Keolis is one of the world leaders in shared mobility. Our objective is to provide a public service that best meets the needs of passengers and the challenges of the regions, while respecting the planet. This is why we offer sustainable services to meet the ever-changing constraints of mobility.

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Keolis, world leader in shared mobility

With operations in 14 countries, Keolis is a global leader in the shared mobility market, facilitating the journeys of millions of people every day. As a committed partner to public transport authorities, we work with them to co-construct tailor-made, efficient and sustainable transport solutions, helping to create more attractive places to live and work and enhancing the quality of life of passengers.

68,000 employees in 14 countries

- Australia
- Belgium
- Canada
- China
- Denmark
- France
- India
- The Netherlands
- Norway
- Qatar
- Sweden
- United Arab Emirates
- United Kingdom
- United States

Turnover

€6.3bn in 2021

CSR Strategy

€600M

300
we operate and maintain networks for more than 300 public transport authorities

13
modes of transport operated on an intermodal basis

33,000
bicycle rentals in France and The Netherlands

45
autonomous vehicle deployments since 2016

4,300
buses and coaches running on alternative energy

8
regional train networks in 5 countries
At a glance 2021-2022

In 2021, we launched Keolis Way, our new transformation programme. It sets out a vision of mobility underpinned by our values and corporate purpose.

Business model

A vision...

true to our values...

reflected in our transformation programme

Our Corporate Purpose
Enhance everyday life in cities and communities by imagining and operating safe, sustainable mobility solutions accessible to each and everyone.

We imagine >>>
We invent tailor-made mobility solutions for cities and communities. We propose and co-construct appealing transport offers focused on the safety and comfort of passengers.

We care >>>
We build relationships with our partners based on dialogue and transparency, with a human resources policy founded on making all of our employees feel valued and supported.

We commit >>>
As a responsible actor in cities and communities, we are committed to delivering shared mobility services characterised by exceptional safety, quality of services, reliability, operational efficiency and sustainability.

Our 3 BASIC PRINCIPLES

Safety and security
Being entrusted with people’s mobility means making safety a prerequisite. The safety of our passengers and staff forms the basis of our transformation programme, as well as being the Keolis Group’s main priority.

Operational excellence
To meet the requirements of our PTAs and our passengers when it comes to performance and safety, we are constantly strengthening our expertise in operations and maintenance.

Economic performance
We draw on our expertise across the entire mobility value chain to support public transport authorities in their search for economic efficiency, in terms of revenue as well as costs.

Our 4 PILLARS

Our planet
Become the leading expert in low-carbon mobility, contribute to the reduction of greenhouse gas emissions and strengthen our social responsibility.

Our passengers
“Thinking like a passenger” to win back passengers in response to the health pandemic by offering safe, integrated, multimodal and inclusive transport services.

Our PTAs
Be the partner of choice thanks to our ability to listen, discuss and co-construct services and solutions addressing PTAs’ needs.

Our people
Become the “best place to work” in the mobility sector by developing employee commitment, gender diversity, training, skills and managerial culture.

OUR 3 LEVERS FOR ACTION

Innovation - Digital - Collaboration
Our value creation scheme

Our resources

Our passengers
- Programme
  Thinking like a passenger, an approach based on continuous improvement
- Keoscopie
  Our mobility and lifestyle observatory

Our PTA partners
- Member of the United Nations Global Compact
- Partnership with Fondation des Femmes
- Constant dialogue with the PTAs to develop public transport services

Our people
- 68,000 employees, 64% of whom are drivers
- 9,927 recruitment worldwide
- Training: Keolis Institute/CFA (training centre for apprentices)

Our planet
- A range of multimodal mobility solutions that are instrumental in reducing the environmental and carbon footprint of local communities
- A growing fleet of 4,300 buses and coaches powered by alternative energy
- 4.3 kWh consumed per kilometre of commercial traction
- Founding member of the PIMMS* initiative to facilitate access to everyday services

Financial capital
- €6.3 billion in turnover
- €538.6 million in equity
- A stable, committed shareholder base

Our activity
Developing, designing, financing, operating, maintaining and promoting shared and sustainable mobility services in cities and communities of all sizes.

