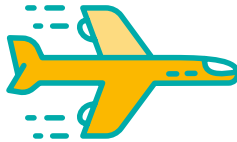


# TRANSPORT AND INFRASTRUCTURE



rekeep   
minds that work

# THE REKEEP GROUP

## MANY VOCATIONS, ONLY ONE SOUL

Rekeep is the leading Italian group in the **Integrated Facility Management Industry** and is among the major players in Europe. From healthcare to transport, from industry to large-scale retail and management of urban spaces: we provide a wide range of high added-value auxiliary services to the core business of big private groups and public bodies.

We offer a suite of specific solutions delivered through specialist companies for the needs of each specific market segment.

**TURNOVER**  
OF OVER EURO  
**1BILLION**

**90** COMPANY OFFICES  
IN ITALY, FRANCE, POLAND,  
TURKEY AND SAUDI ARABIA

**MORE THAN**  
**28,000**  
**EMPLOYEES** IN EUROPE

Our services are dedicated to people, spaces and the places in their lives.

We design groundbreaking, customer-oriented solutions for each single one of our customers' objectives that combine innovation and **sustainability, efficiency and performance**. To share objectives, fusing services and competencies.



Transport & infrastructure



Hospitals and healthcare facilities



Urban space



Offices & business districts



Hotels



Retail & large-scale trade



Schools



Museums & libraries



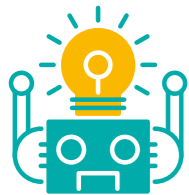
Industry



Sports facilities

# OUR VISION

## THE CHALLENGES CHANGE, OUR VALUES REMAIN



### INTEGRATION AND INNOVATION.

From services to help make cities smarter to digital solutions for business management: we develop ideas, processes and technologies to stay ahead of change, create value and offer solutions to adapt to the new scenarios.



### WORLDWIDE VOCATION.

A well-established presence in Europe, ongoing development in emerging markets and strategic foreign partnerships.



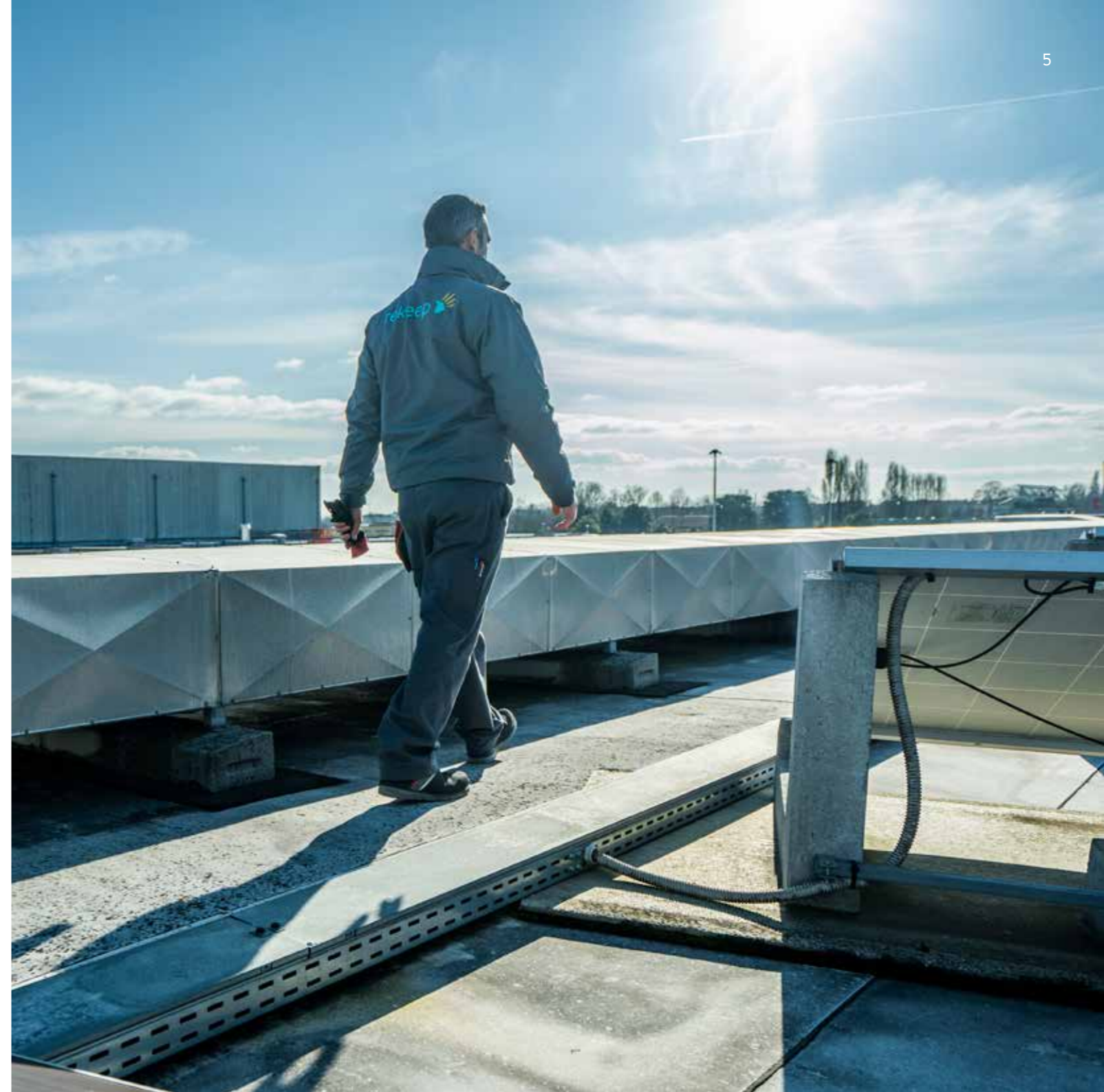
### SUSTAINABILITY.

