EURO TUNNEL

GETLINK

30 YEARS

PRESS KIT

6 MAY 2024

SUMMARY

THE CHANNEL TUNNEL,
A UNIQUE INFRASTRUCTURE IN THE WORLD!

On 6 May 1994, Her Majesty Queen Elizabeth II and François Mitterrand, President of the French Republic, inaugurated the Channel Tunnel. The event brought together over 4,000 guests and 1,200 journalists, from across all continents, in Folkestone and Coquelles. Among them were some of our British and French "Eurotunnelers," "Citizens of the Tunnel," as some like to describe themselves, who contributed to making this historic moment a success. Present were**, Catherine Jacob,** Polyvalente Crew Member, Operational and Commercial Supervisor, who welcomed Queen Elizabeth II as she exited the Eurostar, **Laurence Palfart,** Head of Service Standards, who held the ribbon cut by the Queen and President of the Republic, **Willy Crooks,** Shuttle Driver, who drove the shuttle that transported them, in the royal Rolls Royce, to the Folkestone terminal. "*It was pioneering and the world was watching*", as **Mike Cremin,** Operations Duty Manager, so aptly put it.

Queen Elizabeth II and French President François Mitterrand aboard a Royal Rolls Royce making the first crossing of the Channel Tunnel

The crowd, gathered around the two Heads of State and the company's leaders, lives up to the British and French political vision and determination that, by signing the Treaty of Canterbury on 12 February 1986, made this nearly bicentennial dream a reality. It lives up to the human and technological prowess that this "Project of the Century" just completed.

Thanks to these 35-minute crossings aboard LeShuttle shuttles, the passage of high-speed trains that will soon link London to Paris and Brussels in under 3 hours, and the seamless movement of freight trains between industrial sites in Great Britain, Europe, and even China, **finally, it lives up to the promises** of deep transformation of the British, French and European economies and the lives of millions of truck drivers and cross-Channel travellers!

On 6 May 1994, six years have passed since "Brigitte", the first of the 11 giant tunnel boring machines, began its descent into the Sangatte Shaft, "where it all began", to engage 40 metres below ground the "Project of the Century". This era of the "Builders", "the TML era", is foundational to the Eurotunnel spirit and the visceral attachment to the company demonstrated by those with "more than thirty-years' service" who chose to continue the adventure once the construction had ended.

The Project of the Century !

The spirit inherited from the 'Builders' is made from the shared consciousness of **contributing to a unique adventure** that still unites Eurotunnel teams today, across all roles. This Project of the Century, "our Tunnel" was elevated to the rank of First of the Seven Wonders of the Modern World by the *American Society of Civil Engineers.* "It is known as far as Missouri!" **Lucas Bourelle**, EMS (Engineering Management System) Controller at the RCC, who lived there for a while, tells us.

This uniqueness extends far beyond. Everyone has been rediscovering it, maintaining it, and passing it on for more than 30 years in their tasks, their processes, and their business activities. Because at Eurotunnel, uniqueness is everywhere. And every new development is a first to celebrate.

The Eurotunnel spirit infused immediately following the end of construction. The few months of "commissioning"* which preceded the arrival of the first Freight customers on 25 July 1994, of the first Eurostar on 14 November 1994, and, last but not least, the Passenger customers on 22 December 1994, are also foundational to the Eurotunnel spirit. A frenetic period that forever marked those who arrived that year, these "**thirty-somethings**" that we celebrate in 2024.

Everyone remembers what they felt when they learned that their job application was accepted and the intensity of those first few months.

First, there was the immense pride of "being there," of being selected from hundreds of candidates, then the months of training, sometimes far from Folkestone and Coquelles, **in Germany or Italy as**

experienced by Philippe Gras, IT Project Manager **in the Fiat-Breda workshops**, and the fear of failing the tests and then finally the relief, of passing them and continuing the adventure.

It was the incredible opportunity for **Graham Hallett,** UK Leader Process & Certification, to drive, guided only by radio transmission, one of the first trains to make a complete crossing bringing the Brush locomotives that will soon pull our shuttles between Folkestone and Coquelles! For **Pascal Saelens,** Electronic Card Repair Service Technician, it was also the chance to experience the first shuttle tests and, for **Alain Fontaine,** Equipment Logistic & Transport Supervisor, **and his daughter Anaïs, the first baby to have taken LeShuttle,** the first commercial crossings "a*head of anyone else*". Then, the inauguration alongside "the Queen and the President" and the launch of the service, finally! The opening of the ticket office and the first printed tickets sent by **Delphine Vendrôme, Retail Marketing Manager, and her colleagues** by mail to Passenger customers who back then booked by calling the **Cheriton Parc Call Centre, where Sara Clipstone,** Customer Engagement Hub Training & Mentoring Officer, **took the first official customer call, from a Frenchman, on 14 February 1994.** The first LeShuttle green and white uniforms designed by Pierre Balmain to welcome the first Freight customers in July 1994 and Passenger customers in December of the same year, who boarded the shuttles, some a little apprehensive, some surprised to learn that, no, they would not see the seabed or fishes through the shuttle windows, only to exit 35 minutes later, "impressed" by the fluidity of the service and the speed of the crossing.

Model of one of the first passenger *Le Shuttle*

With unique infrastructure and equipment come equally unique gestures and business processes.

Starting with our shuttles. Like the tunnel boring machines that dug the Channel Tunnel, Passenger shuttles and Freight shuttles were entirely designed for the Tunnel and its service! 800 metres long, the equivalent of 4 high-speed trains! **In Rolling Stock, Frédéric Destrez,** Group Leader, **Pascal Hennequin and Amaury Sockeel,** Maintenance Technicians in "F46", inaugurated as Europe's longest

railway maintenance workshop (a first!) on 15 June 1998, sometimes find themselves facing unprecedented maintenance cases that enrich knowledge and know-how.

