmark's second largest city.

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Customer Satisfaction

The Netherlands: Keolis starts operations in Utrecht and launches KeoBike



On 11 December, Syntus began operating its new bus concession in the Province of Utrecht. Syntus will improve public transport in this region via a fleet of 200 electric, zero-emission, low-emission and hybrid buses. Syntus' commitment to sustainable smart mobility solutions is also reflected in the recent launch of [KeoBike](#): an innovative bike-hire scheme designed to simplify the first and last kilometres of a journey. Customers can use their smartphone to reserve, unlock and pay for rental of one of 340 bikes at 24 locations across east and central Netherlands.

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Corporate Social Responsibility

Best wishes for 2017

Keolis would like to thank all its subsidiaries for their on-going support and wishes you a safe and happy new year ahead!



AUSTRALIA & NEW ZEALAND

G:link breaks all records



November marked a milestone for Keolis' G:link light rail network on Australia's Gold Coast. Following 29 months of operations (including thirteen with a service performance exceeding 99.97% and nine months at 99.99%) Keolis Downer's teams achieved 100% service delivery, for the first time in the network's history. Punctuality also reached record levels, with 97.37% of services running on time. Congratulations to the entire team on this amazing result!

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Operational Excellence

CORPORATE

Keolis at Women's Forum Global Meeting 2016

The Women's Forum Global Meeting 2016 in Deauville, France in early December saw 1,250 participants from 70 countries debate "Is the sharing economy a sharing world?". Keolis was an event partner and Jean-Pierre Farandou shared the Group's vision on urban transport and mobility. Gender equality is a priority of the Group's HR policy and in 2016 Keolis became the first passenger transport group to obtain the Gender Equality and International Standard, which rewards actions to promote diversity and gender equality.

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Corporate Social Responsibility



KeoShare Contest: the results are in

67 of your colleagues were recognised by you for their help on KeoShare. All 52 funny, sweet and even poetic nominations were united in their message of thanks. Watch the [winners' video clip](#) and [read the nominations](#).