We combine environmental sustainability and results, social well-being and performance of operations. A precise commitment with concrete answers: solutions for the city of the future, energy retrofit and saving and above all attention to people.



### WE CARE.

We put the individual centre stage, value talent and a working culture, solidarity and the ability to listen. A transparent commitment to our customers and stakeholders, the community and employees, for the creation of value with human-centric solutions.







# REKEEP FOR TRANSPORT

## A SUSTAINABLE AND INTEGRATED OFFER

We design and guarantee tailor-made and innovative proposals for transport facility management that **put the passenger at the centre** and marry high standards of quality to cost efficiency, paying the utmost attention to sustainability. To provide the best possible experience at every moment of the journey.

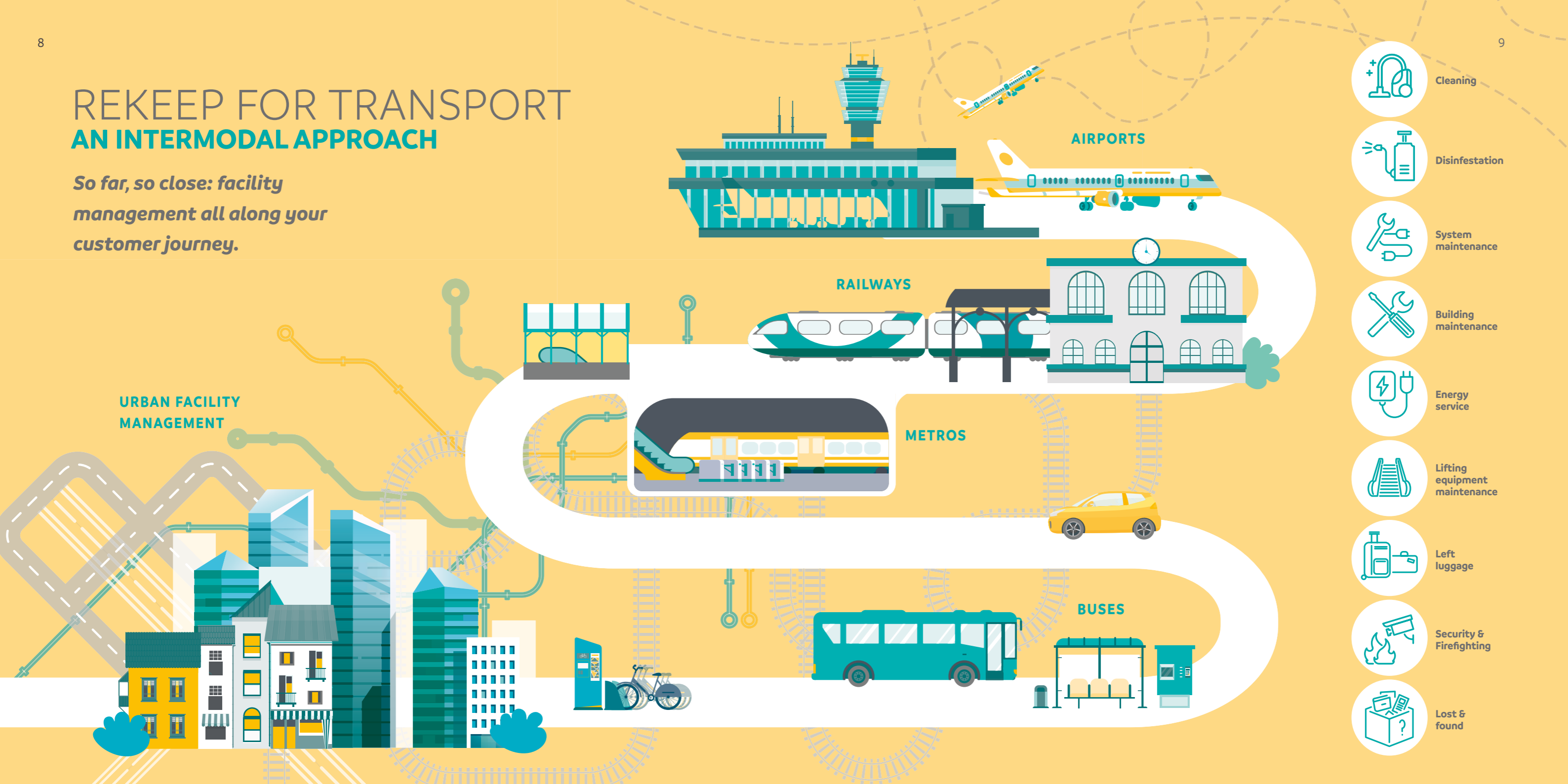
The future of mobility will lie in the hands of big urban agglomerations. Many large cities have already embarked on transformation processes that rely on **intermodality**: integrated planning of collective means of transport based on the capacity to combine, in an organic manner, high-speed, urban and regional railways, metros, public and private road transport and car parks.

From the park to the gate, from the train station entrance to the city centre, we help you create great experiences for passengers, **all along the customer journey**.