Mark Cornwall, Group Leader Catenary, has experienced similar situations for catenary maintenance, mentioning an infinite learning curve that makes the teams proud. Like **Kevin Rivers in the specialised field of electro-mechanics**, in all divisions, over time, everyone has contributed to forging expertise and processes passed on with passion and patience.

The customer services developed over the years by the Passenger Commercial service, as the business processes, the welcome and support of customers by the Freight Commercial teams with our transporter clients across Europe, the intensity of railway traffic through the Channel Tunnel and the art of managing it to ensure safety from the top of our control towers by the TCC and RCC teams... also unique!

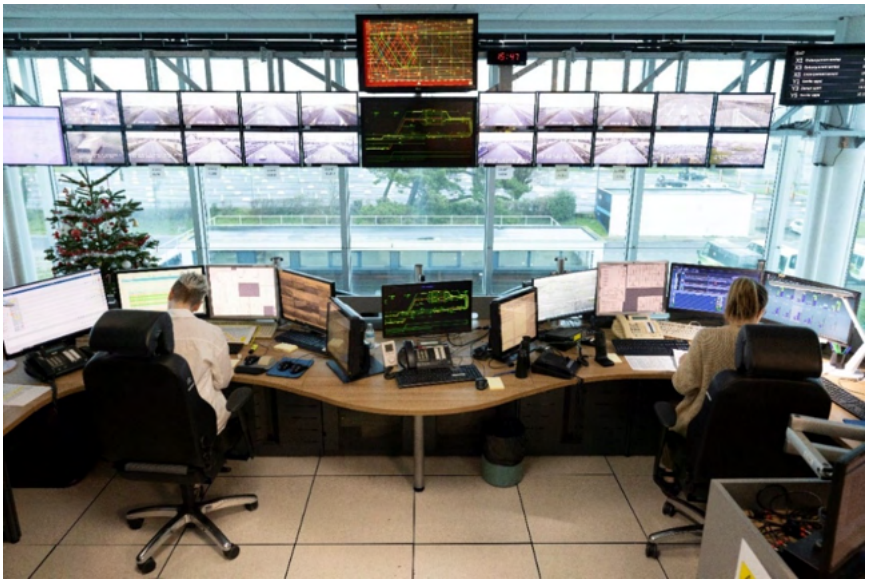
Those "who are as old as the Tunnel," as **Floriane Goubel,** BI and Data Analytics System Analyst, nicely puts it, bring new expertise to enrich them, such as the digitalisation of our processes**,** the deployment of data and artificial intelligence for predictive maintenance and fluidity on our terminalsor cybersecurity**.**

This unique adventure is also made up of the challenges that Eurotunnel has had to face throughout these three decades. They are all evidence of everyone's constant desire to "**make the impossible possible.** The debt crisis in the early years and then the financial rescue by Jacques Gounon, CEO from 2004 to 2020, now Chairman of the Board of Getlink, are more emblematic moments from these first 30 years considered foundational. The COVID-19 pandemic, which paralysed Europe for more than a year from March 2020, and the implementation of Brexit on 31 December2020, far from discouraging the teams, were major opportunities to create and implement new services for customers. As testified by the Freight commercial team the Border Pass, the Pit Stop, the SIVEP Customs Centre, Le Truck Village were all born from these profound changes. In 2024, the entry into force of the European Entry Exit System, a new step in border control for third countries in the Schengen area, is a new opportunity for Eurotunnel to create a unique service to preserve the speed of crossing for Passenger customers, as shared by **Grégory Vérove, Project Manager in France.**

Crossing of the first truck after the United Kingdom's exit from the European Union

LeShuttle and LeShuttle Freight shuttles, high-speed trains and freight trains, nearly 400 trains cross the Channel Tunnel daily. At peak times, 120 cars board every 15 minutes to transport our Passenger customers from one side of the Short Straits to the other. Eurotunnel and LeShuttle have transported nearly 500 million customers. At the Freight terminals, a constant ballet of trucks enters and exits our Freight shuttles, **7 days a week, 24 hours a day**. To coordinate this perpetual movement in strict compliance with safety standards, the TCC teams and of the RCC ensure the perfect coordination of these continuous flows.

On Friday, Saturday, and Sunday nights, the RT team oversees maintenance work on the railway tunnels: up to 80 construction sites and 230 people per night! **An activity in the shadows, 40 meters below the surface**: surveillance and cleaning of equipment, large-scale construction sites such as replacing rails or switches at the "cross-overs" – these monumental doors between railway tunnels that allow trains to switch from one tunnel to another, to continue to operate during maintenance nights – to the feats that have marked these 30 years of operation such as the titanic reconstruction work after the 2008 fire or the construction of the ElecLink cable without ever interrupting activity. 7 days a week, 24 hours a day... and **365 days a year**. Some, such as **Laurence Palfart**, Head of Service Standards, also recount the special atmosphere that prevails at the terminals on Christmas and New Year nights.



TCC (Traffic Control Centre)

The uniqueness lies in the bonds that Eurotunnel employees have maintained with each other for 30 years. Everyone says it. Eurotunnel is a family and strong friendships are formed.

Children have modeled for LeShuttle advertisements such as Félix Bocage, the son of **Delphine Vendrôme** who led the marketing campaign. Could a vocation have been born then? Felix recently joined Eurotunnel... in Communications.

This family spirit also manifests itself daily in the care given to each other, in the solidarity shown to support teams, whatever their mission, or in the simple pleasure of spending time with colleagues... so often with friends... before starting work or returning home. It also guides some in their professional practices. This is the case for **Carole Lynn,** who has devoted her entire career to the meticulous management of British employees' pension funds and continues to maintain links with those who have retired "*sometimes for over 20 years.*"

A strong symbol of this family spirit, as evoked by many: the Family Day, an essential time of conviviality and pride for "Eurotunnelians," provides an opportunity to show the behind-the-scenes of our wonderful company to our loved ones. Today, some of our our "t*hirty somethings and more*" have become grandparents, and it’s with the same enthusiasm as in the early days that they now invite their grandchildren! The transmission to new generations is underway!

