



# THE MOBILITY COMPANY

/ ðə məʊ'bɪlɪtɪ 'kʌmpəni /

Since 1853. Best known as Transdev. To be the mobility company is very ambitious but also very modest: to bring and build THE solution for clients, only the result counts! The commitment is to be the company that operates the best daily mobility options, in a spirit of open partnership serving communities and people, and with innovation and sustainability in mind at all times.



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transdev.com  

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Partner of the Global Compact

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# Transdev ID\*

As an operator and global integrator of mobility, Transdev gives people the freedom to move whenever and however they choose.

## 11 M

passenger trips every day

## 17

transportation modes\*\*

## 43,000

vehicles operated

## +600

electric buses

## 82,000

employees

## +150

different jobs

## €6.9 billion

revenue from ordinary activities (ROA)

## Activities & expertise

### Public Authorities & Communities

#### Transit

- Urban and regional bus (13 countries)
- Light rail services (9 countries, 21 street-cars & 2 tram-trains)  
#1 operator worldwide
- Transportation on Demand

#### Heavy Rail

- Regional passenger rail transportation (5 countries, 32 networks)
- Metro line (CDG airport's inter-terminal shuttle)

#### Other modes and Services

- Car parks (recent acquisition)
- Ferries (4 countries)
- Bike sharing (in France)
- Paratransit and ambulance services  
(in France, USA and the Netherlands)
- Transportation services for health institutions

### Business

#### BtoB

- Airport services
- Tourism
- Companies
- Schools, universities, campus
- Health Services

### Digital & technology

- Mobility-as-a-service
- Connected Transport on Demand and shared mobility
- Autonomous Systems

### Zero emission

## Figures that inspire

Leading private rail operator

Leading streetcar operator: 21 networks

#1 European operator of zero-emission electric buses

Leading operator of autonomous shuttles with over 3.5 million passengers carried

## Worldwide presence

# 5

continents



AUSTRALIA  
CANADA  
CHILE  
CHINA  
COLOMBIA

CZECH REPUBLIC  
FINLAND  
FRANCE  
GERMANY  
IRELAND

MOROCCO  
NEW ZEALAND  
PORTUGAL  
SWEDEN  
SPAIN

THE NETHERLANDS  
UNITED KINGDOM  
UNITED STATES

## Shareholders with a long term vision

Transdev is a "société anonyme" (limited company) with a Board of Directors, jointly owned by Caisse des Dépôts (66%) and the RETHMANN Group (34%).

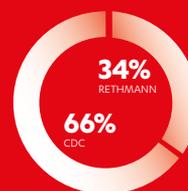
The two groups have concluded a partnership agreement sealing their shared strategic vision for the international development of Transdev.

### Caisse des Dépôts Group

A French Public Financial Institution founded in 1816, Caisse des Dépôts Group conducts missions of General Interest and supports regional economic development.

### RETHMANN Group

RETHMANN Group is a 100% family-owned German service and utility group. It is among the world leaders in logistics and transportation, in water and recycling and in the field of bio-technologies.



# MANIFESTO



Discover  
the Transdev  
anthem!

**Nobody can stop you  
You have people to see  
Places to go  
A world to explore  
And dreams to pursue.**

We move with you  
To clear your path  
With smarter solutions  
By making things smoother  
To not slow you down.  
So we move forward  
In comfort and safety  
By thinking ahead and innovating  
For generations to come.

Let's open up regions  
Serve more communities  
Deliver better business  
And get everyone on board.

Mobility is the key  
And sustainability the way  
To let people roam freely  
On their daily journey.

**Nobody can stop you  
And we're just getting started.**

Transdev, The mobility company

**Thierry Mallet,**  
Chairman and Chief Executive Officer



**As The Mobility Company, and the leading operator and global integrator of daily mobility, we empower your freedom to move every day.**

Beyond inspiring words, it is our overall commitment. We are proud to provide 11 million daily passenger trips thanks to efficient, easy-to-use and environmentally-friendly transportation services that connect people and communities. At Transdev, our goal is simple: It is creating the best mobility solutions for our clients and customers. The ambition is clear, and our stakes are high. We believe that mobility is key for quality of life and sustainable development.

**A NEW PARADIGM, IN MOTION**

Tomorrow's mobility will only be sustainable if shared. The former mobility model, founded on private cars, is coming to an end. Congestion, atmospheric and noise pollution, disfigurement of the landscape, depletion of fossil resources,

show the limit of the model. As mobility pioneers and leaders, we have to adapt, transform and design a new global model. One that is more responsible and inclusive.

This is the context in which we have reassessed our mission. *The Mobility Company* is the incarnation of our new strategy. It is founded on the in-depth understanding of our **customers**, our **engaged teams** and our commitment towards our **clients** and the **communities** we serve. **Innovation** is at the heart of everything we do to prepare for the future with more attractive, efficient and solutions generating great **performance**.

It is our opportunity. Transportation is one of the main sectors that, by its action, can positively affect the daily lives of citizens, the smooth running of the economy and the tackling of climate change. Therefore, our approach to CSR is genuinely in line with our vision and strategy. People, Planet and Performance are issues we address holistically, head on.



### THE EXPERTISE OF A PARTNER IN-SYNC WITH THE NEEDS OF LOCAL COMMUNITIES

Our approach is rooted in long-term partnerships with public authorities and businesses, and in the relentless pursuit of the safest and most innovative mobility solutions. For that, our teams engage with our local partners on a daily basis.

Our credo is for a mobility that is seamless and easy to access, a mobility encompassing the full travel, door to door. Beyond our role as a transportation operator, we have become an integrator of daily mobility solutions addressing the needs of today and tomorrow. With our two long-term shareholders, Caisse des Dépôts Group and the RETHMANN Group, we have reinforced our capital structure to embark on the deployment of our new strategy.

This strategy is ambitious, transformative, responsible and inclusive. It is already bearing fruit as evidenced by the significant increase in our commercial successes, particularly internationally, where we generate more than 60% of our revenues.

### TRANSDEV, A TEAM OF PEOPLE SERVING PEOPLE

We are committed to achieving better mobility for all. Our greatest asset and our performance reside in the commitment of our 82,000 team members across the world. To develop a deep understanding of our customers and to serve them better, anticipate their needs and increase ridership, we strive to foster an environment of trust, collaboration, wellbeing, diversity and engagement. For all of us safety is the absolute priority for our customers, our teams and for the users with whom we share the public space.

### RESPONSIBLE LEADERSHIP, FOR THE SAKE OF OUR PLANET

Tomorrow's transportation must be developed with a positive impact on the environment in mind. At Transdev, our approach to tackling climate change is delivered through increasingly innovative offers. Limiting our environmental impact must not come as a cost to the service our customers receive. This is why we are creating positive change that supports and works for our communities. The development of more efficient and eco-friendly vehicles and the use of green energies enable our customers to use effective, affordable and most importantly, responsible mobility, already two-thirds of our vehicle fleet is composed of clean vehicles. 33.9% of our fleet is already considered to be low emission.

As Europe's largest operator of electric buses, with over 600 buses in seven countries, Transdev has commissioned – in the Netherlands – over 100 all-electric buses in the greater Amsterdam region and the Schiphol airport, and 50 more in Eindhoven. This deployment will continue to grow over the years to come. This example will spread also in France, with ongoing projects in the Île-de-France region, in Nantes, in Limoges, in Valence. Going a step further, in Lens (northern France), Transdev will start this summer the commercial service of the first BRT (Bus Rapid Transit) line in France introducing six fuel-cell hydrogen powered electric buses. Transdev is convinced that in the long-term hydrogen will become the energy source of choice for ever more transportation networks around the world.