In this scenario, a key one for everyone's future, Rekeep is the ideal partner for transport sector organizations: one and the same ally that has the ability to provide all the services needed to support mobility taking a **truly intermodal approach** with its long experience that ranges from **metros and road transport to rail and air transport**, and, last not least, in-depth **urban facility management** know-how.

# REKEEP FOR TRANSPORT AN INTERMODAL APPROACH

*So far, so close: facility management all along your customer journey.*



Cleaning



Disinfestation



System maintenance



Building maintenance



Energy service



Lifting equipment maintenance



Left luggage



Security & Firefighting



Lost & found



# REKEEP FOR TRANSPORT

## INNOVATION AND SUSTAINABILITY

**Sustainability and innovation** are the imperatives that guide the way we perform the work that is entrusted to us, starting right from the planning stage.



### CARBON NEUTRALITY-ORIENTED OFFERS AND SOLUTIONS

All our proposals aim to present decarbonised services to our customers. We always analyse the carbon footprint of the services our customers ask of us to put forward solutions that go in the direction of carbon neutrality:

- Cleaning machines and products with low environmental impact.
- Latest generation scrubber dryers that cut the consumption of water, detergent and of the energy needed to power them.
- Equipment and products made from recyclable materials.
- Ecolabel detergents and products.
- Electric or hybrid vehicles.
- Waste sorting and recycling.



