



## Leading news Australia: Past meets future at Yarra Trams' new Preston Depot



Yarra Trams officially opened its new Preston Depot with a community day on Sunday 17 April. More than 1,500 people took the opportunity to tour the 90-year-old renovated site, and see Melbourne's historic W-Class and its latest E-Class trams in action. The two-year project is Australia's largest redevelopment of an operational heritage site to date, with it continuing to be used as a heavy maintenance facility throughout construction. The new facilities set a new benchmark in our industry in terms of the technology and automated services now available on site, including upgraded heavy maintenance facilities, new sanding facilities that can sand four trams at once, a tram wash, automated wheel measuring system and a world-class full-cabin tram simulator used for the tram driver training programme. The upgrades to the new Preston Depot will also enable Yarra Trams to stable up to 75 of its modern E-Class trams, which will increase the safety, accessibility and capacity on some of Melbourne's busiest tram lines. For more information about the new home for E-Class trams see [www.yarratrams.com.au](http://www.yarratrams.com.au)

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Operational excellence

### ASIA, MIDDLE EAST & AFRICA

#### India: Important safety certification achieved

The Hyderabad metro has reached a much awaited milestone, with the awarding of the Safety Certification Award for stage 1 of the network, by the Indian Commissioner of Metro Rail Safety (CMRS) on 25 April. This is a significant achievement and we congratulate all employees at Keolis Hyderabad and L&T Metro who were involved in this important phase of the project.

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Safety

### UNITED KINGDOM

#### Report calls for mayors to be bold on transport

A new report from British think tank IPPR North – Connecting Lines – has said that the incoming mayors for newly devolved city-regions in England need to consider innovative new approaches to local taxation and the integration of transport services. The study, which was sponsored by Keolis UK, puts forward a series of recommendations on investment, integration and leadership, for both the future crop of directly elected Metro Mayors and central government.

Newly devolved city-regions will be granted powers over local taxation - such as Business Rates and workplace parking levies - and the report says these should be fully exploited in order to help fund investment into transport. Calling specifically for the expansion of the number of tram networks, Connecting Lines draws on the example of Nottingham's NET tram network, where its construction was funded by a new workplace parking levy. [Click here to download a copy of Connecting Lines.](#)

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Economic Performance

#### New corporate website

[Discover the first pages of the new website by clicking here!](#)

### FRANCE

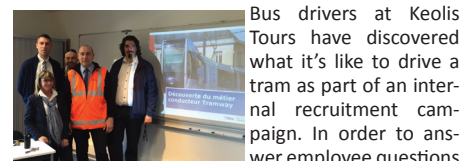
#### Val-de-Marne: Keolis' first subsidiary to adopt the KIHM approach

Keolis Industrialises and Harmonises its Maintenance (KIHM) is the Group's continuous improvement approach to maintenance. Its purpose is to guarantee passenger safety, service quality and economic performance via work methods that are both simple and robust. In January 2016 Keolis Val-de-Marne (a region south of Paris) became the first subsidiary to adopt the KIHM approach. After six days of onsite analysis, the KIHM team identified the subsidiary's strengths and areas for improvement, in order to develop an action plan. Of the 110 actions to be carried out by each work shop, 85% had been completed by the end of March. The actions related to the management of performance, skills, maintenance planning, tool use, improvement of work spaces and team engagement.

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Operational Excellence

#### Tours: Bus drivers learn all about trams



Bus drivers at Keolis Tours have discovered what it's like to drive a tram as part of an internal recruitment campaign. In order to answer employee questions and encourage them to apply, four tram discovery sessions, each one lasting half a day, were organised over a month. The sessions included a presentation of the role, challenges of training, as well as a physical tour of the vehicles, including the driver's cab. Thanks to these sessions, 17 bus drivers were able to discover the role of their tram colleagues and contemplate future career development within the company.

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Employee Engagement

### CONTINENTAL EUROPE

#### Germany: Stamp of safety approval

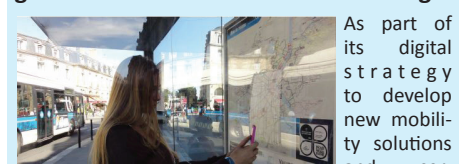
The German National Safety Authority (EBA) has confirmed the excellent safety management of Keolis Deutschland following their annual audit on 7 April. While this was only a mid-term audit (re-certification is due in 2018), all safety areas received the tick of approval. The results put the subsidiary in a good position for the launch of the TWN 2 train network, upcoming tenders and performance improvement.

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Safety

### CORPORATE

#### Connectings: Keolis partners with global leader for the Internet of Things



As part of its digital strategy to develop new mobility solutions and services, Keolis has signed a new partnership with Connectings. This French start-up, already well-established internationally, offers passengers 'customised' digital solutions, and provides contextual information at stops and during their journey. It draws on three types of technology for the transmission of data: QR codes (barcodes containing digital information), Near Field Communication (NFC - a simple and intuitive technology which works by placing your smartphone close to the object you want to interact with) and Beacon technology (which uses wireless sensors and can be deployed in vehicles and at stops). These beacons send a signal to our mobile devices prompting us to open applications which then relay information and customised promotions. Syntus, Keolis' subsidiary in the Netherlands, has been using Beacon technology on its network for the past several months. The collection of important commuter data has generated significant benefits for both operations and its relationship with its PTA. Find out [how to deploy Connectings in your subsidiary by clicking here.](#)

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Customer Satisfaction

#### Exchange of 'savoir-faire' between Dijon and Abu Dhabi

As part of its business development strategy, Keolis is encouraging experts from its French and international subsidiaries to carry out short-term assignments within the Group. Pierre Audouin from Keolis Dijon has done just that by participating in the Abu Dhabi bus tender. He joined the local team onsite over a two month period in order to share his expertise and contribute to the tender submission. The exchange proved to be a rich one, with Pierre able to provide a new and useful perspective on a completely new environment to him, and in turn learn much about the bus market in Abu Dhabi. This assignment would not have been possible without the strong support of Keolis Dijon, and in particular its Director who helped facilitate his departure and return.

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Employee Engagement