

Introducing Eurostar

January 2019



About us

- In operation since 1994
- Over 180 million passengers - nearly 11 million in 2018
- In 2010, Eurostar became a single unified business
- Three shareholders:
 - SNCF (55%)
 - SNCB (5%)
 - A consortium made up of CDPQ and Hermes Infrastructure (40%)
- In Q3 2018 pax numbers were up 12% and sales revenues up 17% yoy



Eurostar

- City centre to city centre
- Easy, seamless travel
- Fast, convenient check-in
- Extra baggage allowance v plane
- Environmentally responsible
- 90% less carbon emissions than flying



Three classes of service

Standard Class

- City centre to city centre
- Easy 30-minute check-in
- Snacks, drinks and meals available on board at Café Métropole
- No hidden costs

Standard Premier

- Light meal and drinks served at seat
- More spacious coach and more comfortable seats
- Complimentary magazines

Business Premier

- Fully flexible tickets
- 10-minute check-in
- Access to Business Premier lounges
- Delicious meals created by Raymond Blanc

Investment programme

- New state-of-the-art e320 trains
- Upgraded stations
- Digital enhancements
 - Upgraded website
 - New mobile app
- Hotel + Train package
- Over 800 “experiences” to be introduced in 2019



e320 fleet

- 900 seats
- Pininfarina Italian design
- Stylish interiors
- Power points
- Free wifi
- Onboard entertainment
- Style and comfort



Station experience

- New business lounge in Paris
- Upgraded lounges in London/Brussels
- Curated art
- New retail offerings
- Expanded departure areas

New routes

- Expansion drive
- New direct service from UK to the Netherlands
- London-Amsterdam 3h41
- London-Rotterdam 3h01

Amsterdam

- Top destination
- Cultural hub
- Historic centre
- 2 trains per day each way, increasing to 3 per day from June 2019
- Target: 4/5 trains a day

Gateway to the Netherlands

- Amsterdam
- Rotterdam
- Utrecht
- The Hague
- Delft

Exciting outlook

- High demand
- Significant growth in customers from outside Europe, particularly the US and Australia
- New services
- Enhanced experience
- Strong brand