### INNOVATION AND PERFORMANCE, OR NOTHING

Innovation is our way to stay ahead of our customers and clients needs in a fast-paced environment. We have our vision for tomorrow's mobility, which translates through our P.A.C.E. model: Personalized, Autonomous, Connected and Electric mobility which is more inclusive and enables mobility for all and everywhere. At a time when mobility is a fundamental need, Transdev is working to develop autonomous shared transportation to ease traffic congestion in cities and reduce pollution in urban areas. Our autonomous vehicles will bring real daily benefits by offering flexible, personalized and accessible services, more extensive services in time and/or space, less noise and air pollution, thanks to 100% electric vehicles, more safety and comfort. At the same time, we develop transportation-on-demand services to be able to answer to low density area issues.

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**Beyond showcasing success stories that embody our new strategy, we wish to put under the spotlight the collaborative dimension of positive change. Designing the mobility of tomorrow is a team work, in which the role of each stakeholder is simply...vital.**

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# 1

## PEOPLE SERVING PEOPLE

We are people serving people, providing our customers and clients with mobility solutions to meet their needs, every day. As a people-centric company, we foster collaboration and true team spirit. This cooperative environment ignites proactiveness, innovation and trust to constantly increase the best experience for our customers.



# Our people at the heart of Transdev's value proposition

Our greatest asset is the commitment of our 82,000 employees. Our teams all over the world embody our vision of inclusive and positive mobility every day. They are at the forefront of our value proposition and guarantee the quality of our 11 million daily passenger trips.

## Our business makes sense. We are people serving people.

At Transdev, our vision of society is embodied by our strive to foster talent, collaboration and team spirit.

We care about the well-being of our teams by ensuring to have the right person at the right place and to incite work/life balance.

We believe that each team member has the opportunity to influence and make a difference and so we foster proactive accountability and encourage outside the box initiatives.

We are a learning company and we promote development opportunities and diverse career progression paths.

We regard diversity as a strength and an opportunity and we are open to other approaches and promote an inclusive culture.

## TALENT IN ACTION

54,000  
drivers

2 million  
training hours per year

25%  
women

94%  
in permanent contracts (2018)

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## Identify and develop talent, foster collaboration in a learning company

Some of our major initiatives embody this ambition:

- **On The Launch Pad** – a program to accelerate the careers of new young talent by offering them a global vision of Transdev through jobs experimentation, learning expedition, participating to project link to innovation issues supporting the group transformation and more
- **Customer and Clients Intimacy** – two working groups focused on improving our knowledge and sensitivity to the needs of our passengers
- **Design Lab** – a training course in innovation and creativity techniques designed for all of our employees when visiting Group headquarters
- **E-team** – identify the group's experts in order to support our operations growth and performance
- **In'Pulse** – program to support managers taking up their positions on an international scale.

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## Support our drivers with a specific care

**We have developed the Drivers@transdev program founded on 3 key dimensions:**

- Attract, recruit and retain talented drivers
- Connected Drivers – drive the digital transformation of the profession
- Identify the skills needed tomorrow to build the future of the profession and support our drivers in this transformation.

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## Promote and deploy one culture, one management model

**we@transdev** is a key enabler to develop our management community and our people. It is an evolving model so as to meet Transdev's business stakes and mobility's transformation. It reflects what Transdev is today and will be tomorrow.

Our model is organized around 3 dimensions:

- Performance, we strike for excellence
- Innovation, we think and act differently
- Collaboration, we connect with people.

Pragmatic, intuitive and business-oriented, our management model aims to accelerate individual and collective development of our employees, instill a culture of accountability and a shared mode of collaboration.

## Our people, our heroes



### SAFETY AWARDS HEROES

**Winners: Antonio Castro, Eduardo Boto and Fernando Alves – Portugal.** These incredible individuals have been rewarded for their courage during a terrible night fire in late 2017. Their composure saved many lives. Driving a bus through the flames because there is no other option is a genuinely heroic act. |

### THIRD PLACE FOR NORDWESTBAHN EMPLOYEE RONALD KWAPINSKI: "BIG-HEARTED RAIL EMPLOYEE 2019"

Once again this year, a colleague from Transdev Group was awarded a prize in the nationwide competition "Big hearted Rail Employee 2019."

Ronald Kwapinski, train steward at NordWestBahn, convinced the jury of the competition with spontaneous helpfulness and won bronze. He spontaneously bought a ticket at his own expense for a boy who had forgotten his monthly pass and had no money in the train of the Regio-S-Bahn Bremen/Niedersachsen. "Ronald Kwapinski has the heart in the right place," says Tobias Heinemann, managing director of Transdev GmbH. "We are aware that our colleagues are often faced with difficult decisions in everyday life. Doing the right thing is not always easy. But they do a great job and always do their best." Allianz pro Schiene, Germany's alliance for the promotion of safe and environmentally friendly rail travel, today honors the winners of this year's competition at a festive gala in Berlin. Gold and silver go to employees of Deutsche Bahn (DB). |





**USA**

**TO MAKE EVERY DAY  
A PERFECT SAFETY DAY**

Transdev USA launched a new program called a **Perfect Safety Day**. The initiative aims to celebrate the achievements of each day with no preventable accidents or injuries rather than counting consecutive days. Making a Perfect Safety Day is a mindset and it reminds employees that "it starts when you wake up and through every second of your day whether you are at work or not. The goal is to do your part in every way possible to make today perfect." The program is being rolled out at every location across the USA and every employee, including management, is required to participate. It entails attending a safety meeting, reviewing the safety principles, and making a personal pledge for a perfect safety day. |

**FACING NATURAL DISASTERS**

We salute the courage and the bravery of our team members in our contract in **Chico**, in northern California, who saved hundreds of peoples from the fire by continuing their work. Unfortunately, 14 team members who live in Paradise have lost everything – their homes and belongings burned to the ground; others members have had damage occur. Because mobility is before anything else human, it was obvious for us to help our colleagues by launching an internal fundraising in which Transdev has provided 75,000 dollars. |



**PARADISE**



**ISSY-LES-MOULINEAUX**

**PROMOTE INTRAPRENEURSHIP**

**Le Gouvernail** (literally the Ship rudder!) is an item of disruptive urban furniture that helps people find their way on foot. The map indicates where to go, giving high visibility to the reader. Simple is genius! The innovation is now a great addition to Transdev's answers to tenders and is seen positively by public authorities. Massive duplication is in the making illustrating the group's entrepreneurial ambition. A prototype is currently exhibited at the main entrance of Transdev's headquarters in Issy-les-Moulineaux. |

# Meeting the expectations of our clients and passengers

At Transdev, our commitment to designing the future of mobility defines our core identity. Each innovation, idea, project, discussion, doubt, success or strategy fosters one single purpose: translating people's expectations. For this, we engage all of our stakeholders and value their insight.