Our Corporate Purpose
Enhance everyday life in cities and communities by imagining and operating safe, smart and sustainable mobility solutions accessible to each and everyone

Our values
We imagine
We care
We commit

Value created for and with our stakeholders

Our passengers
- 25 subsidiaries are involved in the Keolis Signature Service initiative to improve service quality
- 26 tools and applications to accelerate the modal shift (France)
- Two major areas of innovation: understanding mobility and customer experience

Our PTA partners
- 98 projects selected by the Coups de Cœur solidaires** for local associations since 2018
- Awareness raised among more than 95,000 pupils through speaking slots in schools
- €33 million engaged with actors from the social and solidarity economy

Our people
- 64% of employees trained over the year
- 87% of employees work in a GEEIS*** certified entity for gender equality
- We@Keolis: internal network for diversity
- 300 members of the network

Our planet
- 50.4% of KSA turnover covered by ISO 14001 certification for environmental management
- 24.8% of kilometres covered by commercial road vehicles powered by alternative energy

Economic performance
- +€73 million free cash flow
- +€204 million current operating income
- €600 million ESG indexed syndicated loan
- 300 PTAs in 14 countries place their trust in us

** In partnership with the SNCF Foundation.
*** GEEIS: Gender Equity & Diversity for European & International Standard
Our worldwide presence

Keolis imagines and develops safer and more sustainable mobility for each territory.

France

Ille-de-France Paris region

Two new contracts for the operation and maintenance of bus networks in the Yvelines region. The first one, for an eight-year period, covers an 80-line bus network serving a pool of 200,000 residents in 24 municipalities. The second, for a period of five years, targets about 40 lines serving 340,000 residents in 12 municipalities, including Argenteuil.

France Recruitment

This year, we renewed our “Employer Brand” campaign, focusing on our four main professions in transport network operation and maintenance. Over 6,000 men and women of all ages, with a broad range of profiles and industry sectors, were able to apply.

United Kingdom

London: an operational performance recognised by the sector

Despite the huge challenges encountered as a result of the Covid-19 pandemic, KeolisAmey Docklands (KAD) delivered a record-breaking set of performance indicators on Docklands Light Railway - London’s automated metro network - for 2020-21. This followed the implementation of five separate timetables to adapt to the changes in travel demand during the pandemic and was recognised by the industry, being awarded the Operator of the Year at the Global Light Rail Awards 2021.

Europe

Gothenburg: integrating autonomous electric vehicles in traffic

Keolis is a pioneer in autonomous mobility and in 2021 our Swedish subsidiary Keolis Sverige tested the integration of autonomous electric vehicles in Gothenburg’s traffic and in the city’s public transport network with connections to several bus lines in the city. Keolis was also part of a partnership initiative in Stockholm which harnessed artificial intelligence to monitor passenger behaviour in a 5G-connected, remotely monitored autonomous electric shuttles.

North America

Boston: adapting services to passengers’ needs

Since beginning operations in 2014, Keolis in Boston has worked with the Massachusetts Bay Transportation Authority to successfully grow ridership by as much as 20 percent up until the onset of the pandemic. After the initial drop in ridership, Keolis worked hand-in-hand with the public transport authority to design service patterns that would better meet the need of all passengers beyond the traditional 9-5 commuters.

Australia

Sydney: enhancing the passenger experience and contributing to the energy transition in New South Wales

In 2021, Keolis Downer started operating more than 400 buses on a network of 47 lines serving 400,000 residents in Sydney’s Northern Beaches and Lower North Shore suburbs. The 8-year contract covers the conversion of more than 100 diesel buses to electric, the adaptation of two depots to accommodate electric vehicles, the operation of a Bus Rapid Transit service and the integration of a real-time on-demand transport service.

