



FACT SHEET

CAPABILITY: RAIL



Introduction

Rail is at the heart of the Keolis and Downer stories. Keolis is a subsidiary of the world leading French national railways, SNCF. Downer is one of the pioneers of rail in Australia. Our pedigree as a rail operator covers more than 150 years and spans operations on three continents.

Rail is the backbone of many transport networks and is therefore a crucial service to many jurisdictions. It is a key offering to clients around the world and a key speciality of the Keolis Downer team.

The Keolis Downer rail capability includes the standard urban and suburban train networks we see in Sydney, Melbourne, Brisbane, Adelaide, Perth, Wellington and Auckland. These services cater for large numbers of mainly commuters in the peaks and students, tourists and those undertaking appointments and social outings at other times.

Rail is Critical to Our Cities

Reliable and efficient rail is a key factor for all large Australasian cities to ensure productivity and liveability. As congestion worsens trains play a greater role in preserving the fabric of the city.

Customers are becoming increasingly sophisticated and selective about their transport services. No longer are they content with a train to turn up close to the scheduled time, they are now looking for service quality, information to enable them to make informed decisions, consistency of services across a wider span of hours, and diversity in price offers such as off-peak pricing.

Franchising the operations and maintenance of train networks to the private sector can help to meet these customer needs and reduce the drain on the public purse (assuming the incentives for cost reduction and patronage growth are well calibrated to drive the entrepreneurship inherent in the private sector).

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Rail is Our Pedigree

Downer has been a rail company for more than a century from the manufacture of Queensland's first steam train through to the recent supply of the Waratah vehicles. Downer represents the entire lifecycle of a railway. It is not just manufacturing trains, it is now Downer's capacity to construct railways, provide systems and manage whole-of-life above and below rail maintenance. In this context the partnerships that Downer has developed with international suppliers is crucial to delivering innovation and value for money.

Rolling stock maintenance is a key capability as is managing and maintaining track and related infrastructure.



- Southern, UK
- Southeastern, UK
- London Midland, UK
- TransPennine Express, UK
- Keolis Rail Services, Virginia (KRSV)
- Keolis Commuter Service (KCS), Boston
- Owl-Netz, Germany
- Hellweg Netz, Germany
- Maas-Rhine-Lippe Netz, Germany
- Syntus, Netherlands
- Compagnie du Blanc Argent (CBA)



World-Class Knowledge, Local Experience

Why Choose Keolis Downer?

Keolis operates railways in France, is involved in more than a third of the UK franchises, and manages railways in USA, Netherlands, Denmark, and Germany directly and in partnerships. Keolis is also currently engaged in projects in China and India.

Although rail operations have dramatically improved in recent years, Keolis Downer is committed to work alongside governments to deliver world-class rail operations across Australasia. An expanded role for the private sector would allow the application of this experience, bringing world-class services to local customers.

With customer expectations ever increasing there is a big opportunity to bring some international best practice to the intercity / regional rail market. These service enhancements would look to encourage greater levels of patronage through the creation of a segmented rail market, offering tourist, business traveller and low cost service alternatives. This approach has been central to driving high levels of rail patronage across Europe and ensuring economic benefits for regional communities and new opportunities to support population growth outside of major cities.

1. Modern infrastructure – improvements to current network assets and the introduction of new technology and maintenance systems
2. Cost efficiency – the natural focus by the private sector on costs will see a reduction in the cost to taxpayers of running rail networks with some of those savings being reinvested to improve both services and assets
3. Customer service – the application of the Think Like a Passenger philosophy will ensure that Keolis Downer always focuses on what is best for the customer, from the start to the end of their journey
4. Operational excellence – tapping into more than a century of SNCF, Keolis and Downer experience gives us strategies and the key personnel to help ensure good operations become excellent
5. Industrial relations – we will apply our proven methodology and approaches to managing our people to ensure there is a strong partnership and alignment between the company and its workforce.



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