## SAN GABRIEL VALLEY



## RE-INVENTING MOBILITY IN FOOHILL (USA) – HAND IN HAND

Since 2014, Transdev provides operations and maintenance for Foothill Transit's Arcadia Services (San Gabriel Valley, CA, USA). In 2016, the original contract renewal with four additional years was approved. Transdev will continue working to optimize the passenger experience for millions of Foothill Transit passengers. Key to this success lies in the ability to combine safety and accessibility with environmental performance. Electric vehicles do just that: less noisy, more enjoyable and eco-friendlier. Transdev's is committed to offering an exclusive electric fleet by 2030, implying the development of adequate infrastructure. Innovation will act as a true lever of positive change. |

## JOINED FORCES TO INNOVATE FOR CHILDREN

The start of the new school year in the French region Centre-Val de Loire is the occasion for local public representatives and Transdev to put its local network – Rémi – under the spotlight. Transdev offers free school transportation supported by great operational know-how and professionalism from its teams. Cooperation between Transdev and public authorities has been vital to developing such an appreciated mobility solution for pupils. |

## CENTRE – VAL DE LOIRE AREA



**Winner**  
of French Mobility award in 2017

**CO-DESIGNING NEW WAYS TO MOVE WITH THE LEMON PROGRAM**

In Grenoble, Transdev leads the LEMON program, a local mobility experimentation initiative. Its goal? To imagine the mobility of tomorrow and facilitate the use of public transports. The program is a collaborative project which identifies new ways to move such as contactless payments, car-sharing and public transports combinations, new bus stops, etc. This disruptive idea is the result of in-depth dialogue between citizens, local communities and Transdev mobility experts. 5 new installations imagined by passengers are currently being tested. |



**LE HAVRE**



**100 YEARS OF SUCCESS STORY IN NORMANDY**

The Communauté de l'Agglomération Havraise (CODAH, France) chose to renew their trust in Transdev to operate its public transit system for 2018-2023. Today, passengers who use Le Havre network on a daily basis can already choose between light rail, buses, on-demand solutions, funicular and bicycles. But Transdev is committed to improving its global mobility solution by undertaking a major overhaul of existing services by introducing several innovative solutions including new bus lines, year-long all-night buses and an on-demand bus solution to service the port area. These additions highlight the growing expectations of passengers who rely more and more on the quality of the expanding network. |

**100,000**  
passengers use  
Le Havre network every day

## A customer centric mindset

Our customer experience vision is intended to be an end-to-end representation, thanks to the consideration of the customer journey as a whole: from the search of the itinerary to the journey to the point of arrival, including the digital experience. A customer mindset also means considering the rational but also emotional dimensions of our customers who have specific needs, to answer it we have defined three pillars: understand their day-to-day mobility experiences through real customers' feedback, improve their journeys thanks to a dedicated customer experience factory, and create a customer culture to support the group transformation. "Our goal is to ensure that customers are always at the heart of our attentions, our concerns and strategic decisions. Achieving this goal is made possible through the development of a common customer culture everywhere and at all levels." Elisabeth Oger, Group Customer Director.



**"A group like Transdev responds better to customer needs by offering a quality fleet, technical and financial sustainability, combined with intermodality and electric mobility."**

**José Ribau Esteves,**  
Mayor of Aveiro

### FULL SPEED AHEAD FOR INTERMODALITY

Aveiro has become the 13th local transit authority in Portugal to award us a contract to operate its transit network. With its 80,000 inhabitants, Aveiro provides the perfect opportunity for Transdev to demonstrate its expertise in intermodality. Alongside the 13 transportation routes and 24 buses which make up the Aveiro public transit system, we also operate Transdev's first maritime service in Portugal, with 2 passenger boats and a ferry comprising a total of 26 daily crossings. |

**1**  
ferry

**2**  
passenger  
boats

**26**  
daily  
crossings

## MAKES IT EASIER TO BOOK TRAIN TICKETS TO EUROPE

Snälltåget, the long-distance rail service by Transdev Sweden, has launched a booking service that enables customers to book train tickets to 30 German cities. At the same time, Snälltåget is expanding its traffic with more night trains between Malmö and Berlin this summer. The demand for international travel by train is growing and Snälltåget is the only train company in Sweden that offers train travel to Europe through its Malmö-Berlin service. Against this background, Snälltåget launched a new service which makes it easier to book train tickets to the European continent. |



**“We have a booking situation that is 86 percent higher than last year and which quadrupled since 2017. Demand for rail travel out in Europe has increased sharply in the past year and we can now talk about a paradigm shift to a more climate-smart and sustainable travel.”**

**Marco Andersson**, Marketing Manager at Snälltåget



## NORTH'S FIRST CONTACTLESS FARE CAPPING TRIAL

It's the swift and simple solution that's soon to make travel easier across Yorkshire – and now passengers travelling on Transdev buses across York and North Yorkshire are to be the first in the region to trial “tap and go” contactless fare capping. Transdev operates Cityzap, Coastliner and York & Country services from York – already offers contactless card payments on all its buses across the North of England. |

**“Our customers will be able to tap in and tap out and not worry that they are paying the wrong fare – they will be able to keep going and stop paying, as we'll cap the amount spent as soon as they reach the best value day or weekly ticket price.”**

**Alex Hornby**, CEO Transdev Blazefield

## Urban & interurban bus

**Bus rapid transit (BRT) combines the benefits of flexible bus solutions together with the on time performances of rail systems. This new approach boosts our ability to better meet environmental and economic challenges related to mobility. It allows optimized use of infrastructures, improved comfort and commercial speed and the development of added services for customer benefits. Transdev operated urban and regional bus in 13 countries.**



### NASSAU

#### LISTENING TO CLIENT NEEDS – THE NASSAU NETWORK

Our Nassau Inter-County Express – NICE – network strives to meet the expectations of its customers. For that, a Street Ops Team has been launched to give an extra dimension to its customer relationship management. Its mission? Tackling all the issues identified by stronger customer care. This collaborative process is founded on in-depth and systematic analysis of customers feedback. For that, NICE can count of the Listen by Transdev system which enables live monitoring of the claims of its customers. |

#### DENSIFYING NETWORK BUSES WITH ON DEMAND MOBILITY SOLUTIONS

The highly populated Île-de-France region has undergone an in-depth transformation of its entire transport network, which carries more than a billion passengers a year. These changes include new routes and schedules for 158 bus routes, the creation of a unique regional on-demand transport service (TAD), and investments to accelerate the energy transition. Transdev's teams are fully committed to these changes, the largest in over 70 years. For that, Transdev Île-de-France can count on its established partnerships with Île-de-France Mobilités and local authorities. Real-time information, digital applications and multi-modal transport ensure smooth and efficient mobility services within the 80 networks operated in the area. Transdev Île-de-France strives to identify new levers of progress to ensure full satisfaction of the evolving needs of passengers. |



### ÎLE-DE-FRANCE

## BOGOTA



### A BREATH OF FRESH AIR IN BOGOTÁ

Transdev Colombia and its local partner Fanalca have been awarded the largest of six TransMilenio Bus Rapid Transit (BRT) lots in Bogotá; representing an urban fleet of 440 new buses. This contract includes the purchase, operation and maintenance of the vehicles for 10 years, beginning in May 2019. Transdev – Fanalca will also be in charge of building a brand new 74,000 m<sup>2</sup> depot. The urban fleet of 440 Volvo Euro V buses – all equipped with diesel particulate filters, reducing particulate emissions by 96% compared to the current Euro II buses – will be composed of 202 articulated buses (180 passengers) and 238 bi-articulated buses (250 passengers). This new operation complements the Bogotá cable car operation, won by Transdev earlier this year. This latest deal will constitute an essential intermodal hub that will allow the passengers to optimise their travel time and change from one mode to the other quickly.

