

BUILDING TRANSIT SYSTEMS AROUND PEOPLE

Healthy Transit Networks Mean **Healthy Communities**



THE WORKFORCE OF TOMORROW

Keolis' approach to improving Diversity, Equity and Inclusion (DEI) considers many factors

- closing the gender gap
- work policies and practices
- equal pay
- work-life balance
- personal development
- professional growth

We've made good progress but there's still work to do.



More trips are taken on transit for errands, leisure activities and general travel than for commuting

BENEFITS OF A MORE REFLECTIVE TRANSIT INDUSTRY

ease of movement and mobility for all global communities **your bottom line** it's the right thing to do

A SHIFT AWAY FROM THE TRADITIONAL 9-TO-5 WORKFORCE

Agencies and private operators must be innovative when identifying new ways to promote and make jobs within their companies attractive.



Diverse leadership that captures a variety of skillsets

Creative ideas and inclusive planning

Culture of open communication with managers and senior leaders

Emotional Quotient (EQ) that is constantly being levelled up

Mentorship

1/2 of Gen-Z [those born between 1997 and 2012] **WORK FROM THEIR BED**

TAKING ACTION

Keolis North America (Keolis NA) has taken actions that any organization, big or small, public or private, can adopt.



- De-gendered job descriptions and **appropriate use of pronouns**
- **Employee Resource Groups**
- Joined the American Public Transportation Association's (APTA) **Commitment to Racial Equity and Inclusion Program**
- Signed the **CEO Action for Diversity & Inclusion**
- Developed a **Mentorship Program**
- Implemented **Engagement and Inclusion programs**

WHAT ARE WE MEASURING?

Building an empathetic workforce will help with succession planning and building institutional knowledge and will pay dividends in company culture and operational success.



...all working in concert with initiatives and commitments to be most effective

WHY SHARE THIS INFORMATION PUBLICLY?

Keolis understands that, if we can make the industry a better place for everyone to work, then we can contribute to the improvement of the communities that we serve through safe and reliable transit.

This work is ever evolving and starts with dedicated leadership where executives initiate change and lead by example.

By looking at our respective passengers and workforce, we can easily identify gaps in representation and create opportunities to start benchmarking, **marking our improvement in each successive quarter.**

THE BENEFITS OF COMMITTING YOUR ORGANIZATION TO THIS WORK ARE CLEAR

INCREASED RETENTION RATES AND SYSTEMS WORK BETTER FOR PASSENGERS!



We're creating a virtuous cycle of employees who feel valued and stay on the job, improving performance over time through increased job satisfaction and engagement at work

PASSENGERS APPRECIATE:	fewer dropped trips	better on-time performance	employees who look like them
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