30 years of Eurotunnel in 10 milestones.

1986 : 12 February,
The Treaty of Canterbery which prepared the Concession for the construction of a cross-Channel Tunnel is signed between France and the United Kingdom

1989 : 27 April,
First tunnel boring machine exit on the French side

1990 : 1st December,
First Franco-British junction under the Channel in the service tunnel.

1994 : 6 May,
Official inauguration by Queen Elizabeth II and the President of the French Republic François Mitterrand.

2007 : 8 July,
The Tour de France teams crossed with the Channel tunnel.

2012 : 18 July,
The Olympic torch travels through the Channel Tunnel and visits the Eurotunnel nature reserve at Samphire Hoe on its relay route to the London Games.

2017 : 17 January,
Crossing of the first Chinese container train to complete a 12,000km journey.

2018 : 04 April,
Start of the Eurostar direct service London-Amsterdam in 3 hours and 50 minutes, through the Channel Tunnel.

2022 : 25 May,
ElecLink went into operational and commercial service, with the first commercial exchanges of electricity via the cable installed in the Channel Tunnel.

2023 : 1st February,
Implementation of STATCOM, the world's most powerful static compensator.

EURO TUNNEL
A GETLINK COMPANY

EUROTUNNEL IN DATA

50.5km long and 37km under the sea
1st and the longest underwater tunnel in the world

1st rail motorway in the world 365 days a year 24/7

1st land border in France with a non-EU country
3rd border in France by volume (following CDG and Orly airports)

25% value of the EU/UK trade
2.25M passenger vehicles/year – 1.4M lorries/year

400 trains and shuttles/day
1 train or shuttle's departure every 4 minutes

1 *LeShuttle* measures 800 m de long, (= 4 High Speed Trains) 120 cars or 32 trucks

Reduced CO2 emissions per crossing (compared with a ferry crossing) : 73 times less for passenger vehicles and 12 times less for trucks

>490 million passengers have crossed the Channel through the Tunnel since the opening
>101 million of vehicles have crossed the Channel through the Tunnel since the opening

151 million of km : the distance made by LeShuttle and LeShuttleFreight since the opening of the Tunnel = 3 775 times around the world

GETLINK - KEY TO THE DECARBONISATION OF TRADE BETWEEN CONTINENTAL EUROPE AND THE UNITED KINGDOM

1994-2024 - 30 YEARS OF CROSS-CHANNEL CONNECTIONS

In 30 years, the Fixed Link between the UK and continental Europe has become a vital link for the cross-Channel transport of passengers, freight and now electricity.

With 500 million passengers transported since 1994 on board *LeShuttle* or the Eurostar high-speed trains, the Channel Tunnel is now the **busiest and smoothest-flowing rail motorway in the world.** 50% of its capacity is dedicated to the transport of vehicles by road, with the remaining 50% allocated to passenger and rail freight transport.

Operating **24/7, 365 days a year,** the Eurotunnel terminals at Coquelles (near Calais, France) and Folkestone (in the Kent region of the UK) handle up to **400 trains and shuttles** every day of the year, or **one train or shuttle every 4 minutes**. In 2023, *LeShuttle* carried more than 2.3 million passenger vehicles and 1.2 million lorries.

Leadership in a competitive environment

Eurotunnel remains the **leader in trade by value** between the European Union, the world's second largest economy, and the United Kingdom, the world's 6th largest economy. Today, **a quarter (25%) of the value of trade** between the two economic areas passes through the Channel Tunnel.

Despite aggressive competition from ferry companies (2 of the 3 companies engage in low wage practices - social dumping - across the Short Strait) that practice social dumping on the Short Straits, our *LeShuttle* and *LeShuttle* Freight services are in a leading position, with a market share[1] **of 58% for passenger vehicles** and **36% for heavy goods vehicles** compared with ferry crossings from the ports of Dunkirk or Calais in France to the port of Dover in the UK.

The major competitive advantage of our *LeShuttle* and *LeShuttle* Freight services remains their speed and fluidity.

[1] Market share at 30 June 2023.

With a journey time of 35 minutes for the Channel crossing (90 minutes maximum between the between the A16 motorway in France and the M20 in the UK, compared with more than four hours by ferry), **LeShuttle remains the fastest way to cross the English Channel.**

It is also the **easiest and safest way** to cross the Channel. *LeShuttle* offers its customers a quality service: **a simple, fluid route** due to the digitisation of customs procedures, and a **secure** route with a 100% pit-stop control of lorries and hermetically sealed, ultra-secure terminals. Crossing the Channel by Tunnel is also **the most environmentally friendly way to travel**, with 73 times less CO2 emissions for a passenger vehicle and 12 times less for a lorry than a ferry crossing.

THE TUNNEL UNDER THE CHANNEL - A UNIQUE WORK IN THE MIDST OF TECHNOLOGICAL CHANGE

Eurotunnel - an infrastructure manager with a pioneering spirit

Driven by an entrepreneurial and innovative spirit, the founders of Eurotunnel made the impossible possible by putting an end to the insularity of the United Kingdom and paving the way for a collective, binational adventure. **Eurotunnel remains the only private company to have designed, financed and built such an infrastructure, but also to operate and maintain it to this** day with its own financial and human resources.

The Channel Tunnel is a unique and technically revolutionary piece of infrastructure. As the world's first and longest undersea tunnel (50 km long, 37 km of which is underwater), it has been designed to incorporate all the technical and safety constraints of an undersea tunnel. The Tunnel has an **unrivalled availability rate of 98%,** thanks to the strength and reliability of its operating system, combined with the highest safety standards.

