



Leading news Norway: New tram depot & network extension coming soon!



Keolis Norge's new tram depot in Bergen will soon be fully operational, with the network control centre and the administrative team having moved there earlier this month. Drivers will migrate from the old depot by 25 July. The fleet of 20 trams will be stored in this new depot, located near the airport, with capacity for up to 40 vehicles. After three years of construction, the inauguration of the new depot has been timed for mid-August to coincide with the launch of a 6km extension to the existing 13km network. Eight new trams, each 42m long and able to carry up to 280 passengers, will be added to the fleet as part of the extension. By the end of 2017, the existing trams will be extended to increase their passenger capacity.

Since its launch in 2010, the network has not stopped growing. Patronage continues to rise (35,000 passengers a day, in a city of 280,000 inhabitants), and employee numbers have also increased significantly (120 employees, following an 80% increase in operational staff since 2010). This has been accompanied by a consistently high customer satisfaction rate, between 95% and 99.5%. Operational excellence

Contact: kristoffer.monsen@keolis.no



ASIA, MIDDLE EAST & AFRICA

China: Shenkai management in France



The new management team for our future metro line 8-3 in Shanghai is currently in France for

a three-week induction programme (17 May to 3 June). The group of eight includes the General Manager, as well as the managers for Operations, Maintenance and QHSE. The group started their induction at head office in Paris, and is also visiting Keolis' networks in Rennes and Lille. Workshops and presentations have been designed to provide an in-depth understanding of these two multimodal networks, on a range of topics including operations, maintenance, safety and customer service.

Contact: francoise.tisserand@keolis.com

Employee Engagement

India: Farewell for MD of L&T Metro



On 23 May Keolis Hyderabad hosted a function in honour of VB Gadgil, the Managing Director of L&T Metro (the

concessionaire managing the Hyderabad metro project). Mr Gadgil was honoured for his work in leading the project and bringing it to its readiness stage. Senior management from L&T Metro, Keolis and key construction partners attended the event. During his farewell speech, Mr Gadgil expressed his satisfaction in having chosen Keolis to operate and maintain Hyderabad's new metro, and praised the collaboration between the two partner companies. Mr Gadgil will be replaced in his role by Shivanand Nimbargi, who will start on 1 June 2016.

Contact: manjula.kamble@keolishyderabad.com

Partnering with PTAs

2015 Annual Report & Keolis at a glance

The latest Group reports are now available on KeoShare. Printed copies will be sent out to all subsidiaries in the coming weeks.



UNITED KINGDOM

London youth group wins KAD funding



KeolisAmey Docklands has awarded this year's KAD for Skills fund to Greenwich and Lewisham Young People's Theatre. The charitable fund, led by the Community Ambassador team, is devoted to helping projects which improve the skills and future prospects of people in the communities served by the DLR. The fund offers £10,000 (EUR13,000) to the winning organisation or group to invest in their project.

Greenwich and Lewisham Young People's Theatre were selected for the outstanding work they do to increase access to the creative industries for young people from deprived areas. The fund will help them to deliver further training activities, including industry day events, hands-on workshops and an apprentice company training programme, engaging over 300 young people.

Contact: anisha.mistry@keolisameydlr.co.uk

Corporate Social Responsibility

New Group maintenance policy



Keolis' maintenance policy defines the fundamental principles underlying the documents in the KIH reference manual (Keolis Industrialises and Harmonises its Maintenance). KIH refers to the Group's continuous improvement approach to maintenance. Its purpose is to guarantee passenger safety, service quality and economic performance via simple and rigorous work methods.

This new policy document has now been finalised following the input of close to 30 maintenance directors from across the Group.

It applies to all subsidiaries and will be distributed in both French and English in June. The deployment of these fundamental principles has already generated quick and tangible results. The first subsidiary to implement the KIH approach (Keolis Essonne Val de Marne, southern Paris region) saw a significant improvement in its level of security, operational performance and employee engagement, including a 50% decrease in vehicle immobilisations, and 50% more successful technical checks.

Contact: michael.guthmuller@keolis.com

KeoShare survey: the results are in!



Thanks to all 540 people who took part in this survey. 84% of you believe that KeoShare adds value to your everyday work. However feedback also showed that

KeoShare needs to become simpler to use. Improvements to the platform will be rolled out from June onwards. In the meantime [click here to view the complete results of the survey.](#)

Contact: laurence.fourcade@keolis.com

CORPORATE

Taking shape: International Digital Strategy



In January 2016 an action plan was launched to help define the Group's International Digital Strategy. Thanks to the collaborative efforts of three departments - Innovation & Digital, International Marketing, and International IT - phase one of the plan is now complete.

A team of Digital Champions has now been appointed from subsidiaries across all of our regional platforms, to accelerate the development and implementation of the International Digital Strategy.

An [inventory of the 54 existing digital solutions across all subsidiaries has been created.](#) The top needs for passengers, maintenance and operations have also been identified, to eventually define four new digital solutions for industrialisation. The next stage of the plan will focus on digital information and training, and the industrialisation of solutions.

Thank you to everyone who has participated in the project so far. Don't hesitate to join the [International Digital Community on KeoShare](#), to keep up to date with progress on the project.

Contact: arnaud.julien@keolis.com



KeoLife Week: 20-24 June 2016

Subsidiaries have started entering their programme of events on www.keolife.keolis.com Log on to see what's happening across the Group, and get ready for a bumper week of activities!