**With the new fleet, the Public Transit Authority will increase by 40% the capacity of its transportation system. |**

### THE FUTURE IS BRIGHT IN THE BEAUTIFUL CITY OF NÎMES

Starting in 2019, Transdev will exploit the TANGO transit network in Nîmes for the next 5 years. This new ambitious contract includes the extension of a tram line and the creation of a second one, with full delivery scheduled for 2021. Transdev is committed to boosting the number of passengers by 32% in those 5 years. Cutting-edge infrastructure (digital ticketing solutions, local touristic partnerships, etc.) and a more effective network exploitation are the identified key success factors on which Transdev focuses to meet its goals. Of course, close collaboration with the city of Nîmes metropole plays an active role in the writing of this future success story. |

## NÎMES



## Light rail

**Around the world, Light Rail Transit has become the symbol of the revival of public transportation. With around 400 systems already running in 50 countries and another 260 being built or on the drawing board, light rail is enjoying a new golden age in cities eager to promote more sustainable travel solutions. Light Rail Transit does more than just modernize mobility: it also breathes new life into the urban environment. Transdev operates light rail services in 9 countries meaning 21 street-cars and 2 tram-trains, 1st operator worldwide.**

### BARCELONA



#### A HIGH LEVEL OF TECHNICAL EXPERTISE FOR BARCELONA

With 190 intersections along 29 km of track, Transdev system traffic control expertise allows the light rail to reach speeds of 18 km/h without jeopardizing car traffic. Transdev worked with maintenance teams and subcontractors to ensure all elements of the operation achieved international certifications in quality, safety and environmental management.

**TRAM wins Global Light Rail Awards for best customer initiative. This award recognizes the work Tramvia de Barcelona does in customer service. |**

#### REDUCING CONGESTION AND STIMULATING LOCAL GROWTH IN MULHOUSE

The Thur Valley is one of the key axes of Southern Alsace, populated with numerous villages and towns. It is heavily congested, particularly with commuters. In close collaboration with local authorities, Transdev sets out to deploy the first interconnected Tram-Train to develop mobility and reduce CO<sub>2</sub> emissions. It efficiently uses four additional kilometres of track yet manages to connect to a large range of communities. The contract includes the creation of an integrated ticketing solution. |

# 5,200

estimated tons of CO<sub>2</sub> emission avoided every year

### MULHOUSE





## LYON

### AN INNOVATIVE DIRECT AIRPORT CONNECTION IN LYON

Heart of a highly dynamic region, the city of Lyon has asked Transdev to develop the first direct express rail airport transfer service in France. Rhônexpress is an Express Tram-Train able to reach high commercial speeds (up to 100 km/h). It travels on the existing urban light rail network to reach the heart of the city. Of the 22-km-long line, only 7 km are newly constructed. The tram-train shares the same operations and control centre as the urban light rail system. Cost-efficient and highly effective! |

### CONNECTING DUBLINERS, EVERY DAY

In 2014, Dublin launched Transforming Dublin Together, a passenger-oriented program designed by the LUAS tramway network. Its goal? To achieve higher levels of quality and service. Thanks to its partnership with TII (Transport Infrastructure Ireland), Transdev Ireland won the 2017 Impact on Climate Change award at the Global Light Rail Awards. In 2017, the line was extended to connect South and North Dublin. This 5.9km extension includes 13 new stops and is expected to accommodate an additional 10 million passengers. |

**5.9km**  
extension



## DUBLIN



## PARRAMATTA

### REACHING NEW HEIGHT, DOWN UNDER

The Great River City Light Rail consortium, led by Transdev, has been awarded the massive project of supplying, operating and maintaining the Parramatta Light Rail network in Australia. The contract includes the development of light rail vehicles and systems to connect Westmead to Carlingford via the Parramatta Central Business District, the construction of the stabling and maintenance facility, the above-ground fit-out of the stations and – of course – the operation of the line. |

## Rail

**Leading private rail operator in Germany and successful in 5 countries (32 networks), we act as true partners in the development of efficient, reliable and lucrative regional lines. And because the travel experience does not stop at the station, we ensure end-to-end mobility solutions for all our passengers.**

### MUNICH



### A NEW ERA FOR TRAIN MOBILITY IN BAVARIA

Today, three lines originating in Munich serve the main cities in the regions of Salzburg, Kufstein, Holzkirchen and Rosenheim. Thanks to Meridian – member of the Transdev family – passengers can benefit from improved customer service with 50% more frequent and regular departures. Connections have been vastly improved with the introduction of non-stop express trains. More comfort, more amenities and innovative sales channels have supported the revitalization of this great railway network. |

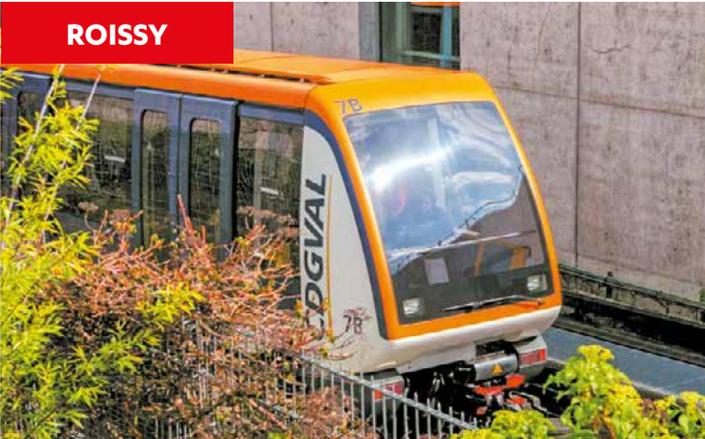
### FAST TRACKING RAIL DEVELOPMENT IN AUCKLAND

Transdev recently saw its efforts in Auckland crowned with success when Auckland Transport (AT) extended its contract to operate the commuter rail network until 2020. Record ridership increase: 20 million trips in 2018 against 2.7 million in 2004. However, Transdev and AT will be looking to the future with an ambitious plan to improve overall performance, develop the major City Rail Link project and deploy cutting-edge Electrical Multiple Units. Initiatives to improve customer experience in terms of security and safety are also set to be implemented. |

### AUCKLAND



## ROISSY



### CDGVAL – AN ASSET FOR TRANSDEV AND PASSENGERS WITH PLANES TO CATCH

In France, we have been operating two automatic metro lines at Roissy-Charles de Gaulle Airport since 2014: a zero-emission solution at the centre of one of Europe's largest airports. Accessible 7 days a week, CDGVAL serves 5 stations in 8 minutes and enables passengers to move freely between terminals, stations and car parks at Roissy-Charles de Gaulle. LISA links terminal 2E to the S3 and S4 boarding satellites, bypassing customs. |

**5 in 8**

stations minutes

### REACHING NEW HEIGHTS IN HANNOVER

Our local subsidiary North West Rail has been chosen by Hannover's Regional Assembly to operate the 10-line Hannover S-Bahn network totalling 9.1 million train-km annually. NWR's contract will begin in December 2021. It will operate the entire 385 km-long regional rail network for a duration of 12.5 years. The overall contract value exceeds €1.5 billion. The fleet will include the 13 existing trains and 64 new ones. Naturally, extra services are planned to enhance passenger experience. |

**12 / 12**

lines years

## HANNOVER



## COPENHAGEN, MALMÖ AND GOTHENBURG



### OPERATING THE LARGEST BINATIONAL COMMUTER RAIL SYSTEM IN EUROPE

Öresundstågen is one of the most complex commuter rail networks in Northern Europe, serving two countries (Denmark and Sweden) and several high-profile cities including Copenhagen, Malmö and Gothenburg. The operation is divided in two parts between the countries. Transdev operates a complex and high-density commuter rail service ensuring operational performance on both sides of the border. Transdev is expected to minimize possible disturbances while delivering positive passenger experience week-in, week-out. |