Made up of two railway tunnels, the Channel Tunnel, unlike the Alpine underground tunnels, also has **a service gallery at the heart of the safety system**. Maintenance and evacuation operations are carried out via this gallery, which additionally allows passage from one railway tunnel to the other.

The Tunnel's revolutionary design and the quality of its infrastructure will ensure continuity of service while systems are gradually digitised, and some equipment gradually replaced.

STATCOM, a world first for a network with greater capacity

Commissioned by Eurotunnel in October 2022, STATCOM is the world's most powerful synchronous static compensator (using VSC technology) connected to an electric railway traction system.

The result of a €45 million investment (including STATCOM and high-voltage cables in the tunnels) and 5 years of research, it will enable Eurotunnel to supply a stable and constant flow of electricity, to double the reactive compensation power in the Channel Tunnel and to improve the stability of its electricity network, particularly during peak periods. The STATCOM also accommodates the latest generation locomotives.

Thanks to this upgrade to the traction network, Eurotunnel will be able to run **up to 16 trains or shuttles simultaneously in both directions through the Channel Tunnel, i.e. 1,000 trains or shuttles a day**, confirming its potential for developing low-carbon cross-Channel transport.

Artificial Intelligence at the service of our businesses

The Getlink Group's objective is to take full advantage of the current AI revolution. This requires **building a robust and consistent database** to monitor the most important equipment: the Tunnel and the shuttles. Consolidated within the Getlink Data Platform, this high-quality database enables us to **develop digital twins** - the digital modelling of a piece of equipment or a process - with the aim of identifying bottlenecks, simulating alternative scenarios and proposing ongoing system optimisation.

An initial digital twin was developed in response to the traffic fluidity challenges posed by the entry into force in 2024 of EES, the European Union's border control system for third-country nationals. As a drop in traffic flow at our terminals could have repercussions as far away as the M20 motorway (UK), **we made our model more reliable by digitally simulating customer behaviour at the terminals**. The internalisation of such models also enables us to work on other development scenarios, for example by replaying and reviewing certain complex days.

This database, most often collected by installing sensors or cameras on rolling stock, and other equipment enables us to develop **AI-based predictive solutions**. The most promising area for our business is **predictive maintenance**, which enables us to monitor and anticipate the behaviour of sensitive components to speed up diagnosis, prevent failures and envisage a proactive approach to maintenance.

The CAMCAT programme monitors the catenary using high-speed cameras in the visual and thermographic spectra, enabling anomalies to be anticipated in a predictive mode. Similarly, the track is monitored by the DMA rail module, which measures all its parameters. In addition, the installation of IoT test sensors on the locomotives in the first quarter of 2024, will also enable us to analyse the operation of these machines in greater detail.

ElecLink, the 1st extra-high voltage interconnector in a railway tunnel

Peuplingues converter station at the Coquelles terminal (France)

In its role as infrastructure manager, Getlink has decided to **use the Tunnel to transport electricity, a world first in an undersea railway tunnel**. In May 2022, ElecLink - the 1GW electricity interconnector linking France and the UK via the Channel Tunnel - came into service, after 10 years of development and **an investment of €826m**. Operated by ElecLink - a wholly owned subsidiary of Getlink - this electrical interconnection comprises two high-voltage direct current cables, each rated at 320kV, inside the Channel Tunnel.

With a capacity **equivalent to the electricity supply of a city of 1.6 million inhabitants (Lyon or Birmingham)**, this interconnection enables electricity generated on either side of the Channel to flow between the two countries as and when required, thereby helping to secure energy supplies. This interconnector will **increase the two-way** electricity **exchange capacity** between France and the UK **by 30%** and optimise the distribution of installed generation capacity, including renewable energy sources, across the two countries. In the first half of 2023, ElecLink transported **2.9 TWh of electricity with a remarkable availability rate of 100%.**

The first interconnector to be built between the United Kingdom and France since 1986, the **ElecLink** project stands **out from other interconnection projects for its exceptionally low environmental impact**, since the link runs through cables deployed inside the Channel Tunnel and has no interaction with the marine ecosystem. In fact, the project was **awarded the "Project of Common Interest" label by the European Commission** as soon as it was launched in 2012.

Preparing for the future: strategic investment in infrastructure renewal

In 2023, Getlink invested **more than €160m in CAPEX** to renew some of its key equipment and prepare the Tunnel infrastructure for the future. Eurotunnel has launched a campaign to renew the Tunnel rails to keep pace with traffic growth. To date, 70% of the rails in the two tunnels have been replaced.

A project to replace the command and control of the Tunnel ventilation system is underway and, for electric traction and its modernisation, a new electrotechnical device unique in the world - the STATCOM - was commissioned in 2022 and 75 kilometres of high-voltage cables have been installed between the two crossovers. For the past two years, Eurotunnel has also been working with Siemens to renew the tunnel fire detection system. The deployment of ERTMS in tunnels is scheduled for 2030.

To improve the customer experience and enhance on-board comfort, Eurotunnel has **started the renovation of the *LeShuttle* Passenger and the *LeShuttle* Freight shuttles**. In 2022, the company invested a total of €86 million in the Mid-Life programme to renovate the interiors of the Passenger shuttles, as well as replacing the first generation of “Breda” Freight shuttles. These two initiatives should see an 11% increase in Passenger shuttle capacity and an improvement in Freight shuttle availability.

In 2023, the Getlink Group has invested €160M in Capex to continue current programmes and adapt its terminals to EES objectives.

THE INTELLIGENT BORDER: INNOVATION AND DIGITAL SERVICES

Due to its geographical location, **Eurotunnel also manages France's 1st land border with a non-EU country.** The Tunnel is also the 3rd French border in terms of volume after Roissy and Orly airports.

To meet our customers' demands for simpler and safer journeys, **innovative digital services have been developed around the smart border**, dedicated to hauliers and operated by Eurotunnel.

