

## GROUP ACCESSIBILITY POLICY

Keolis group is committed to its passengers, employees and partners to working towards a universal and sustainable mobility.

Keolis aims to create mobility that favours independence and dignity for all, passengers and employees alike.

With strong conviction and going beyond regulatory requirements, Keolis has made accessibility a strategic priority and is implementing a UniK structured approach in line with the Group's Accessibility Policy and Customer Promises.



Mobility for all - an experience adapted to each individual.  
Because every passenger is unique!

In order to simplify and facilitate the mobility experience at every stage of a journey, the UniK approach aims at meeting the specific needs of each passenger, taking into account their potential disabilities, whether these are visible or not, permanent or temporary.

It therefore guides the design, deployment, management and promotion of mobility services that are increasingly inclusive and better adapted.

In order to implement an effective accessibility policy and contribute to a more united and inclusive society, Keolis has made **seven commitments** to 300 public transport authorities in 13 countries around the world.



### Support and guide public transport authorities

by providing them with the Group's know-how and expertise in terms of inclusive mobility



### Promote a culture centred around Accessibility

in all networks, whether specialised or regular.



### Develop the skills of all employees

on inclusive mobility and attentive service relations



### Support recruitment

and ensuring the successful integration of people from all backgrounds, including those with disabilities and special needs.



### Forster a community of experts

on disability and special needs



### Collectively discuss and build mobility offerings and services

with our local and national partners: associations, institutions, etc.



### Innovate

to provide passengers with new services

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The Group Accessibility Policy is directly expressed through:

**6 promises** for all passengers with special needs:

- 1** To listen to passengers and provide a service that is attentive and considerate throughout the journey, provided by trained staff
- 2** To offer accessible and adapted transport
- 3** To guarantee access to passenger information at every stage of the journey
- 4** To facilitate journeys by developing access to existing services
- 5** To improve mobility solutions by proposing new and adapted mobility services
- 6** To progress thanks to passengers, drawing on their feedback and that of local disability associations and organisations

*“These commitments and promises at the Keolis group level are adopted by each subsidiary, in accordance with their public transport authority. They represent a framework for ensuring that each passenger benefits from an accessible and attentive mobility experience, as we strive towards ever-greater results.”*

**Annelise Avril**  
Group Senior Executive Vice President for Marketing,  
Innovation  
& New Mobility Services

