



# COMMUNITIES



# MOBILITY





## Key figures

**9.3**  
billion euros in revenue

**19**  
countries

**12**  
million passengers per  
day on average

**102,000**  
employees

**150+**  
job categories

**26%**  
female employees  
*(up 2% year on year)*



**16**  
transportation  
modes

**18.1%\***  
alternative  
fleet\*\*

**2,900**  
zero-emission  
vehicles\*\*\*

**94%**  
of employees on  
permanent contracts

**69%**  
of teams in driving and  
maintenance roles

**98%**  
of employees received  
training during the year

\* Consolidated scope, excluding First Transit United States

\*\* Non-diesel road fleet (compressed natural gas, biogas, electric, biofuel, hydrogen)

\*\*\* Battery and hydrogen fuel cell electric buses, coaches, trolleybuses and taxis across the entire scope of operations.

# Transdev, a fast-growing global group at the heart of mobility challenges

**Mobility is a vital necessity. Being able to get around on a daily basis is essential in order to study, work, receive medical care, see one's family and friends, attend cultural events, etc. It is a factor that promotes social cohesion and economic development. Facilitating and encouraging mobility, but also decarbonizing it, are at the heart of Transdev's business.**

We need to respond to three challenges: firstly, we need to offer mobility for all, for all communities, adapted to local needs. Then there's the challenge of decarbonization, with solutions that help reduce our carbon footprint, protect our environment and our communities. Finally, it's the challenge of recruiting and caring for our employees. They are our strengths in the field, enabling us to deliver the right service wherever we do business.

In fact, all the Group's employees - over 102,000 on four continents

- embrace the same Purpose: "We empower freedom to move every day thanks to safe, reliable and innovative solutions that serve the common good". To this we add our action verbs: care, share and dare. Diversity, equity and inclusion are also at the heart of the Group's priorities: we are people serving people.

This common foundation gives Transdev the assets it needs to meet the challenges of a changing world. The Group has set itself targets for reducing greenhouse gas emissions and has adopted the "Moving Green" environmental strategy to achieve them.

The Group, in all its organizations, is committed to adapting to climate change. We offer mobility solutions tailored to the needs of each region, drawing on the great diversity of our achievements around the world. Since the end of 2023, the Group has been operating 2,900 electric

vehicles\*. At the same time, the energy mix we offer to our customers is gradually moving away from fossil fuels, with the increasing deployment of a fleet of vehicles powered by renewable biogas or biofuels, while continuing to use electric, battery-powered or hydrogen-powered vehicles.

But it's not just a question of technology. The aim is to give as many people as possible access to public and shared transportation, increasing the range of services wherever possible. Transdev has thus become one of the most "multimodal" companies, able to offer all transportation modes on land (train, metro, light-rail, bus, coach, bicycle, transport on demand...) or on water (river and sea shuttles and ferries).

Transdev knows how to serve urban centers as well as low-density outlying areas. Every day, we serve nearly 12 million passengers in 19 countries, with the aim of making their daily journeys easier, more efficient, and more sustainable. This is the meaning we give to our business, today and tomorrow: bringing people and regions closer together.

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



***"Our business is essential to the success of the ecological transition"***

***"We offer mobility solutions tailored to the needs of each community, drawing on the great diversity of our achievements around the world"***

# Contents

|  |    |
|--|----|
| <b>Accelerate to support</b>                         |    |
| local communities: key dates .....                   | 8  |
| Our worldwide presence .....                         | 10 |
| Our value creation model .....                       | 12 |
| Putting people first .....                           | 14 |
| Meeting the specific needs of communities .....      | 20 |
| At the service of passengers .....                   | 26 |
| Committed to the planet .....                        | 32 |
| Safety First: prioritizing safety and security ..... | 38 |
| Preparing today for tomorrow's challenges .....      | 40 |

Nothing 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.

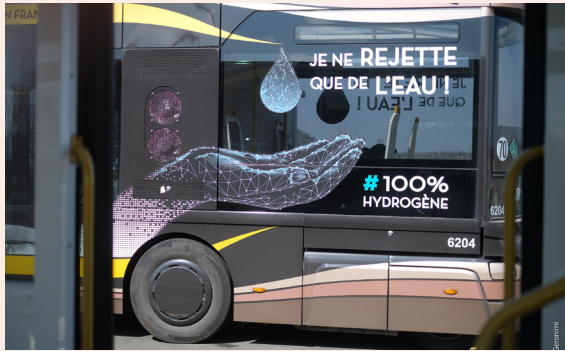
Let's open up regions  
Serve more communities  
Deliver better business  
And get everyone on board.

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

Nothing can stop us  
And we're just getting started

**Transdev, The Mobility Company**

# Accelerate to support local communities: key dates



## 2017

**ISO 9001** certification for the Group's CSR management system.

Deployment of **100 electric buses**, the largest European zero-emission fleet, in Amsterdam (Netherlands).