Brexit - an opportunity for a more digital and efficient career path

Since Brexit came into force and migration controls were reintroduced on 1 January 2021, Eurotunnel has been deploying digital services and infrastructure for its freight and passenger customers to simplify administrative and customs formalities and make border crossings between France and the United Kingdom more fluid at its terminals.

By introducing phytosanitary and veterinary controls for goods, Brexit initially had the greatest impact on hauliers. Eurotunnel financed the construction of **a CDS (Centre Douane/SIVEP - Customs and veterinary inspection centre)** responsible for customs and animal and plant import controls. The CDS has nine unloading bays, a refrigerated storage area and a 100-space car park for lorries awaiting animal and plant health checks. A similar facility has been built at Sevington, near Ashford, for customs, veterinary and plant health checks.

Pit Stops, key elements in the post-Brexit freight customer journey.

Since the announcement of Brexit, Eurotunnel teams have been preparing to offer the best possible service to customers and to ensure smooth passage and efficient border controls. The various safety, security, and migration checks, as well as the collection of data on lorry loads, have been grouped together at a single point before the border controls at each terminal: the pit stops.

Based on the Formula 1 model, the pit stops concentrate all checks on all lorries passing through the Tunnel. These checks are carried out simultaneously in a reduced time of 6 minutes. The pit stops each have the capacity to check **over 200 lorries per hour**.

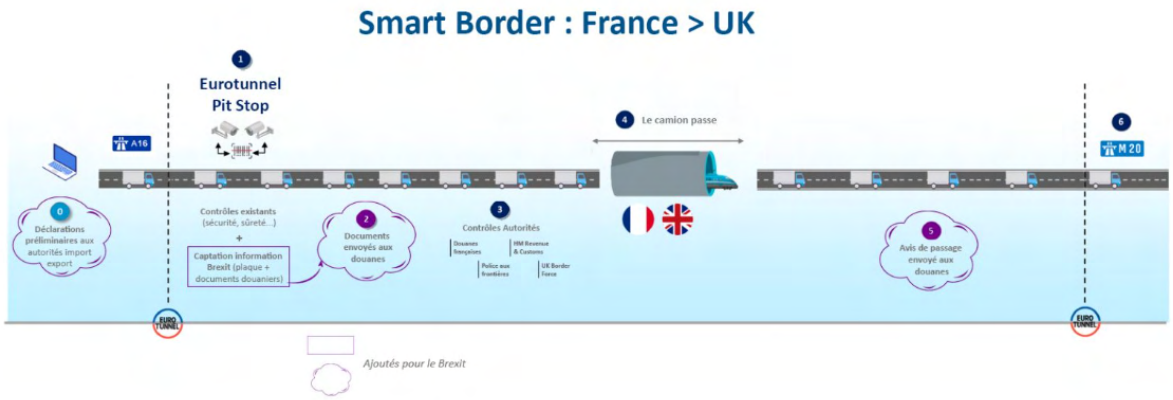
At the same time, safety checks are carried out by dog teams trained to detect human presence. **Six safety points** are also checked: the fastening of tarpaulins and fuel caps, the detection of a hot axle, the detection of high aerials, any leaks (fuel, oil) and the presence of children on board. As a

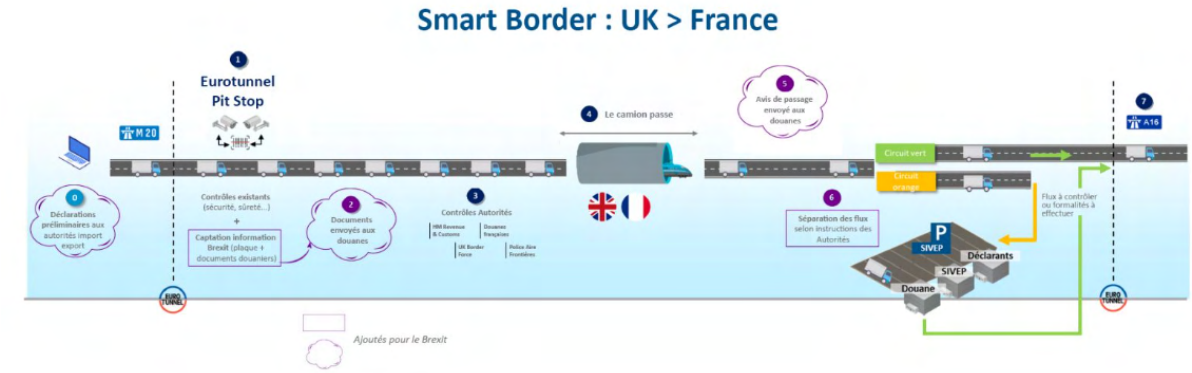
result of these checks, the number of anomalies detected when boarding the shuttle has been reduced by a factor of three. Finally, reception staff **match customs documents and references with the vehicle's registration number plates**.

100% digitised customs formalities

Eurotunnel has worked to maintain the fluidity of the service despite the introduction of customs formalities from 2021 and has designed and launched a new service, **Eurotunnel Border Pass**, for its haulier customers. Jointly operated by Eurotunnel and Customs authorities, this service enables the information required for the passage of goods to be pre-notified digitally, from the carrier to Eurotunnel, and then from Eurotunnel to the authorities of both countries in a secure manner. The information is automatically matched with the lorry's registration number. Adopted by 60% of freight customers, the Border Pass enables hauliers to complete all customs formalities digitally and electronically, without having to get out of their lorry.

The data scanned at the pit stop is transmitted instantly to the customs authorities, who analyse and validate it during the shuttle crossing, enabling drivers to continue their journey without a hitch.





In October 2023, the Getlink Group launched **Sherpass -** a digital platform designed to streamline the management of formalities and improve connectivity for cross-border transport. Sherpass operates as a one-stop shop, offering hauliers the complete management of their customs formalities, including the clearance of their consignments.