### SPECIAL STAFF TRAINING

Staff training is always fundamental, in the transport sector especially:

- Our workers attend special training courses for the transport sector, particularly focusing on Mobility as a service (MaaS) to ensure that our staff are attentive to all passenger needs.
- Multilingual courses to help staff to feel included and well trained..



### DIGITISATION

Our objective is always to propose and take up innovative technological solutions to ensure the highest standard of service:

- The activities we perform are fully traceable thanks to the computerised system that supports all we do: the customer can monitor service standards in real time and our staff organise their work accurately and efficiently.
- We work with Universities and research institutes to innovate how we run our services (big data, AI).



### TAILOR-MADE ORGANISATION AND SOLUTIONS

The ability to organise services and staff perfectly is one of our strong points:

- We have tested and we propose flexible organisational solutions to respond promptly to changes in our customer's activities (increase in number of passengers, events, seasonality, etc.).
- With our tried and tested procedures, we are able to provide quality services without the slightest disturbance to passengers or to the punctuality of the carriers.





# RAILWAYS

## IN NUMBERS

In order to create value in the complex railway transport sector, what is needed is solidity and timeliness, operational capacity, listening and innovation. Qualities and competencies that we have worked on in **decades of experience in the sector** in Italy and, more recently, abroad. To choose Rekeep means, today, to be able to count on a partner that ranges from providing **onboard train services to the running and maintenance of stations** and designing and carrying out **refurbishments** of capital assets such as depots or office premises.

### ROLLING STOCK

High-speed trains, night trains, urban and out-of-town transport: our thorough knowledge of the sector is a guarantee of our ability to design **customized solutions** for the diverse needs of the different spheres of rail transport, shaping plans of action for always assuring the expected levels of comfort and punctuality.

Sanitization, vending and lost and found, welcome services and the preparation of couchettes and cabins: we provide **all the services necessary on board** the train, tailoring them to the specific needs.



**OVER 1350**  
STAFF DEDICATED TO RAIL  
TRANSPORT



**OVER 2000**  
CARRIAGES SANITIZED  
EVERY DAY



**OVER 60**  
RAILWAY STATIONS  
OPERATED



In addition to day-to-day cleaning, we also carry out all extraordinary and periodic sanitization services, including disinfection, the removal of graffiti and special fittings in railway carriages.

### STATIONS AND INFRASTRUCTURE

The work we do for railway systems also includes stations and railway properties such as depots, offices and transport company headquarters.

Thanks to our **all-round competence** in property management, we also provide all the services necessary to assure passengers and railway staff of hygienic, safe and welcoming premises: cleaning, extraordinary sanitization, operation of surveillance and heating, air-conditioning and lighting systems and the upkeep of escalators and lifts and security and firefighting systems.

### Services



Cleaning



Vending



Lost & found



Personal assistance



Removal of graffiti



Left luggage



Building maintenance



System maintenance



Lifting equipment maintenance



Energy and energy retrofit service



Waste management



Security & Firefighting

### CASE HISTORY

## Over 450 railway carriages sanitized in Normandy every day

Among the railway contracts that bear witness to our organizational capacity, the one with SNCF - *Société Nationale des Chemins de Fer Français*, certainly stands out: for the French National Railway Company, we clean and sanitize the trains and stations in Normandy (France). It is our daily responsibility to look after the trains and stations in the entire Region from Rouen to Le Havre and Bayeux: hygiene, sanitization, preparation and fitting out. 150 people work on the sanitization of about 450 carriages and 15 stations every day.

**150**  
WORKERS

**450**  
CARRIAGES  
SANITIZED  
EVERY DAY

**15**  
STATIONS  
SANITIZED  
EVERY DAY





# METROS

Operating support services for metros requires professional competence and considerable organizational capacity in order always to provide the expected levels of service at any time of day. Flexibility and the **ability to manage unexpected events** are also crucially important in order to cope with peak crowds, special events in the city or delays.