## 2018

Implementation and operation of **20,000 long-term rental bikes** with Île-de-France Mobilités (France).

Creation of a **driving school** facilitating the return to employment of Swedish citizens and the integration of immigrant populations (Sweden).

## 2019

Launch of the first **hydrogen bus** line in Lens (France).

**Acquisition of "3CSAD Group"**, making Transdev the fourth-largest bus operator in this market (Czech Republic).



## 2020

Launch of Moovizy 2, the most advanced **"Mobility as a Service"** solution in Europe, in Saint-Etienne (France).

Launch of the **first solar-powered electric bus** in Queensland (Australia).

First **"green financing"** for Transdev in Sweden, dedicated to the acquisition of electric buses (Sweden).

## 2021

Start of construction of the **first 100% electric Transdev ferry** (Portugal).

Conversion to **Biogas** and **NGV** (Natural Gas for Vehicles) of 22 depots in Ile-de-France (France).

Deployment of the Group's **Moving Green** environmental strategy in 8 countries.

Launch of the **first Snälltåget night train**, connecting three European capitals: Stockholm, Copenhagen and Berlin (Sweden).

Gain of the **first regional rail line opened up to competition**, Marseille-Nice (France).

## 2022

Complete takeover of the operation of the **ten train lines of the S-Bahn** network in Hannover (Germany).

Delivery of **406 electric buses in Bogota** and installation of a 40,000 m<sup>2</sup> depot, the largest electric depot in the world outside China (Colombia).

Deployment of a **Diversity, Equity & Inclusion** manifesto and charter in all Group countries.

**Two metros won: in Toronto**, the operation and maintenance of the new "Ontario Line", a fast, automatic metro line, for a 30-year period. **In Quito**, the capital's first metro line, with a capacity of 400,000 passengers per day (Canada and Ecuador).

Contract win for the **first urban cable car** in the Paris region (France).

## 2023

With the acquisition of First Transit in the United States and Canada, **Transdev becomes the largest private operator of public transportation in North America.**

The first metro in Quito, opens, with **19 trains and 15 stations, and a capacity of 400,000 passengers a day** (Ecuador).

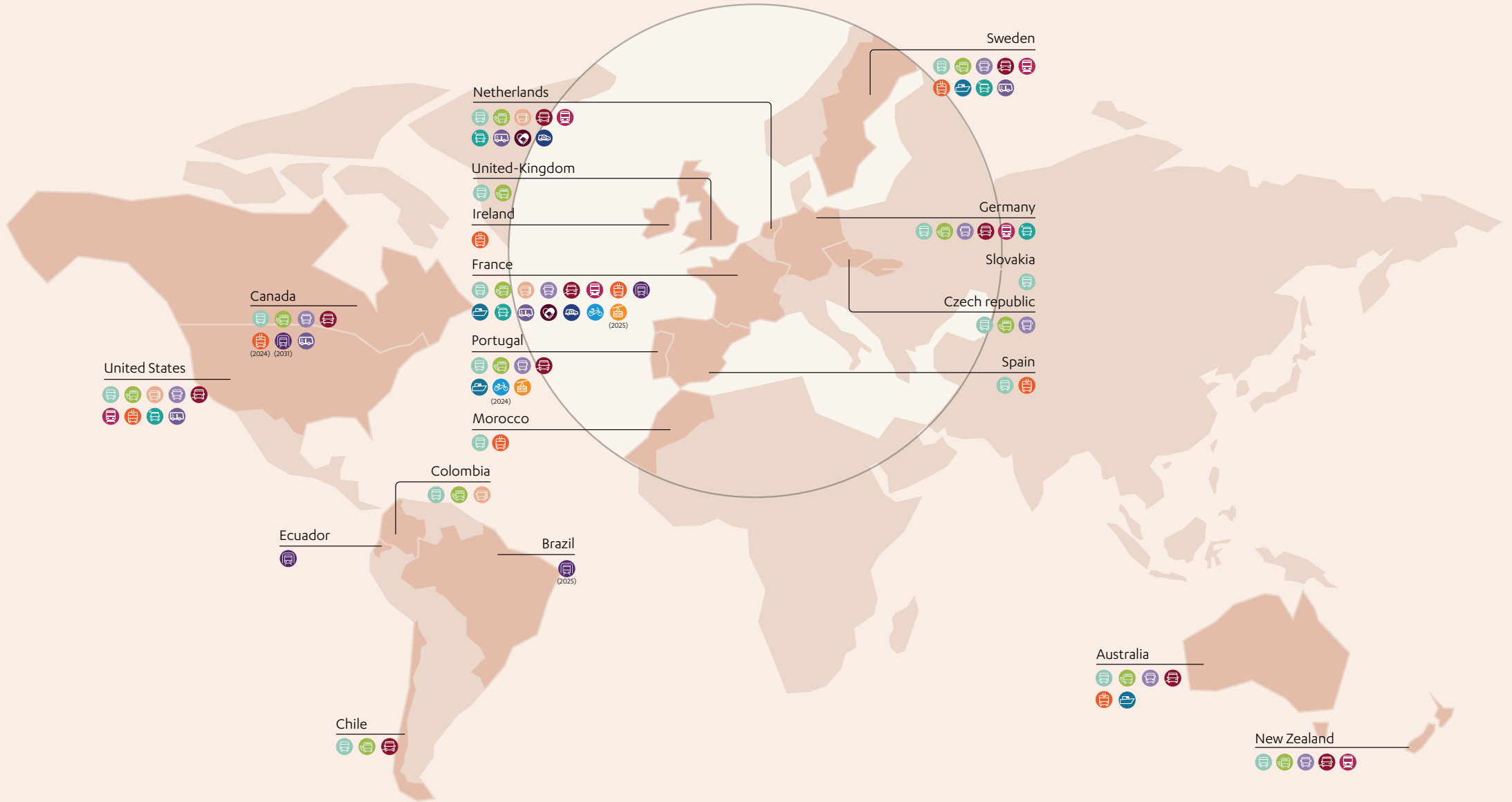
Renewal until 2031 of the contract for **the five metropolitan rail lines in Wellington** (New Zealand).