## Other modes & new needs

**Offering travellers flexible and seamless travel solutions means thinking multi-modally. We strive to develop smart mobility by adapting our offer to the specific needs of each user. We facilitate access to medical services for all. We deploy bike-sharing solutions, ferries (4 countries), car park, cable cars, car sharing, scooters... On all fronts, Transdev moves forward.**



### BICYCLE

### MOBIKE AND TRANSDEV – A FORCE FOR GOOD

In France, Transdev and Mobike have signed a ground-breaking partnership to market a comprehensive bicycle solution, complementary to the mobility solutions already operated by Transdev. This alliance makes sense. More than 70% of French public authorities declare that smart mobility is a priority to accelerate the energy transition. Both partners intend to commercialize their bike offer in year 1. Mobike excels in technology, user experience and exploitation in more than 200 cities around the world. |

### LIA – EASIER LIVING WITH ON-DEMAND SOLUTIONS

LiA de Nuit is an innovative online booking solution designed to give people from Le Havre area (France) the freedom to move at night. The services operate between 00:30am and 05:00am on the week days and until 06:15am on Sunday. Bookings can be made between 24h and 30 minutes in advance. 3 to 5 vehicles (with 7 to 9 seats) guarantee non-stop fluidity and security. This innovation is fully integrated into the LiA offer, at standard bus fare and easily accessible. Its sister service FlexiLiA provides better service to companies in the local industrial and port area. Part of the success of these new cutting-edge solutions lies in their seamless integration in the LiA transport offer. Holistic mobility solutions maximize affordability and accessibility. |



### TRANSPORTATION ON DEMAND

## PARKING



### STRESSLESS PARKING WITH TRANSDEV PARK

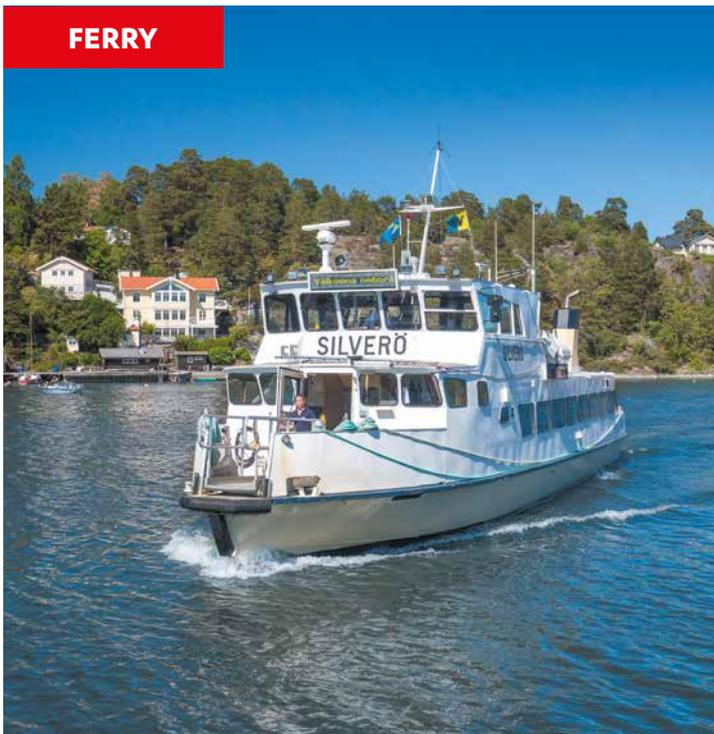
Parking is an essential component of the global mobility and intermodality chain.

Transdev has finalized the acquisition of Urbis Park Services, one of the largest parking operators in France operating 70,000 parking spaces nationwide. Transdev now manages 230,000 places on and off street. The recent decriminalization of parking is an opportunity to seize. In June 2018, Transdev won two new parking contracts: one in Paris, the other in Bordeaux covering up to 45,000 in 2020. |

# 230,000

places on and off street  
managed by Transdev

## FERRY



### TRANSDEV EXPLORES NEW TERRITORIES

**It is a done deal.** Transdev has acquired the Blidösund Company which operates boat traffic in the Stockholm archipelago. It is a massive opportunity to further strengthen Transdev's position in maritime public transportation. The company owns ten vessels, including the well-known steamer S/S Blidösund. The takeover just feels right according to Göran Ahlqvist, partner and CEO of Blidösundsbolaget. |

**“We, who have worked with the Blidösund company for 35 years, are pleased that our company is in good hands.”**

**Göran Ahlqvist,**  
Partner and CEO of Blidösundsbolaget

## B to B

**Drawing on our expertise in public transportation, we provide mobility solutions for industrial areas and corporate employees. Our commitment: design increasingly efficient and innovative eco-mobile solutions to facilitate life for our clients.**

## HEALTHCARE



### IN FRANCE, SANTÉ MOBILITÉ SERVICES, DRIVING THE HEALTH TRANSIT REVOLUTION

**Transdev has co-created Santé Mobilité Services, a company specialized in patient mobility. Its goal is to support health organizations in their transformation.**

The idea is simple: there is a real opportunity to boost service quality for patients with better care while significantly reinforcing efficiency and transparency. Great news for health professionals! Santé Mobilité Services has launched two independent solutions: a specific health transit management tool and Carius, a national network of health mobility partners.

### WITTE KRUIS, A SPECIAL SUBSIDIARY ON HEALTHCARE ISSUES

**Transdev's subsidiary Witte Kruis is active in The Netherlands as a healthcare provider and also delivers services for other healthcare providers. Witte Kruis consists of five divisions, of which Ambulance is the largest. For approximately 20% of The Netherlands, Witte Kruis provides emergency and non-emergency ambulances, including services in the safety domain, and runs two emergency dispatch centers. In the second division, Witte Kruis provides emergency transport for general practitioners. The third division consists of healthcare / civilian aid education. Witte Kruis Specialties, delivering medical services at events and long distance ambulance transport, is the fourth division. Finally, Witte Kruis runs a leading civilian aid organization in which 250,000 volunteers help in case of cardiac arrests, effectively multiplying survival rates by 3 to 4. |**

## IN SAN FRANCISCO, A SHUTTLE CROSSING BETWEEN COMPANIES AND UNIVERSITIES

Transdev Business Services provides an array of transportation capabilities to Corporate, Airline, and University clients. Under the “Compass Transportation” brand, we provide commuter shuttle and office transportation capabilities to corporations such as Apple, Facebook and Ebay, primarily in the San Francisco market. Under the “Golden Touch Transportation” brand, we provide air crew transportation to/from airports and hotels, and airport operations transportation. Finally, under the “Transdev Business Solutions” brand, we provide inter-campus transportation to college campuses. |



## INDUSTRIAL AREAS

## INDUSTRIAL AREAS



## OFFERING GREAT MOBILITY TO A LARGE INDUSTRIAL PROJECT IN DARWIN

Buslink VIVO in Australia, a joint-venture between Transdev and Buslink, is an employee transport provider for industrial projects, providing services which embody the principles of safety, innovation, service and sustainability. It currently operates services for the Ichthys Project Onshore LNG facilities in Darwin, Northern Territory. The joint-venture looks to utilize its partnerships with leading bus manufacturers and world-class suppliers, to provide its client with customised transportation solutions. |

## WITH FLYBUS, THE TRANSDEV FLAG IS FLYING HIGH OVER THE AIRPORT SECTOR

We have recently acquired Flybus, a subsidiary of the Avico group. Flybus, an airport zone specialist, operates on the Roissy-Charles-de-Gaulle (Paris, France) airside through two activities: transfer of passengers between planes and terminals (85% of activity) and transfer of flight crews from planes to terminals or hotels. This is very good news for Transdev, which is gaining ground in the airport services business, as the group is already operating in France as well as in the USA and The Netherlands. |

## AIRPORT SERVICES



# Responsibility means being a local economic and social actor

Inclusive values are central to the Group as a local employer, in its relationships with its suppliers, as well as through a range of activities and sponsorship programs for local sports and cultural organizations. Our actions aim to develop skills in local areas, and we ensure that the jobs we offer respect the principles of solidarity, inclusion and diversity. We work with public authorities and associations to promote integrated pathways covering the range from increasing awareness about the various types of jobs to long-term integration into employment.