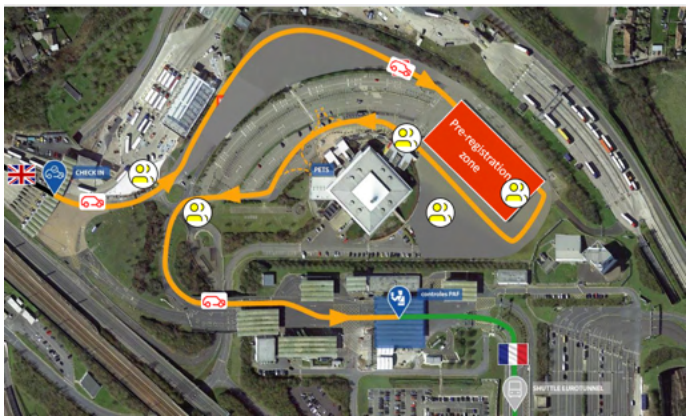
Entry/Exit System (EES): impact limited between 5 to 7 minutes on journey times.

From autumn 2024, the European Union will introduce advanced biometric checks (facial recognition and fingerprints) for non-EU nationals. Considered as such since Brexit, British citizens will therefore have to undergo this individual procedure, which Eurotunnel hopes will be as smooth as possible.

Today, **70% (up to 80% at peak times) of *LeShuttle* passengers and 10% of lorry drivers are British.** The main challenge for the company is to comply with these new directives while maintaining the same level of fluidity, speed and simplicity at border crossings.

On the basis of traffic volumes, Eurotunnel has sized its system to **accommodate up to 700 vehicles or 2,000 passengers per hour, 80% of whom are third-country nationals** subject to EES, and **limit the additional journey time to between 5 and 7 minutes maximum**.

To adapt its facilities, Getlink has launched **a major investment programme worth €78 million over three years (2022-24)**, of which €46 million has already been committed. This investment covers the development of the Coquelles and Folkestone terminals, with the **creation of 59 and 53 dedicated** EES control **bays** respectively and the modification of existing infrastructures (construction of roads, car parks, canopies), the installation of **224 kiosques to facilitate the controls of the Border**



Police (at a rate of two kiosques per vehicle bay), as well as site signage. Finally, the new procedures will be integrated into the existing IT system.

Coquelles Terminal (France)

The EES zone will take concrete form in January 2024 at the Coquelles terminal, and tests on pilot equipment could start at the same time. The first charging points are due to be installed in spring 2024.

Eurotunnel support and supervision staff
New pre-registration Drive zone to be created

A HIGH CAPACITY RAIL NETWORK OPEN TO ALL RAIL OPERATORS

Growth potential to be developed.

With **a tipping point today of just over 4 hours' journey time in favour of rail** over air for 50% of potential passengers, high-speed rail traffic is set to grow. New post-COVID practices in favour of more environmentally friendly mobility, underpinned by the European Union's ambition in its Green Pact to reduce transport emissions by 90%, are accentuating this trend towards a modal shift from air to rail.

In 2023, high-speed passenger traffic in the Channel Tunnel is set to grow very strongly. **With more than 10 million in 2023,** Eurostar is back to its pre-COVID levels of 2019. After the opening of a fourth daily London-Amsterdam return trip in 2022 and 1 million passengers carried in 2023, this route confirms its success despite a total potential of 10 million passengers per year that is still largely under-exploited.

The Channel Tunnel was **designed to carry more than 20 million passengers a year** on high-speed trains. Today, **only 50 high-speed trains pass through the Tunnel each day** (25 round trips per day) carrying just over 10 million passengers a year. **Eurotunnel has the capacity to accommodate more high-speed trains in the Channel Tunnel.**

Eurotunnel - a privileged partner for operators on cross-Channel high-speed services thanks to its Open Access model

As the Channel Tunnel concession holder, Eurotunnel has a natural role to play in facilitating railway operators, as a pioneer of open access in Europe.

Turnkey solutions for new destinations

As early as 1999, Eurotunnel laid the foundations for the development of new cross-Channel links by carrying out the first market study on London-Amsterdam and sharing the results of this study with Eurostar and the other players in the market.

From 2017, Eurotunnel embarked on a cooperative approach with network managers for other attractive destinations, to develop complete infrastructure offers necessary for the launch of these new services by an operator. Having **identified the potential demand** for viable and attractive new rail services, Eurotunnel has **developed the conditions for their implementation** by working in close partnership with station and network managers to create train paths and identify future cross-Channel terminals.

ETICA - support for the launch of new direct cross-Channel services

Eurotunnel, an expert in the cross-Channel market for 30 years, provides operators with the results of the market and feasibility studies it has carried out. Eurotunnel has also developed a financial aid programme for operators, known as ETICA (Eurotunnel Incentive for Capacity Additions).

The aim is to double the number of direct high-speed links between London and the major continental Europe within 10 years. Market and traffic studies have been carried out for the Netherlands (Amsterdam), Germany (Cologne and Frankfurt), Switzerland (Zurich and Geneva) and France (Bordeaux).

The first phase of this programme (2018-2024) benefited Eurostar for the launch of the London-Amsterdam service, with a financial contribution from Eurotunnel of €9 million at the end of 2023**, rising to €23 million in 2030**. The project has been renewed for the second phase, ETICA 2025-2030.

In this second phase of the ETICA programme, Eurotunnel plans to increase the amount of financial aid to support the launch of new cross-Channel services by operators to operators to €50M.

Simplification of rolling stock for new standardised trains

At the same time, Eurotunnel has been working to simplify the rolling stock standards applied to the Tunnel. Eurotunnel has worked with the safety authorities, in particular the European Railway Agency (ERA), the *Etablissement public de la sécurité ferroviaire* (EPSF) in France and the Office of Rail and Road in the UK, as well as with rolling stock manufacturers, to incorporate these standards into their standard range of trains.