Presentation in Amboise of the **first electric retrofitted bus authorized to carry passengers approved for mass production** (France).

Launch of **The Mobility Sphere by Transdev**, a European think tank that explores the future of mobility.



# Our worldwide presence



- |                           |                          |                            |                    |                       |
|---------------------------|--------------------------|----------------------------|--------------------|-----------------------|
| Bus                       | Coach                    | Light Rail                 | Autonomous vehicle | Ambulance             |
| Electric and hydrogen bus | Transportation On-Demand | Metro                      | Paratransit        | Bicycle share-service |
| Bus Rapid Transit         | Rail                     | Water borne transportation | Community bus      | Cable car/Funicular   |



# Strengths

## A “Moving You” strategy to serve communities

- Welcoming new passengers
- Enhancing our value offer for our customers
- Being the leader in green innovation
- Ensuring sustainable performance
- Building diverse and cohesive teams

## Committed teams throughout the world

- Over **102,000** employees in **19 countries**
- **69%** of teams employed as drivers
- **26%** women in the Group
- **150+** job categories
- **320** in-house experts who provide support for operational projects wherever Transdev does business

## An ecosystem of partners

- **300+** procurement categories
- **€309k** donated by the Transdev Foundation
- **€3.8bn** in products and services purchased on average in the Group’s 6 key countries

## A business model contributing to respecting resources

- **€773M** in shareholders’ equity and a committed long-term shareholder
- **16** modes of transportation
- **2,900** zero-emission vehicles\*
- **18.1%\*\*** alternative fleet rate\*\*\*



## The ten significant sustainable development objectives for Transdev



# VALUE CREATION

We empower freedom to move every day thanks to safe, reliable and innovative solutions that serve the common good.

## Results

### For our passengers

- **12M** passengers every day worldwide
- **96.5%** safety management system (SMS) compliance for audited entities
- Intermodal and multimodal mobility solutions for an attractive alternative to the private car
- Customer experience and inclusion of all at the heart of our action in the communities we serve

### For our planet

- **-16%\*\*** of GHG emissions (in intensity) between 2018 and 2023
- **-41%\*\*** of NOx between 2018 and 2023
- **38%\*\*** of entities ISO 14001-certified
- **2,419** employees completed the “Environmental Awareness” training in 2023

### For our clients, local communities and public institutions

- **€62M** in taxes and contributions paid in France
- **“Moving Green”**, our environmental strategy that formalizes our commitments and actions for sustainable decarbonized mobility
- **2,600** suppliers qualified as inclusive suppliers in France
- **29,426** new hires in communities
- **2,500** public and private customers

### For our employees

- **“Drivers@transdev”** international operational task force set up to attract, recruit, hire and retain drivers
- **98%** of employees received training during the year
- **94%** of employees on permanent contracts
- **5,000+** managers have obtained Health and Safety Certification

\* Battery and hydrogen fuel cell electric buses, coaches, trolleybuses and taxis across the entire scope of operations.

\*\* Consolidated scope, excluding First Transit United States

\*\*\* Non-diesel road fleet (compressed natural gas, biogas, electric, biofuel, hydrogen)

# Putting people first

## People serving people

Our teams are at the heart of our business. We strive to be a recognized and attractive employer, and are committed to the development of each employee throughout their career.