FRANCE

**fondation  
transdev**  
SOUS L'EGIDE DE LA FONDATION  
DE FRANCE

## TRANSDEV FOUNDATION

**Education, Employment, Culture, Sports, Health, Social Mediation:** The Transdev Foundation supports associations and initiatives enabling people to forge a place for themselves in society and progress through life. Social mobility is our great cause. Our solidarity and citizen commitment has been championed by the Transdev Foundation since 2002. The associations that we support strive to help break through the isolation of landlocked territories, develop social contact, support the sick, reduce unequal access to culture and education and reintegrate people with the least access to the job market. |

## A CUP OF COFFEE TO TALK ABOUT DIVERSITY

For the World Refugee Day, our subsidiary Connexion in The Netherlands team partnered with the Dutch Council for Refugees. The initiative was to gather drivers, passengers and refugees to talk about their lives and experiences over a cup of coffee. They handing out coffee to our passengers at 7 bigger bus stops of Connexion. This partnership also opening opportunities to create employment for refugees to increase the integration. |



THE NETHERLANDS

## CELEBRATING DIVERSITY AND PROMOTING INCLUSION

Luke Agati, CEO of Transdev Australasia, has just been inducted into a high-profile group of Australian CEOs called the **Male Champions of Change**. The focus of this influential community is to support gender equality across all organizations and more broadly throughout Australian society. The reason behind this decision is that we need more principled, powerful men to stand alongside women in building a gender equal world. The results of the various workshops and focus groups have encouraged us to draft action plans to address issues around recruitment policies, scheduling practices, amenities, sexism and safety. We are committed to providing a diverse and inclusive workplace, based on our shared values and as a reflection of the communities we serve. |



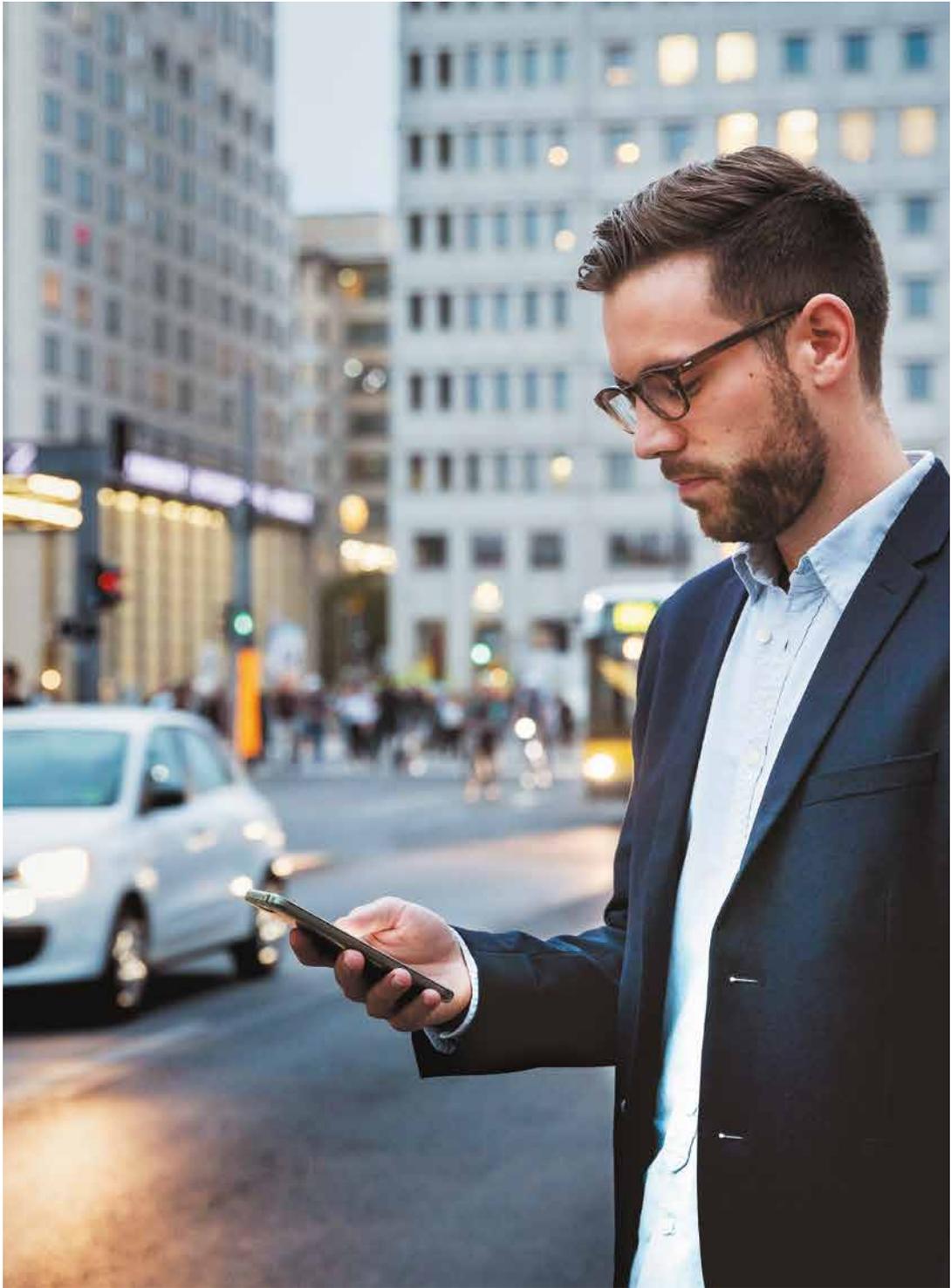
## MEASURING SATISFACTION AMONG EMPLOYEES

Transdev Sweden initiated **TESS**, a yearly employee survey that monitors the working climate, engagement, leadership and employer branding of all Transdev employees. It is sent out in different languages via our intranet. The response rate has gone from 68% to 77% in the last three years. Every manager can access the results, along with a diagnosis for each specific team. All action plans are logged into the tool, meaning that our HR department and managers can follow the evolution of our in-house climate. |

# 2

## GLOBAL MOBILITY INTEGRATOR

As a pioneer in “Mobility as a Service,” a top name in the operation of autonomous vehicles, and the leading European operator for electric mobility solutions, we innovate every day to support cities, regions and passengers in the mobility of the future. We strongly believe that this future is PACE (Personalised, Autonomous, Connected and Electric), which will thrive through customized mobility. In other words, it is up to the user to choose the best service from a range of innovative transportation solutions.



# PERSONALIZED

## Services that bring people together

Bringing out the best of new services and technologies to support our vision.

**C**onnected mobility allows to reinvent public transportation. Transdev has been delivering Transportation on Demand for decades, through various kind of services. This sound operational experience adds up to our innovative approach of our mission, which has led us to embrace Technology for years already, thus developing a powerful ecosystem of start-up partners while steadily building a reality-checked signature product portfolio. MyMobi is a Transport on Demand (TOD)

innovative set of solutions to improve access to complemente public transit in space and time. It ensure connections of low-density areas that are not sufficiently served by regular services. It also provides efficient mobility options in off-peak hours, including evening or night. MyMobi technology collects on-demand requests and ensures affordable shared rides. Transdev has been deploying TOD solutions worldwide in: France, The Netherlands, Australia, US.