Our objective is to provide sanitized, safe and fully functional carriages and stations, all the time; **paying attention to everything that can contribute to passenger comfort**: routine and extraordinary sanitization of carriages, the removal of graffiti, operation and maintenance of stations, including the upkeep of escalators and lifts, video surveillance and firefighting systems, waste management and any necessary special support for weak users and lost & found service.

## Services



Cleaning



Personal assistance



Lost & found



Disinfestation



Removal of graffiti



Building and platform maintenance



Lifting equipment maintenance



Security & Firefighting



Energy service



Energy and energy retrofit service



Waste management



Car park operation

## CASE HISTORY

### At the service of the Paris metro

We have been awarded the RATP (Régie Autonome des Transports Parisiens) international tender for the Paris metro and do the cleaning in the 30 main Paris metro stations, the Pôles Multimodaux.

RATP has entrusted Rekeep with the upkeep of more than 260,000 sq. m in the main stations of the capital city, in one of the densest transport networks in the world, namely Gare du Nord, Gare de Lyon, Châtelet, Saint-Lazare, La Défense, etc..

A contract that is a strong demonstration of Rekeep's high degree of competence in Europe and in the services management world.

**30**  
MAIN PARIS  
METRO STATION

UPKEEP OF MORE THAN  
**260.000** SQ.





# BUSES

Road vehicles, which complete and supplement the public transport network, especially in great metropolitan areas, are another sphere of activity in which Rekeep has played a leading part for years.

As in the railway sector, in this sector too **we can provide a 360°** service, delivering, in addition to cleaning and personal assistance services, and full maintenance of the main stations, the regular upkeep of shelters and signboards at bus stops and the operation of park and ride areas.

Always efficiently and paying heed to the particular needs of passengers, bus crews and other company workers.

## Services



Cleaning



Personal assistance



Lost & found



Disinfestation



Removal of graffiti



Upkeep of shelters



Lifting equipment maintenance



Security & Firefighting



Energy service



Energy retrofit



Waste management



Car park operation



### CASE HISTORY/1

## Certified sanitization in Rome, proof against Covid-19

We clean and sanitize out-of-town buses in Rome for Cotral, the transport company: thanks to the daily efforts of over 70 workers, we sanitize more than 500 buses and coaches every day and clean 11 depots in various parts of the Italian capital. The service we perform for Cotral has obtained the PDT® Digital Certification, issued after a field audit conducted by this Italian Quality Company accredited certifying body: surfaces were checked for the presence of Sars-Cov-2 (COVID-19) strains and total microbial load and it was found that Rekeep's cleaning and sanitization services comply with Italian Ministry of Health instructions for fighting and limiting the spread of COVID-19.

### CASE HISTORY/2

## Stations, tramways and busses in the Île-de-France

We provide, for the operator Keolis, the cleaning and technical activities of the Île-de-France tramway Line 9 (usually called simply T9), a tram line which is a part of the modern tram and busses network of the Île-de-France region of France. Composed of **19 tram stations & more than 150 bus stations** among the west of Ile de France, the T9 network offers to western residents another option for their **mobility within Ile de France**.



# AIRPORTS

From parking to take-off, we help you to give your passengers **the best travel experience** and provide all the personnel working in the airport **safe and comfortable spaces**.

Our offer for airport terminals and airlines comprises a wide range of services: cleaning, in compliance with local regulations and protocols, technical facilities services such as maintenance, lifting equipment operation and energy service, personal assistance and helping weak users, reception, operation of car parks and upkeep of the terminal's green spaces.

## Services



Cleaning



Personal assistance



Disinfestation



Building maintenance



System maintenance



Lifting equipment maintenance



Security & Firefighting



Energy service



Waste management



Car park operation



Upkeep of green spaces



### CASE HISTORY/1

## Foolproof lighting at Palermo Airport

At Palermo Falcone and Borsellino Airport in Italy, for GES.A.P. S.p.A., the terminal management company, we provided a scheduled, preventive, corrective and non-routine maintenance service of the electricity systems in the airport: wiring, main and distribution control panels, lighting systems, uninterruptible power sources and generators, including responding to call-outs to meet exceptional needs and unexpected faults.