- **Shared convictions.** At Transdev we share a Purpose, which serves as a compass to guide our day-to-day actions: “We empower freedom to move every day thanks to safe, reliable and innovative solutions that serve the common good.” This Purpose is embodied by three action verbs that express the essence of our business: “Care,” which illustrates our attentive approach to our teams, customers and passengers; “Share,” which describes our goal to share best practices and collaborate with others; and, lastly, “Dare,” which demonstrates our ability to innovate in order to design solutions to meet the challenges of climate change and our passengers’ constantly evolving lifestyles.
- **Support our employees to keep them on the move throughout their careers.** In all its business lines, Transdev implements a comprehensive HR policy that allows employees and new recruits to grow. Mentoring, training and internal mobility programs offer equal opportunities and enable our talent to rise through the ranks. In the field, local team members also assist the most recent recruits. For example, in France, experienced drivers work alongside apprentice drivers trained by the “Académie by Transdev”.
- **The e.team: collaboration by experts from around the world.** The e.team program is a strategic tool for identifying and mobilizing in-house expertise in 27 business segments. Through this program, team members can publicize their expertise and indicate their availability to take part in specific projects after approval by the business segment officer. The e.team is a community of 320 experts who performed nearly 220 assistance missions Group-wide in 2023.



## A strong employer brand

In 2022, a survey conducted in several Group countries defined the four priorities of the Group’s employer value proposition and served as a basis for establishing a new employer brand platform in 2023. The goal was to create an impetus that would make all employees feel valued, strengthen the sense of belonging to Transdev, and attract new talent to the company. Strong, global and creative employer branding tools based on the slogan “What drives you?” have facilitated the local deployment of effective and consistent recruitment and employer branding campaigns.

**WHAT DRIVES ME?  
KEEPING OUR DRIVERS  
SAFE ON THE ROAD.**

Become a **mechanic**. Join us.

At Transdev, we give our talents the opportunity to develop and have a positive impact on society and people's lives, by delivering ever safer, more reliable and more innovative mobility services.



102,000 employees

150+ job categories

320 in-house experts



# Putting people first Diversity, Equity & Inclusion

At Transdev, we celebrate diversity and embrace the wealth of differences represented in our teams. Each employee is valued regardless of their age, origin, ethnicity, level of education, gender, disability, sexual orientation, religion or beliefs, marital status, or union, organization or minority group membership. In all countries where we do business, we encourage and build diverse teams and an inclusive culture every day.

## Accelerating gender parity

A program in which female employees are mentored by Executive Committee members and, at country level, by the Management Committee members, marks the Group's determination to develop equal opportunities at all levels of the company. Transdev has set a target of having 34% women among Top Executives by 2030. In 2023, Transamo, a Transdev subsidiary, signed the Gender Diversity Charter adopted by Syntec-Ingénierie with the aim of increasing the number of women in engineering. To mark International Women's Day on March 8, 2023, the "Embrace Equity" campaign highlighted the diversity of career opportunities for women in the countries where the Group operates.



**26%** women in the Group

**17** members, representing employee diversity, comprise the Diversity & Inclusion Council in the United States

## Concrete tools, actions and processes

In 2022, Transdev published its commitments in a Diversity, Equity and Inclusion manifesto and charter. In 2023, Transdev Australasia initiated a "Dignity Audit" to identify opportunities and areas for improvement within the company. In the United States, the Diversity & Inclusion Council, made up of 17 members representative of employees, defends, coordinates, studies and monitors strategic actions to promote diversity and inclusion.

## Recognized values

Reflecting its pride in its values of diversity and inclusion, Transdev Australasia is the only multimodal transport company to have been awarded Bronze Tier Status based on the Australian Workplace Equality Index (AWEI).



## United in diversity

Transdev Canada continually strives to improve the work environment for all its team members and to create a setting where individual differences are understood, anticipated and valued. On the occasion of the International Day against Homophobia, Transphobia and Biphobia, an in-house workshop was held with the aim of deconstructing unconscious prejudices and teaching how to become better allies at work, including in interactions with colleagues.



**1** Diversity, Equity and Inclusion charter and manifesto

# Putting people first Transdev, a responsible employer

As an employer of choice and an inclusive leader, Transdev is committed to providing equitable access to career opportunities, attracting the best talent, fostering employee development, maintaining high-quality social dialogue, and guaranteeing a safe working environment. Attracting and retaining talent, irrespective of their role, is a crucial strategic priority to optimize our resources and deliver the highest quality service.



## “5-Star Employers of Choice” award

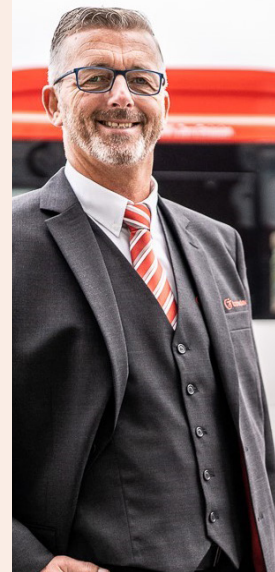
Transdev Australasia received the “5-Star Employers of Choice” award conferred by HRD Magazine. Each year, this award recognizes cutting-edge organizations and best practices in human resources management. This recognition is testimony to Transdev’s commitment to providing a working environment in which employees can flourish.