Middle East / Asia / Africa

Dubai (UAE): operating the backbone of a public transport network

In 2021, Keolis-MHI started the operation and maintenance of Dubai’s metro - the world’s longest driverless metro network - and operation of the tram network for a 15-year period on behalf of the Road & Transport Authority. Sharing RTA’s Smart City Vision, Keolis-MHI is committed to delivering the highest safety standards and the very best passenger experience to Dubai’s residents and visitors, including the millions who used Dubai’s public transport network to access Expo 2020 Dubai.
France

- Presence since 1908
- Global footprint
- Management of car parks with more than 500 spaces
- Impoundment
- More than 248,500 parking spaces managed by the Group

- 39,200 employees

United Kingdom

- Present for over 20 years
- 1 automated metro network
- 14 tram networks (of which 3 in Greater Paris)
- 127 urban and interurban networks

- 2,030 employees (excluding minority joint ventures)
- 14 tram networks
- 20 years

More than 70 departments (covered in intercity)

- 1 automated metro network
- 2 tram networks
- 1,463 km tram lines
- Interurban locations
- In Greater Paris, scheduled routes and specialised services are operated by 23 Keolis subsidiaries.
Australia

- Presence since: 2009
- More than 5,500 employees
- 515 trams
- 350M passengers per year
- More than 1,000 buses
- 3 tram networks
- 1 commuter rail network
- Bus/shuttle/coach
- Ferry and river shuttle
- Train
- Tram
- On-demand transport
- Autonomous electric vehicle

Middle East / Asia / Africa

- Presence since: 2012
- 4,640 employees
- 6 automated metro network
- 4 tram networks
- Metro
- Metro under construction
- Tram

Global footprint

- AUSTRALIA
- CHINA
- INDIA
- IVORY COAST
- UNITED ARAB EMIRATES
- QATAR
- Shanghai
- Doha
- Jiaxing
- Lusail
- Hyderabad
- Abidjan
- Abidjan
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References

Our references in 2021-2022

Keolis is a global leader in shared mobility, operating and maintaining urban, suburban and intercity networks on behalf of over 300 public transport authorities. We cover a dozen different transport modes and apply our multimodal expertise all over the world.

Metros

452 km of metro lines in operation and under construction
Pioneer and world leader in automated metros - 330 km
10 networks in 7 countries: China, France, India, Qatar, the United Arab Emirates, the United Kingdom and soon in Côte d’Ivoire

Trams

World’s leading tram operator
>1,000 km in operation and under construction
28 tram networks worldwide (of which two under technical assistance and one under construction) in 9 countries: Australia, Canada, China, Denmark, France, Norway, Sweden, the United Arab Emirates, the United Kingdom
• Melbourne, the world’s largest network: 250 km of double track
• Greater Manchester, the UK’s largest network: 96 km
• Aarhus, Denmark’s first light rail network

Trains

2,300 km of railway lines in operation
8 commuter rail networks in service in 5 countries: Australia, France, the Netherlands, the United Kingdom, the United States

Autonomous electric vehicles

Over 150,000 km covered and over 211,000 passengers carried
Over 45 deployments around the world since 2016
In 2021, deployments in Canada, France and Sweden

On-demand transport

Real-time on-demand transport services in Australia and France

Sea and river shuttles

Services in Australia and in France for almost 40 years

Parking

No. 1 for combined car park and on-street parking contracts in France
No. 1 for train station car parks in France
No. 4 parking operator in Belgium
650 parking spaces managed in 245 cities and 67,300 on-street spaces
133 park-and-ride facilities (P+R)
1,140 electric charging terminals

Bicycles

33,000 bicycles in France and the Netherlands (bike share services, long-term rentals, electric bikes, cargo bikes, special bikes, electric scooters, etc.)

Car-sharing

Numerous sharing shuttles all over France

Medical transport

Largest nationwide ambulance provider in France with 3,200 medical vehicles
4,900 health professionals

Car-pooling

Numerous services in France, notably thanks to CMABULLE (app that pairs families for lift-sharing for the school run and out-of-office activities)

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