## **FLEXIGO – BOOSTING RURAL MOBILITY, HEAD ON**

### → Gally-Mauldre, France

Île-de-France Mobilités, Transdev CSO and the Gally-Mauldre community have just launched a fantastic on-demand transportation network. It serves eleven rural cities and 23,000 inhabitants. This first pilot is to be replicated at a wider scale. The objective? To redesign mobility in low-density areas and allow all Île-de-France residents to move with greater freedom. Flexigo Gally-Mauldre enables locals to access key hubs during rush hour without taking their cars.



## **FLEX SOLUTIONS – HELLO SMART SHARING TRANSIT**

### → Breng Flex in Holland

With a fleet of 10 minibuses running on green gas and eight Hyundai IONIQ Electric cars operating in the city area of Arnhem Nijmegen, around 550 people book the service each day by using an app or making a phone call.

### → Successful Spin-Offs

But it's not just Holland that has implemented sharing technology, as the model and technology have also been tested with success in Australia (Melbourne, Sydney) and the USA (Nassau and Florida).



## **AT WORK IN JUST A FEW CLICKS WITH CHRONOPRO**

### → Vitrolles, France

With Chronopro®, passengers working near Vitrolles, in Southern France, are living a mobility revolution. Having been used to waiting for the bus, they now enjoy being picked up (and dropped off) where and when they want. The service is designed to connect industrial or commercial areas with high-frequency transit hubs. Other cities including Beauvais, Courtaboeuf and Mulhouse have also fallen in love with the Chronopro solution.

# AUTONOMOUS

## Shared Autonomous Mobility: a Game Changer

Develop sustainable, efficient, and inclusive autonomous mobility solutions.

**W**e are deeply convinced that shared autonomous mobility is going to change the way we move. Why? Because these solutions provide more flexibility and accessibility. With autonomous vehicles, next-generation network can extend

their services in time and area, and top service quality and customer experience. Our ambition? Translating our in-depth knowledge of local needs to progressively implement autonomous mobility services that totally meet the expectations of local communities.

### Autonomous Transport System

We are developing technologies - Transportation Technology by Transdev for our Autonomous Transport System – ATS by Transdev (Supervision, Embedded intelligence, Connected infrastructure, Client application) that will guarantee the safety

of our passengers, the quality of service and the customer experience. These technologies are developed in-house or with Transdev's eco-system of partners, including best labs and leading industrial companies in the field of autonomous vehicles.

8.7/10

overall satisfaction score  
for our autonomous services\*

3.5M

passengers transported in our autonomous  
transport services in the world, using vehicles  
without steering wheel or pedals

97%

recommendation rate for  
our autonomous services\*

97%

feeling of trust\*

\* 1,000 passengers surveyed (France 2017-2018).





### I-CRISTAL, OUR AUTONOMOUS SHUTTLE BUS DESIGNED FOR THE FUTURE OF MOBILITY

→ France

The industrial partnership between Transdev and Lohr brings together the best of French know-how. i-Cristal benefits from Transdev's experience in designing a new means of transportation including accessibility, interior design and passenger-management. Transdev embedded intelligence, integrating the Torc's L4 Asimov self-driving software, enables i-Cristal to operate with optimal fluidity and safety in urban traffic, at a speed of 30 km/h. Designed for 16 passengers, i-Cristal has a fast charging system, making it even more attractive.



### A NEW ERA FOR AUTONOMOUS AND SHARED MOBILITY IN NORMANDY

→ Rouen, France

Thanks to the in-depth collaboration between Transdev, local public authorities and several major companies, the Rouen Normandy Autonomous Lab has launched the first shared, autonomous and on-demand mobility service in Europe. This experiment, now opened to the public, includes 4 Renault ZOE's and 1 Transdev-Lohr i-Cristal, our autonomous shuttle bus. This pioneering project is unique in its approach: a comprehensive system for the open road ensuring passengers safety, service quality and customer experience.



### BABCOCK RANCH, AN INNOVATIVE MOBILITY SERVICE FOR THE INHABITANTS OF A NEW ECOLOGICAL CITY

→ Florida, USA

Since 2018 1<sup>st</sup> private commercial contract in the USA. This unique service enables residents to travel around this new, green, solar-powered town thanks to a fleet of EasyMile autonomous shuttles. It is also a good opportunity to experiment several modes of autonomous transportation within this town under construction in the state of Florida, so that its 50,000 new residents can enjoy mobility "as a service."

# CONNECTED

## We are trailblazers

Creating a new paradigm with mobility as a service.

**A**s a leading group in mobility solutions, we have in-depth experience and know-how of public and Transportation on Demand, everywhere we operate. This give us the means to continuously improve passengers' journeys. To achieve this, we have invented a new form of mobility: connected, inter-modal and unified it gives people freedom, overview and flexibility in their daily commutes and travels.

Now, "to travel" gets to be as simple as "clicking" on your mobile. You can plan your trip, receive information before you go, pay tickets online – or directly using your credit card – and also get continuous real-time updates during your journey. Mobility as a Service (MaaS) allows coordination between offers from

different operators. Bus, tram, bike, self-service car, car pool, car-sharing, parking, taxis, etc. – we bring public and private transport together within a unified mobility offer using a smartphone. Single trips or a monthly bill integrates all of the different transportation modes used in the month. Connected mobility means solutions that simplify travel for everyone. As a forerunner in this area, we have developed a series of concrete services:

- Inter-modal route calculations for seamless travel
- "Push" of real-time information
- Simplified and integrated payment and ticketing
- Estimating environmental footprint to raise awareness about sustainable mobility.



### MOBILITY ACCOUNT: A FIRST IN EUROPE!

#### → Mulhouse, France

The Mobility Account simplifies access to all travel services and allows users to travel freely with a bus, tram, bicycle or self-service car and to easily access city centre car parks. The Mobility Account allows Mulhouse Alsace Agglomération to become one of the pioneering European territories in the Smart City and MaaS movement by seeing mobility as a service.



### MOOVIZY – MEETING A MULTITUDE OF CUSTOMER NEEDS IN REAL-TIME

#### → Saint-Étienne, France

Moovizy, our all-in-one mobility app enjoys excellent success locally. It includes a live itinerary calculator and a ticketing solution addressing the high expectations regarding simplicity and fluidity of passengers. With its live information, planning solutions and exceptional customer experience, Moovizy helps all its customers to choose optimal journeys. And if there is a hitch, no need to worry, it will immediately suggest the best alternative. And ticket validation is contactless, helping passengers to move... stressless. A new updated version will be launched by the end of the year!



### TRANZER – PROVIDING CUSTOMERS WITH THE FASTEST AND CHEAPEST TRAVEL OPTION

#### → The Netherlands

Launched in The Netherlands in 2017, this new multimodal and multi-operator travel information and payment app specifically targets occasional customers. It has never been easier to plan, pay and travel. This customer-centric solution is available on train, taxi, tram and bus services in The Netherlands. Its purpose? To ensure each customer gets the right ticket at the right price.

# ELECTRIC

## Our planet in electric blue

Fostering electromobility,  
wherever we operate.