**94%** of employees on permanent contracts

**98%** of employees received training in 2023

## Transdev Discovery program

This digital program, which was rolled out in 2023, develops newly hired employees’ overall knowledge of the company and strengthens their sense of belonging to the Group. It provides an overview of the Group’s activities, businesses, key figures and geographical locations, as well as career opportunities.



## “Graduate Program” launched in France

In autumn 2023, Transdev France launched its “Graduate Program,” which includes a diploma course in partnership with ENTPE, a school that trains engineers and doctoral students in sustainable community development. Each year, around 20 people (employees and recent graduates) will be admitted to the program. At the end, participants are awarded a degree in “Passenger Transportation Operational Management” and the Transportation Certificate of Professional Competence by equivalence.

## An agreement to tackle the shortage of skilled workers in Germany

Transportation companies in central Germany, including Transdev, are working to improve training and qualification conditions for train drivers. Under a joint agreement, nine regional railway companies have committed to a financial arrangement around the costs of training in order to meet the growing demand for train drivers.

## Employer Service Partnership: pilot project in the Netherlands

This project, initiated by Transdev Netherlands in partnership with the Employer Service Desk in Amsterdam, provides people with employability difficulties with job opportunities in the transportation sector. In 2023, nine beneficiaries of this project entered a bus driver training course. Throughout their training period and during the first few months of their employment contract, they are mentored by a professional coach.

**69%** of team members employed as drivers

# Responding to the specific needs of communities

## Facilitating daily journeys around the world.

Everywhere in the world, the majority of journeys are made by car, which creates a major challenge. Finding alternative and innovative public transportation solutions, especially in rural areas, is crucial. In France, the average commute is 34 km, which confirms the need for better connections between city centers and outlying areas.

With 12 million passengers per day, our Group makes a significant contribution to facilitating this daily travel. We work with local authorities to create integrated and inclusive mobility solutions that are tailored to each community.



**12M** passengers per day

**1M+ km** traveled each day in France



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## Nassau County and Las Vegas: contracts renewed and gained

- **Accessible mobility in Nassau County, USA.** The NICE network operation and maintenance contract was renewed for seven years. This network offers residents of greater New York 2,500 stops providing easy access to major subway, train and transit hubs. The network has 850 employees, 280 buses on fixed routes, and over 100 vehicles for transporting passengers with reduced mobility.
- On July 1, 2023, the **Regional Transportation Commission of Southern Nevada** awarded the operation and maintenance of its bus service to First Transit, now owned by Transdev. This service currently provides over 40 million journeys a year in the southern part of the state, including the city of Las Vegas, and has over 400 vehicles and nearly 1,500 employees.



## Launch of Quito's first metro

Inaugurated on December 3, 2023, the metro in Quito, Ecuador, has 19 trains and 15 stations, and reduces travel time between Quitumbe and El Labrador by 1.5 hours. With a capacity of 400,000 passengers and over 17 hours of daily service, the line offers multimodal integration with the city's transportation system.

# THERE

## Transdev continues to shape the rail experience in New Zealand

In New Zealand, Transdev will continue to run trains in Wellington until 2031, following the renewal of its contract for Metlink's five metropolitan rail lines. Transdev, which began operating this service in 2016, will continue working to improve the reliability of the Metlink network and optimize customer service.

## New bus network for Redlands and Brisbane

Transdev's team in Queensland, Australia, is implementing an improved bus network for the eastern suburbs of Redlands and Brisbane. Major modernization work began on May 29, 2023, which will result in a more direct service to the city of Brisbane, dozens of additional journeys to Redlands Hospital, and access to the large Shoreline residential complex.





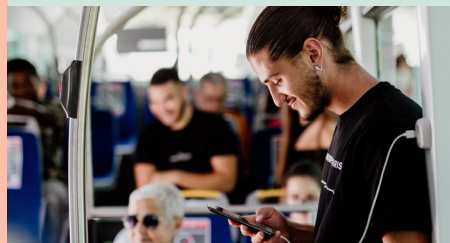
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## First train for the Marseille-Toulon-Nice line unveiled

On November 30, 2021, the French South Region awarded Transdev the contract to operate trains on the Marseille-Toulon-Nice line, starting in summer 2025. Omneo, the first train that will operate on this line, was presented by Alstom, Transdev and the French South Region in November 2023, before the start of homologation tests. Starting in late November, this train underwent a four-month series of dynamic overspeed tests at the Velim ring in the Czech Republic. After returning to Crespin for final static tests and the installation of interior fittings, it will be relocated to southern France for pre-operational service.