### CASE HISTORY/2

## All-round operations and maintenance in Venice

We have provided an all-round service at Venice and Treviso Airports, which are operated by Save S.p.A., operating and maintaining the heating and air-conditioning systems and the water supply and sanitation systems and equipment, including supplying the consumables and/or spare parts necessary for carrying out these activities. Under the contract, Rekeep is to operate and monitor the systems, carry out preventive maintenance and do retrofits.





# URBAN FACILITY MANAGEMENT

Urban Facility Management, i.e., the integrated management of services in support of the functioning, utilization and improvement of the city, is one of the drivers that enhance the manner in which the city is utilized. It assists in putting mobility on **an organized intermodal footing** and making urban spaces more efficient and sustainable.

Our Urban Facility Management proposal starts off from **a new way of imagining and conceiving the city as a whole**: increasingly digital, interconnected, welcoming, accessible, clean, sustainable and green. And our proposal springs from many years of research together with our natural propensity to innovate and try out new technologies applied to services.

## CASE HISTORY

### *Ippodamo, a platform for digital transition in cities*

Ippodamo is a technological platform that collects **data from different sources generated by the City**, such as:

- Vehicle traffic from black boxes with average and instantaneous speed;
- Density of population as distributed over an area in 150 m x 150 m detail;
- Cultural events or public performances with an already planned impact on traffic;
- Scheduled road work sites;
- Other types of occupation of public space, and presents them on a dashboard that can be configured by the city council.

In addition to enabling Public Authority offices to store the data collected in a structured manner and display their status, the Platform, by means of a **special predictive and adaptive algorithm**, suggests the optimal placement in time of a new event that is to be scheduled and the interferences it may determine.

Ippodamo springs from collaboration with Bologna University and BI-REX, a public-private Consortium focusing on Big-Data and based in Bologna, which gathers together 57 different organisations among Universities, research centres and companies of excellence.



Rekeep offers a public space management model that can be applied both to single areas and to the city as a whole, based on:

- The integrated management of services, i.e., the assignment to one and the same company of the management of the urban infrastructure and, in general, of all the services necessary for public spaces to function satisfactorily;

- The use of Ippodamo, a “sophisticated technological platform” that coordinates different activities and collects and processes big data generated by the systems of the various organisations that operate in public spaces.

### Services



Upkeep of pavements and road signs



Maintenance of public lighting, traffic light and video surveillance systems



Event management



Accident management



Road network monitoring



Traffic management support



Flood prevention



Winter services



Upkeep of parks and gardens

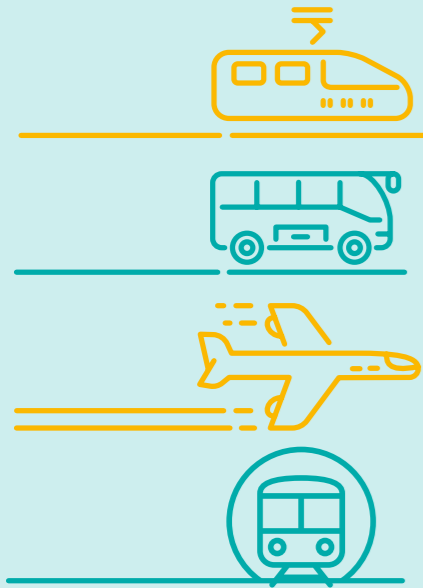


Fines and tax collection service

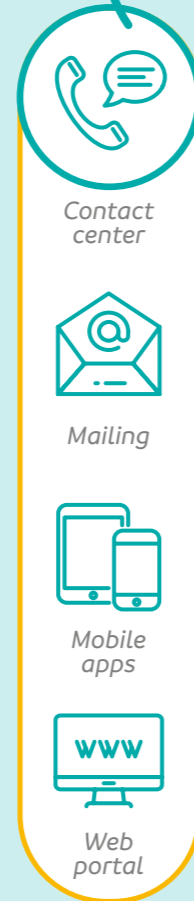


# A DIGITALIZED GOVERNANCE SYSTEM

With an advanced IT system - the "Resolve" platform - our organization's nerve centre and the heart of its operations, we run every phase in our services ensuring the traceability and monitoring of our activities and precious data so that managers can make the best use of resources, enhance performance and give as much attention as possible to their core business.



