

TRANSDEV TRAINING launches 9 regional training centres

On 26 September, at the opening of the TRANSDEV ALPS regional training centre, TRANSDEV TRAINING announced the creation of 9 regional training centres. There are three objectives: to develop the professional status of drivers in order to increase the quality of service, promote a dynamic workforce within the Group and contribute to the development and skills of the local employment.

The Group has achieved 20% annual growth over the past 5 years. To prepare its 26 000 staff for this growth, while at the same time respecting its local roots, TRANSDEV has developed a global training policy and devotes almost 3% of its staff costs to training.

By setting up 9 regional training centres, the Group offers drivers initial and continuous training that as closely as possible meets local needs and the development of the sector.

Promoting the professionalism of drivers to reinforce service quality

In order to take into account the growing complexity of transport professions and address the growing needs of customers, TRANSDEV has put in place a professional training policy.

Whether for new recruits or existing staff, in-house training is organised at each regional training centre to meet both the company's needs and those specific to their local environment.

The focus is on drivers as they are in direct contact with customers. They can keep their skills and knowledge up-to-date thanks to continuous training, which is provided entirely by Group trainers, and includes compulsory safety training.

The ultimate aim is to improve the customer service, improve safety conditions, manage any conflicts and, if necessary, provide first aid.

By providing continuous and initial training, TRANSDEV will reinforce its expertise, skills and resources to enhance the service quality provided to passengers and keep up-to-date with changes in regulations and safety requirements.

⇒ **The objectives of the Group:** to train 200 staff a year at each regional centre, i.e. 1,600 staff a year.

A deliberately staff-focused approach

This arrangement is unique in that it draws on the Group's internal resources and gives staff, and drivers in particular, the opportunity to develop, for example, by taking on training assignments and then becoming trainers themselves.

At the end of a five-week training course, the attendee will have acquired teaching skills (public speaking, facilitating and running meetings, creating a meeting facilitation guide, etc.). They will then be responsible, as a trainer/tutor, for all the training courses offered by the regional centre and will be able to arrange and give training courses on an autonomous basis.

To successfully deliver the training within transport companies situated in their territory, they will be able to draw on a team of ad hoc trainers, driving instructors and tutors.

⇒ **The objectives of the Group:** an operational team (trainers, managers, funders) and a trainer/teacher for each regional training centre.

A professional training policy to boost local employment

TRANSDEV recruits 1,700 drivers each year and is now focusing on professional training contracts, which will allow new staff to gain a professional driver's qualification including a type-D licence and ensure they carry out their duties professionally, in the best possible conditions.

Following a partnership agreement signed on 19 May 2006 between the AFT-IFTIM group and TRANSDEV, drivers can now be trained partly by the Group's in-house trainers, who provide 1/3 of the training.

The Group is therefore working closely with ANPE, OPCA, regions and departments in order to recruit the future trainees.

A first training course for 14 future drivers who do not yet have a type-D licence started in Chambéry in August. In a few months, the trainees will graduate with a written qualification, 6 months experience of working in various Group companies, even the prospect of a permanent job.

⇒ **The objectives of the Group:** to train 200 drivers a year under professional training contracts.

By building up a network of in-house trainers, TRANSDEV has created optimum training conditions and acquired a pool of prospective employees that is perfectly well-suited to the needs of all its subsidiaries.

In the medium term, the regional training centres will enable the Group to counteract the ageing workforce in the profession and to meet effectively its driver recruitment needs.

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TRANSDEV, a subsidiary of Caisse des Dépôts, is one of the main operators in the European public transport sector. With 9 tram networks (Grenoble, Melbourne, Montpellier, Mulhouse, Nantes, Nottingham, Orléans, Strasbourg and Valenciennes), 1 network under construction (Tenerife), 1 network planned (Edinburgh) and 2 underground railways in operation (Porto, Genoa), TRANSDEV is a world leader in this market. With 89 city networks and 44 inter-city networks in France, the United Kingdom, Spain, Portugal, Italy, Germany and Australia, TRANSDEV transports over a billion passengers a year. The Group manages a fleet of 10,000 coaches and buses, 950 trams, 92 underground trains, 20 surface trains and 23 river vessels. It has over 26,000 staff, 10,000 of whom work outside France. Its consolidated sales are estimated at a billion euro in 2006 and its business volume at over 1.5 billion euro.