## Gästrikland: increasingly reliable, accessible and safe public transportation

Transdev Sweden's contract was renewed and it will continue operating the regional transportation service in the province of Gästrikland for 10 years as of December 2023. 47 completely new electric buses were put into service in December 2023.



**100%** green traction energy for the future Marseille-Toulon-Nice trains in France

**47** new electric buses put into service in Gästrikland, Sweden



## Greater Reims: additional communities served

In October 2023, Transdev signed a public transportation concession contract with the Greater Reims metropolitan area council. A unified network covering the entire Greater Reims metropolitan area and its 143 municipalities provides access to a range of mobility services less than one kilometer from people's homes and workplaces.

**200,000+** people use the Créon-Bordeaux express coach service year round

## Créon-Bordeaux express coach: a super-fast shuttle solution

Between Bordeaux and Créon, in the Nouvelle-Aquitaine region of France, everything has been designed to facilitate the use of public transportation. A park-and-ride facility offers the residents living around Créon the possibility of traveling to a bus stop and then taking an express coach, equipped with Wi-Fi and tray tables, to Bordeaux. The advantage over the car? Passengers save time and money, while doing their part to protect the environment. Over 200,000 people use this service year round, from Monday to Friday.



# At the service of passengers

Passengers' experience on board our vehicles is a key aspect of our approach to living together. Our commitment, backed by significant technical and human resources, is to make our vehicles as accessible as possible and to ensure maximum safety. Thanks to new technologies, everything from timetables to payment has been simplified, providing a seamless travel experience.



**#2** Transdev subsidiary Connexion was voted the second friendliest network in the Netherlands

**87%** of passengers in France are globally satisfied with information about their network\*

\*Source: National "Passenger Information" survey, 2022, Transdev Passenger Department

**38,000** bicycles and scooters operated\*\* in 22 communities in France



\*\*By Transdev and companies in which Transdev is a shareholder

At the service of passengers

# Towards greater multimodal options

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## Transdev Portugal launches the new Serra Shuttle service

This service links Covilhã and Penhas da Saúde with the Serra da Estrela tower. The service provides residents with access to a multimodal transportation system that includes new buses and additional routes, manages elevators, funiculars, bicycles, scooters and parking lots, and offers a mobile app that links all these modes of transportation.

## The “Transdev Service Commitment and Signature” approach rolled out in France

Transdev is committed to improving the passenger experience. In connection with the implementation of the Transdev Service Commitment and Signature, a support kit is provided to networks to help them put these commitments into practice. It includes a communication campaign entitled “A Happy Passenger’s Journey” that promotes our commitments to passengers, teams and partner public transit authorities. Implementation of this approach was tested in 10 networks in France in 2023 and will be expanded to other Group countries in 2024.

## New bus routes offer additional multimodal options in the Île-de-France region

On August 1, 2023, Transdev France began operating the Cœur d’Essonne network in the Île-de-France region, with 37 bus routes serving 28 communities. The network facilitates intermodal transportation and offers five transportation on-demand services and night buses. Transdev also operates 35 bus routes that serve 11 communities in the heart of the Versailles Grand Parc metropolitan area, for its 222,000 inhabitants, facilitating passenger travel to the five main stations.

## Easier payment for greater freedom of movement

In the Netherlands, several payment solutions have been introduced to make life easier for passengers. Since last year, OVpay allows passengers to pay for all public transit services using their credit cards. The Bravo network, which operates in and around Eindhoven, offers the “Be-in-Be-out” (BIBO) service on its electric buses. The Mobyyou app offers passengers a contactless payment option, allowing them to board and exit buses at their convenience, simply using their cell phone to validate and pay for their journey. This payment solution received the “Special Recognition Award” at the UITP Global Public Transport Summit in 2023.



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## The Bus School: assisting people with disabilities

In connection with the Mobility Experimentation Laboratory (LEMON®), Transdev conducted a set of experiments in Lens, France, to promote use of the regular transportation network by people with disabilities. The Bus School is the concept which was chosen. A facilitator invites a group of people with disabilities to experience a bus journey through a set of entertaining activities that familiarize them with the various stages of a journey.



### Training in best practices: partnership with Humanity & Inclusion

In Morocco, Transdev Rabat-Salé signed a partnership agreement with the Humanity & Inclusion NGO to train ticket inspectors in best practices for dealing with passengers with disabilities.



# THERE

### Partnership with the Inclusive Mobility Laboratory #TousMobiles

In France, Transdev partners with the Inclusive Mobility Laboratory (LMI). With the support of the French Ministry of Transportation, work has been carried out to implement the “#TousMobiles” program. In connection with LMI’s tenth anniversary, its members published a statement in which they pledged to redouble their efforts in the face of ecological and social emergencies and mobility-related challenges.