Developing cross-Channel rail freight - doubling the modal share of rail freight

Although rail freight emits 9 times less CO2 per tonne/kilometre than road transport, the modal shift that governments and the European Union are calling for has not yet taken place. Today, **only an average of 4 freight trains** pass through the Channel Tunnel every day. This is well below the Tunnel's capacity. The volume of goods transported in this way is **barely 10% of the planned volume** (1Mt vs 10Mt).

There are several reasons for this. Firstly, it is a declining mode of transport, despite the widely shared ambition in Europe to double its modal share by 2050. But above all, there are technical reasons linked to the loading gauge on the Kent line in the UK, which is incompatible with the size of international containers.

The Volterra study commissioned by Eurotunnel in December 2022 **estimates the investment required in the UK** to adapt loading gauge to the W12 intermodal standard between the Channel Tunnel Fixed Link and the North of London **at €50 million. At a time when the HS2 project has just been cancelled, Eurotunnel and Getlink are calling for part of the HS2 investment to be transferred to adapting these loading gauges.**

By opening up the north of England, adapting freight gauge would contribute to the levelling up of economic development in the Midlands and the North of England, as well as decarbonising transport.

The Getlink Group is also a major player in rail freight in Europe via its subsidiary Europorte. The leading private rail freight operator in France, Europorte is a benchmark in the sector. In 2021, it was the first to obtain the ERA Single Safety Certificate from the public authorities, enabling it to operate throughout the European Union. It operates on the entire rail network in France, Switzerland, Belgium and Germany. It also operates on some forty industrial sites and in seven European ports.

A pioneer in decarbonising its activities, Europorte was the first railway company to replace non-road diesel (GNR) with a 100% renewable biofuel from French agriculture, Oléo 100,

reducing CO2 emissions on these routes by 60%. In 2022, Europorte has developed an innovative hybridisation project for its diesel locomotives with rail specialist SOCOFER.

GETLINK GROUP CLIMATE LEADERSHIP

Creation of a financial indicator linking climate and financial performance: the Decarbonised Margin

Europe has set itself an ambitious climate target through the Fit for 55 plan, which aims to reduce greenhouse gas emissions in Europe by 55% in 2030 compared to 1990 levels.

To achieve this, the main tool the EU will be relying on is the Emission Trading System (ETS): tradable allowances are allocated to companies, capping their emissions. Currently focused on energy-intensive industries and the power generation sector, the ETS is being extended to a wider range of companies under Fit for 55.

It is in this proactive context that **Getlink created a new financial indicator in April 2023: the decarbonised margin. The missing link between finance and the climate, it is calculated by subtracting carbon emissions from scopes 1, 2 and 3 from EBITDA.**

While CO2 emissions are still "free" for Getlink, the production of a financial indicator incorporating its future carbon bill enables us to learn valuable lessons about the role we must play in the climate transition, and to anticipate the sustainability of our growth project. Taking into account a carbon price of €197 per tonne (US Environmental Protection Agency value), Getlink's decarbonised margin in 2022 represents 97% of its EBITDA.

By publishing this indicator Getlink has adopted a simple and easily auditable approach to reporting on its climate and financial performance.

PRESS CONTACTS

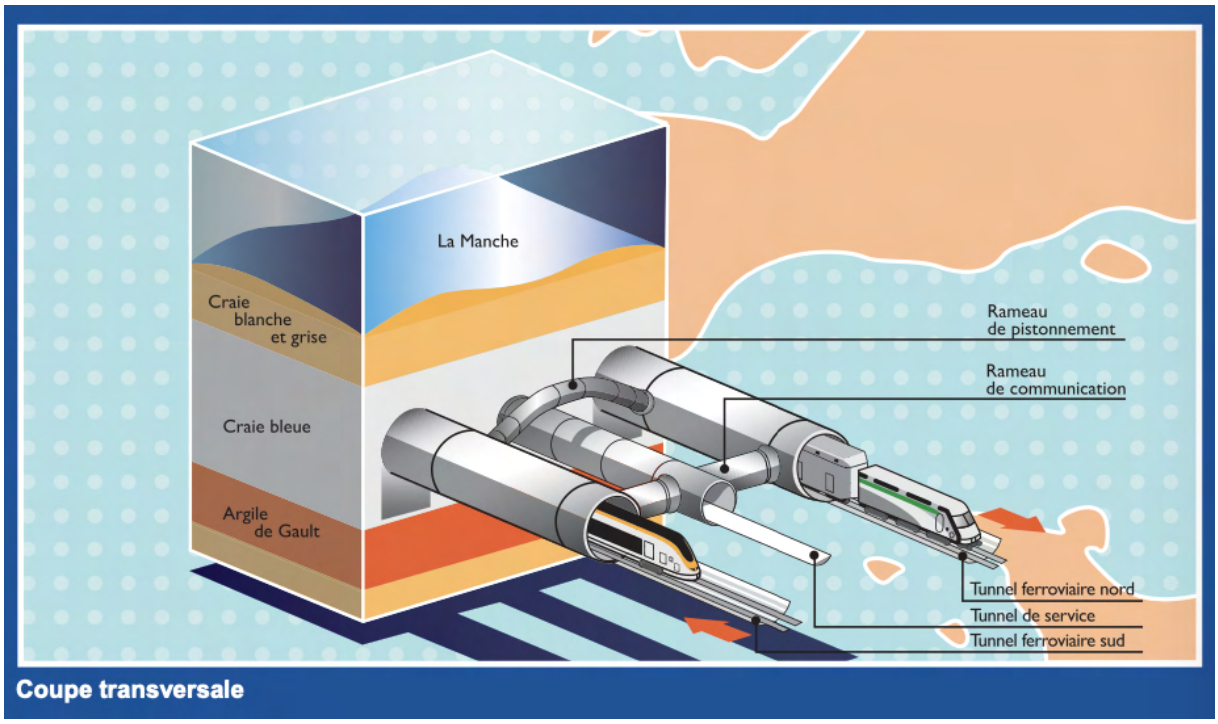
Anne-Sophie DE FAUCIGNY
+ 33 6 46 01 52 86
as.defaucigny@getlinkgroup.com

Rebecca ALEXANDER
+44 (0) 7443 363 621
rebecca.alexander@eurotunnel.com

DATA SHEET

CHANNEL TUNNEL – HOW IT WORKS

The Tunnel is the **longest underwater tunnel in the world.** Comprising of 3 tunnels, each 50 kilometres long (including 37 kilometres underwater), it is supported by two single-track, one-way rail tunnels and a service tunnel for maintenance and passenger evacuation.