CLIENT



OPERATIONS CENTRE  
CONNECTED 24/24

Contact center manned by directly employed Rekeep personnel specialized in handling our various services and customers.

**Reporting**  
Reports  
Control dashboard  
KPI analysis  
Business intelligence  
DSS (Decision Support System)

**Monitoring and observation**  
Security monitoring  
Quality control  
Customer Satisfaction

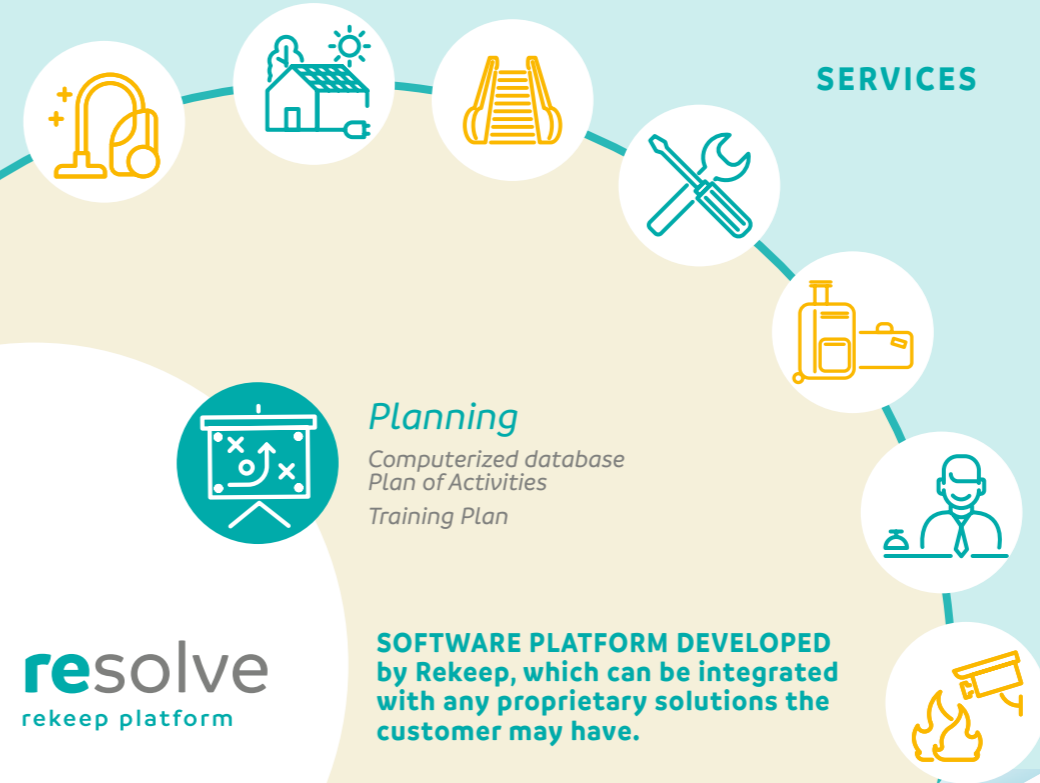
**resolve**  
rekeep platform

**Planning**  
Computerized database  
Plan of Activities  
Training Plan

**Delivery**  
Ticket Management  
Attendance Management  
Implementation of the Plan of Activities  
Planning and implementation of non-routine work

**SOFTWARE PLATFORM DEVELOPED by Rekeep, which can be integrated with any proprietary solutions the customer may have.**

SERVICES







[rekeep.com](https://rekeep.com)