### New contract and expanded partnership to transport people with reduced mobility in the United States

- **In Orlando, Florida**, Transdev was awarded an operation and maintenance contract for the region’s paratransit services for people with reduced mobility.
- **In Denver, Colorado**, since July 1, 2023, under an expanded partnership with the paratransit department of the Regional Transportation District (RTD), Transdev is now responsible for the operation, maintenance and roadside supervision of 65% of the dedicated “Access-a-Ride” service.





# Committed to the planet

Given that transportation accounts for 22% of global CO<sub>2</sub> emissions, assisting local authorities and communities in their ecological transition is a priority for Transdev. We are a European leader in electric and hydrogen mobility and each day we operate and deploy low-carbon mobility solutions around the world.



**2,900** zero-emission vehicles\* in circulation on our networks

**-16%** greenhouse gases (in intensity) between 2018 and 2023\*\*

# Overview of low-carbon solutions



## Commitments for the planet

Faced with the need to decarbonize the transportation sector, Transdev has undertaken a number of initiatives. Since 2020, the “Moving Green” strategy, one of the Group’s priority programs, has focused on the following commitments:

- **reducing the carbon intensity of the Group’s fleet by 30% by 2030 (base year: 2018);**
- **increasing the alternative fleet by 50% by 2030 (base year: 2018);**
- **reducing NOx emissions of the road diesel fleet by 50% by 2030, relative to 2018 levels.**

- **Hydrogen bus experiment.** In Bogotá, Colombia, Transdev operates the first green hydrogen bus (certified of renewable origin) in Latin America. This eight-year zero-emission experiment will be carried out in Bogotá by Transdev’s subsidiary Green Móvil.

- **Over 1,000 zero-emission vehicles currently in service.** Transdev Netherlands is the first transportation provider in the country to achieve level 5, the highest level of the CO<sub>2</sub> performance scale. Since 2019, it has reduced its CO<sub>2</sub> emissions by 49%, not only by investing in zero-emission vehicles, but also through initiatives such as making its premises more sustainable, by reducing electricity consumption, for example.



## 238 electric buses in Santiago

In Santiago, Chile, Transdev and its Redbus Urbano (RBU) subsidiary put 238 electric buses into service. At the same time, the equipment needed to recharge these buses was installed in three depots.

## A growing number of electric school buses

In Canada, Transdev is the largest private operator of electric school buses in North America, with a current total of 84 vehicles. The goal is to have a 100% electric school bus fleet by 2025.



**-30%** greenhouse gas emissions per 100 km: our target for 2030 (base year: 2018)



REPORT

## Electric and biofuel buses

In the United Kingdom, Transdev Blaze field placed an order for 39 new electric buses with the aim of fully electrifying its Harrogate fleet. Transdev in Yorkshire and Lancashire plans to convert to all-electric by 2027, and in the meantime has switched to biodiesel, thus reducing carbon dioxide emissions by several thousand tons.

- On August 21, 2023, in Chemnitz, Germany, railway manufacturer Alstom and the Mittelsachsen Transport Association (VMS) presented a new battery-powered train developed by Alstom. The Mitteldeutsche Regiobahn (MRB) will launch passenger service on the Chemnitz-Leipzig line operated by Transdev Germany using battery-powered trains, which will replace the existing diesel trains.
- Nine additional electric buses will replace diesel-powered vehicles. This will enable Frankfurt, Germany, to rapidly implement its urban electrification strategy and generate additional CO<sub>2</sub> savings.



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## First retrofitted school bus approved in Europe

On June 14, 2023, in Amboise, France, Transdev presented the first electric retrofitted bus approved for mass production, and authorized to carry passengers. This new-generation bus has been providing school bus service in the Amboise area since the start of the 2023 school year. Retrofitting involves replacing the entire thermal drive train (diesel engine) with an electric drive train (battery).

## Karviná: low-emission bus routes

In Karviná, Czech republic, Transdev has been chosen to operate the city's bus routes for ten years, with a fleet of 85 buses combining CNG, bio-CNG and electric vehicles.

## And also...

- Transdev was the official partner of **ChangeNOW 2023**, a yearly event that presents the most innovative solutions for the planet and hosts the most influential changemakers.
- A project to measure the health of biodiversity in Rouen, France, focusing on the bat population, which involved fitting microphones on the rearview mirrors of seven buses.



18.1%\* alternative fleet\*\*

\* Consolidated scope, excluding First Transit United States

\*\* Non-diesel road fleet (compressed natural gas, biogas, electric, biofuel, hydrogen)

# Safety First: the safety and security of our passengers and employees is our priority

This requires collective efforts every day. This responsibility is also the indispensable prerequisite for the satisfaction, well-being and confidence of employees, passengers, clients and communities.



## Major survey to combat feelings of insecurity on public transit

In 2023, the Transdev Group carried out a survey on the perception of personal safety in public transit, to update and increase its understanding of this issue and identify ways to increase the feeling of personal safety. The three tools considered most effective are on-board video surveillance cameras, increased numbers of security guards, and on-demand alighting.

