



Local and international press discovers Keolis' flagship automated metro operations



On 28 & 29 November twenty-four French and international journalists discovered Keolis' expertise in automated metros, visiting the Group's operations in Lille and London. First stop: the Northern French town of Lille where Keolis launched the world's first automated metro in 1983. The journalists (from a variety of publications) attended presentations on Keolis' expertise in automated metros and visited Lille's depot, maintenance centre and control room. The busy programme then continued on to London, where Keolis has been operating the Docklands Light Railway (DLR) as part of its joint venture with Amey since 2014. Visits to the network's depot and control centre were accompanied by presentations on Keolis UK and the DLR. During the depot visit Keolis Executive Chairman, Jean-Pierre Farandou, met with London's Transport Commissioner, Mike Brown. There was also a presentation focused on Keolis' role in the design stages of the "Grand Paris Express": a 200km automated metro network around Paris planned for 2030 to increase services, combat pollution, reduce congestion and promote the development of the Greater Paris region.

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Operational Excellence



AUSTRALIA & NEW ZEALAND

Melbourne's trams bring art to the community



Photo credit: James HH Morgan

A moving art show is adding colour to Melbourne as eight trams covered in art travel around the network as part of the Art Trams programme. Yarra Trams (Keolis' subsidiary in Melbourne) has been supporting the programme since it began four years ago, working in partnership with the local PTA, the State Government arts body and the Melbourne Festival. The initiative, which runs until April 2017, aims to make art accessible to everyone, showcasing works by professional and student artists, themed around Melbourne's diverse and vibrant community. Nicolas Gindt, Yarra Trams CEO said, "Art Trams helps us brighten the days of thousands of people from communities across our city."

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Corporate Social Responsibility



ASIA, MIDDLE EAST & AFRICA



India: Keolis Hyderabad Eye Camp

An Eye Injury Prevention and Eye Health Awareness Camp was organised at Keolis Hyderabad's Uppal and Miyapur depots on 9 & 10 November as a part of an occupational health drive. More than 300 employees of Keolis Hyderabad, L&T Metro and associated partners had their vision tested by professional ophthalmologists. The initiative was designed to raise awareness about eye healthcare as well as eye donation.

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Corporate Social Responsibility



UNITED KINGDOM

Meet EmMA, Nottingham Trams' newest team member!



Keolis UK subsidiary Nottingham Trams launched a new Employee Mobile App (EmMA) on 3 November. EmMA is the app mascot, providing employees with an innovative way to access information at a glance, anytime or anywhere. Features include; roster information, holiday requests, news and videos, surveys, message boards and company profile and performance. The app also incorporates a new benefits hub, with simple access to discounts and promotions across over 1,000 retailers. Almost 70% of employees have already downloaded the app, feedback has been very positive and suggestions are already coming in for version 2.

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Corporate Social Responsibility



CONTINENTAL EUROPE

Norway: Light Rail Day 2016

Light Rail Day took place on 14 & 15 November in Bergen, Norway where Keolis operates the Bybanen light rail network. Scandinavia's leading light rail seminar provided Keolis Norge with the perfect opportunity to showcase their expertise to 150 participants from 14 countries. Presentations, exhibitions, a guided tour of the new Bybanen depot and networking opportunities made for a busy and productive two days.

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Operational Excellence



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



This inaugural edition presents the first of the three promises of our Thinking Like a Passenger programme: "Collective Design". Content includes recommendations on co-construction and ideas that you can adapt for your network. Discover all the tools at your disposal:

- Case studies and key messages on [KeoShare](#)
- [Auto-evaluation tool](#) to help build your roadmap

And don't forget to share your successes on the [Keolife platform!](#)

CORPORATE

Strong Keolis participation in 2016 SNCF Group Awards

The project call for the 2016 SNCF Group Awards generated strong interest across the Keolis Group with 46 projects submitted, including 23 from International subsidiaries. Sixteen projects (two in each category: commercial and economic efficiency, client/customer requests, cooperation, digital, safety, CSR, international, employee engagement) will be selected for submission to the SNCF expert jury in early 2017. Voting begins in March, with the winners announced in May. This is the first time Keolis subsidiaries have been eligible for this internal awards programme that recognises employee achievements and promotes team spirit, innovation and operational expertise.

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Employee Engagement



Keolis Operations Seminar 2016



The 2016 Keolis Operations Seminar took place on 9 & 10 November in Paris. Over 170

employees, including 60 key operations experts from international subsidiaries, came together to discuss and share best practice on operational excellence in the fields of safety, customer experience, productivity and HR.

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Operational Excellence



First meeting of MTA

The first meeting of the Mass Transit Academy (MTA) took place on 20 October. Twenty employees from Keolis, Transilien and SNCF will work together to develop their expertise in public transport in densely populated areas, meeting two days per month for best practice sharing, conferences and on-site visits. Emmanuel Kuhn and François Vinsonneau represent Keolis for this first intake, and will share their experience acquired in Hyderabad and Lyon.

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