**Q**uite naturally, as a leading international player, Transdev is expected to propel the energy transition in its sector. This issue is widely considered as a top priority for local communities. Our environmental ambition translates into many powerful and valuable projects. Today, we operate nearly more than 600 buses and minibuses in 27 locations, spread over 7 countries. Sharing best practices is essential. That is why we organize the yearly Electric Bus Living Lab. For its 3<sup>rd</sup> edition, more than 95 participants (including

research centers, PTAs, government agencies, etc.) have come together around prospective subjects related to experiments carried out by the Group and its clients. Reliability, safety, industrialization, maintainability, battery life and costs are among the themes debated by the community of electromobility experts who collaborate to enhance existing solutions and shape the future of mobility. As a Group, we strive to transform this experience into an inspiring Group culture. The next edition will take place in June 2019.

*“Zero emission transportation cannot be imposed by government decree. It requires public-private collaboration, especially in this transition phase. I welcome your efforts to produce new knowledge and your willingness to share it. The Living Lab is a wonderful initiative.”*

Sharon Dijkma,  
State Secretary at the Ministry  
of Infrastructure and the Environment,  
The Netherlands



## Electric mobility: accelerating deployment

Electric high capacity buses in Eindhoven and around Schiphol, the Amsterdam Airport and around Paris, tramways in Barcelona and in Dublin, electric minibuses in La Rochelle or Amsterdam, hybrid taxis, etc.: we put environmentally friendly public transportation at the service of the public authorities. Since 2016, we have been supporting the Amsterdam region in The Netherlands in its energy transition program, and today we are the European leader in zero emission mobility.



### XXL POSITIVE CHANGE IN HOLLAND

#### → Eindhoven, Holland

Transdev operates in the city of Eindhoven a fleet of 43 articulated electric buses. This is the first fleet of high capacity buses of this size in Europe. Today these buses are operated since 2.5 years and they have run meanwhile 8,000,000 km. Within the South-East Brabant concession Transdev, through its subsidiary Hermes, is preparing now the replacement of the next batch of diesel buses by 65 electric – 12 m buses. Negotiations are ongoing with the authorities to reach a complete ZE operation (over 200 buses) before 2025.

### ANSWERING TO POLLUTION WARNING

#### → Greater Paris region, France

Pollution peaks are becoming an increasing problem in the Greater Paris area. This is a major worry for everyone, including both the local population and the public authorities. Transdev is taking up the challenge of providing clean mobility by operating zero-emission vehicles which are set to radically change the public transportation sector of tomorrow. As an example, on the R'Bus network we operate between the railway stations of Argenteuil and Sartrouville, 100% electric bus with an autonomous range of 250 kilometers.

### THE BIGGEST FLEET IN EUROPE

#### → Schiphol, Netherlands

Through its subsidiary Connexion, Transdev started in April 2018 the biggest fleet with articulated electric buses in Europe. 100 articulated electric buses divided over two networks – the Schiphol network with 51 buses and the R-network with 49 buses. These high capacity buses are able to operate 400 km each day, through the use of high capacity fast charging systems. A new depot was created in Amstelveen equipped with 8 fast chargers and 21 slow chargers (preconditioning the batteries).

### ANTELOPE VALLEY IN CALIFORNIA

#### → In Antelope Valley in California (USA)

The Antelope Valley Transit Authority in greater Los Angeles has dedicated itself to an audacious and inspiring goal: becoming the first transit system in the country that operates an all-electric fleet. Our maintenance and operational expertise with the burgeoning electric bus industry has helped us become a reliable partner in this endeavor.

# & ECO-FRIENDLY

## Zero-emission mobility and sustainability management

Lead our environmental operations through recognized management systems.

**S**adly, it is still a fact. The use of private cars affects too many people, far too often. Who to blame? Certainly not the drivers. There are still not enough alternatives, especially in low-density areas and for long-distance travels. The impacts of autosolism are real and significant: economic, environmental and sanitary. Since 1990, CO<sub>2</sub> emissions in the transport sector have risen by 18%. Eight out of ten people living in urban areas are exposed to excessive levels of pollution. Yes, change is urgent. First of last kilometer, specific transportation networks, on-demand, car-pooling, autonomous vehicles, etc. We have

eco-friendlier solutions to enhance people's freedom to move. New bus lines of underground systems are not the only options. The incredible strength of shared mobility is that it suits all of us, wherever we live, work or go. In 2030, one out of three kilometers will be shared\*. Sustainable mobility is founded on in-depth cooperation between experts, start-ups, transport operators, industrials, local companies and public authorities. At Transdev, we want to turn the page of individual cars and reinforce our mobility offer: comprehensive, inclusive and affordable. It is ambitious, but yet again, our stakes (your stakes) are as high as ever.

### Monitoring our positive impact

#### MEASURING THE GROUP'S CSR PERFORMANCE THANKS TO THE POSITIVITY INDEX

In Le Havre, Transdev is an active partner of the yearly editions of LHForum – a local summit on the positive economy – By highlighting its full support to the city and its environmental and social challenges. In 2016, Transdev chose to reinforce its commitment by launching a pioneering program designed to evaluate the group's positivity index. This indicator constitutes a simple measure of the group's CSR performance helping the deployment of responsible and innovative mobility solutions. Because one thing is certain, driving positive change everywhere implies transforming positively in-house.

#### ARGENTEUIL PIONEERS IN CSR

In Argenteuil, one of our French subsidiaries has renewed its AFAQ 26000 certification in 2017. This showcases Transdev's commitment to deploy a strong CSR policy based on the ISO 26000 guidelines. Transdev Argenteuil has an in-depth awareness of its responsibilities regarding customers and local sustainable development ambitions. Each initiative combines the goals of improving the level of service, and the commitment to strengthen the company's environmental performance and enhance the well-being of its people. The Argenteuil depot is currently undergoing electrification in order to operate only electric vehicles in the future.



## 10 BRAND NEW ELECTRIC BUSES IN ESKILSTUNA

→ Sweden, Eskilstuna

Eskilstuna is Sweden's leading city when it comes to electric buses. In 2017, the town and Transdev welcomed the addition of ten new electric buses in response to increasing local demands and expectations. The coaches are "slow-charged" buses, i.e. buses that are charged once a day. The advantage of these buses is that they do not require any large and expensive infrastructure. It also means that there will be no disruption of the urban environment.



## SUSTAINABLE RELATIONSHIPS IN VALENCE

→ Valence, France

The Public Transit Authority Valence-Romans Déplacements has confirmed its total trust in Transdev by renewing its Citéa network contract for the 2018-2024 period. This will allow Transdev to pursue its ambition to develop seamless and sustainable mobility for the area with 12 electric buses and a future fleet of 40 natural gas vehicles, 1 hydrogen-powered bus and an autonomous shuttle. This collaboration is also sure to generate job opportunities with 180 recruitments.



## GREENZENTAG: MICROSENSORS ON TRAMWAYS TO MONITOR AIR POLLUTION

→ Grenoble, France

Each year, air pollution is responsible for 48,000 premature deaths in France. To make air pollution visible, new technologies are emerging. Among these, the GreenZenTag experiment using microsensors has undergone thorough testing in Grenoble. For two months, 10 trams were equipped with microsensors both to measure in real time and geolocate air pollution. This technology is intended to facilitate decision-making for public authorities and residents.



## VÉLIGO, THE LONG-TERM RENTAL SERVICE OF ELECTRIC BICYCLES

→ Île-de-France, France

Île-de-France Mobilités has appointed the Fluow consortium, made up of La Poste, Transdev, Velogik and Cyclez, to set up and operate this new eco-friendly public service, which will start in September 2019 for six years. Transdev will provide its parking network and agencies, complementary to the postal network, and its know-how in public service delegation. The future is bright and electric!



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Transdev news!