## Safe means of transportation

Ensuring everyone's safety and providing a secure environment are major concerns. To achieve these goals, we deploy daily training and awareness-raising initiatives, provide a reassuring and dissuasive human presence, and develop innovations to enhance security.

## Road safety information and education event

On June 2, 2023, in Issy-les-Moulineaux, France, in conjunction with the road safety education and information unit of the Paris Prefecture of Police, Transdev organized an event for schoolchildren and employees of local businesses focusing on road safety and soft modes of transportation.



## "Hold the bar" campaign

In Barcelona, Spain, Transdev launched an awareness-raising campaign to encourage passengers to hold the handrail while standing on trams.



## "R U OK?" Day to promote mental health

Transdev Australasia took part in this national day, which strives to reduce stigma in the workplace and provide help to people with mental health issues. Transdev John Holland held an awareness-raising day for its employees. In Sydney, teams traveled throughout the ferry network to engage discussion on this theme.

**2,250** managers received training on security issues

**96.5%** Safety Management System (SMS) compliance for audited entities

# Preparing today for tomorrow's challenges

The Group is mobilized to reduce its impact and to meet the challenge of adapting to climate change by deploying low-emission fleets for our clients and passengers, through in-house actions aimed at employees and, more broadly, by engaging with experts. Focus on some key actions.

## Online training for all employees

An e-learning module developed in 2022 is dedicated entirely to raising awareness of current environmental issues. This module focuses on the global challenges faced by the transportation sector, as well as Transdev's strategy, ambitions and solutions for reducing its impact. Since it was developed, 2,419 employees have completed this training course.



# HERE

## Transdev and The Shifters: a unique partnership to roll out Mobility Fresco workshops in France and internationally

Transdev's commitment to decarbonizing mobility by raising awareness and providing training for as many people as possible is reflected in a partnership that will roll out Mobility Fresco workshops across the Group. The aim of these workshops is to raise awareness in the field among our stakeholders – employees, citizens, businesses and local authorities – about the full spectrum of mobility-related issues.

Building on this success, the Group has decided to expand the program internationally. Workshops will be held in nine other countries, giving Transdev teams the opportunity to learn about decarbonized mobility options and to position environmental issues at the heart of the thinking and actions at all levels of the company.



## 100 % of Top Managers have completed training on climate change adaptation

Climate change adaptation is a key issue. In partnership with Axa Climate, the Group launched a climate risk awareness-raising workshop. In December 2023, the Top Managers met in Amsterdam to discuss the most significant issues for the Group's activities in the coming years. This workshop, which focused on the four main risks facing the Group (heat, flooding, fires, landslides), discussed identifying risks and impacts, and selecting and implementing concrete actions.

**90** employees learned about the carbon issues associated with personal mobility at workshops held in France

# “The Mobility Sphere:” exploring and shaping the future of mobility

Transdev firmly believes that mobility has a major role to play in the environmental, social, economic and geographical transitions, as well as in the transformation of urban shared spaces.

We believe that mobility is a fundamental catalyst for more inclusive, sustainable and resilient cities and societies.

## Think Tank of prospective mobility

The Mobility Sphere is a think tank that aims to explore the future of mobility by bringing together stakeholders and discussing ideas at a European level. The aim is to assemble a community of high-level experts and public and private decision-makers at high-impact events: the Mobility Sphere Forums, held in major European cities affected by urban transitions.



## 50 questions for 2050

Over the past few months, the think tank has mapped the 50 questions that will shape mobility in 2050. Experts, practitioners and public decision-makers have provided insights into these long-term challenges.

### A few of these questions:

- Is walking the foremost form of urban mobility?
- Is public transportation a common good?
- How can we support the shift from cars to public transit?
- How can mobility be made more welcoming for all urban users?
- Is pollution-free mobility entirely possible?

## Decarbonized mobility, mobility for all: transforming the way we move

A look back at the first edition of the Mobility Sphere Forum, which was held in Amsterdam on October 4, 2023.

Mobility is at the forefront of the transitions shaking up urban landscapes across Europe. The challenges are significant and stakeholders must reconcile the imperatives of technological developments with the urgency to decarbonate, and support the diversity of uses while ensuring access to mobility for all. The aim of this first edition was to monitor the main lines of all these transitions to think about their convergence, anticipate uses and imagine what tomorrow will bring for our short- and long-distance travel.

Introduced by Antoine Grange, CEO Europe of Transdev, the conference featured keynote panels moderated by François Gemenne, IPCC member, Professor at HEC Paris and Sciences Po, and scientific advisor to The Mobility Sphere, as well as time for discussion and networking.



Scan this code to relive the first edition of this event

**150** experts attended the first “Mobility Sphere” Forum





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