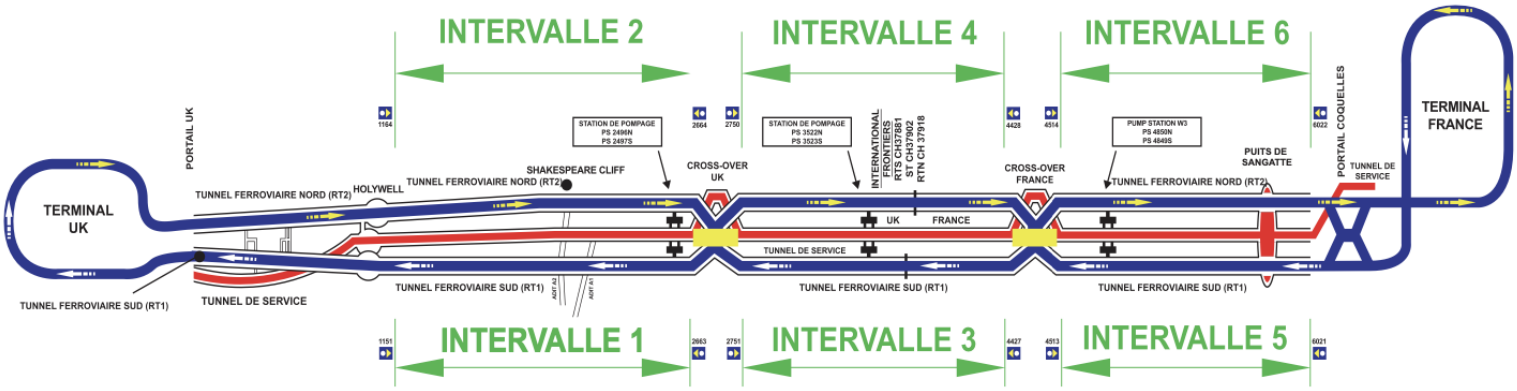


Coupe transversale

The network's mechanical equipment includes :

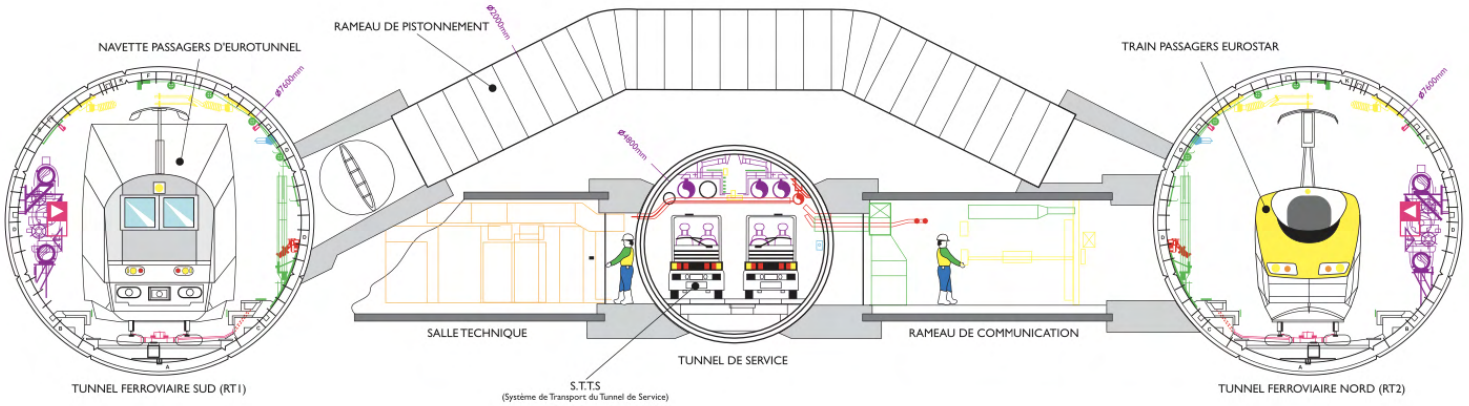
- 550 km of pipelines.
- 4 ventilation systems (2 on each terminal).
- 1 cooling system with refrigeration plants at Sangatte and Shakespeare Cliff.
- 1 drainage system with 6 pumping stations.
- 1 fire network with 2 reservoirs at each end and their pumping stations.
- 600 doors, including the doors to the communication galleries and 2 giant doors to the crossovers.

- Two feedthroughs for operational flexibility.
- 176 turnouts
- Connected equipment: over 36,000 high-tech sensors.



The network also includes power supply management :

- 25,000-volt catenary for traction.
- 2 main substations connected to the French and British networks.
- Separate power supply to guarantee continuity in the event of a failure.
- The Tunnel is equipped with the world's most powerful synchronous static compensator (STATCOM). This unique system can handle up to 1,000 trains a day, ensuring exceptional electrical capacity.



DATA SHEET

ENTRY EXIT SYSTEM (EES)

In autumn 2024, the Entry Exit System (EES) will come into force at the external borders of the European Union. This passenger-tracking system will apply to EU Third Country Nationals (TCNs).

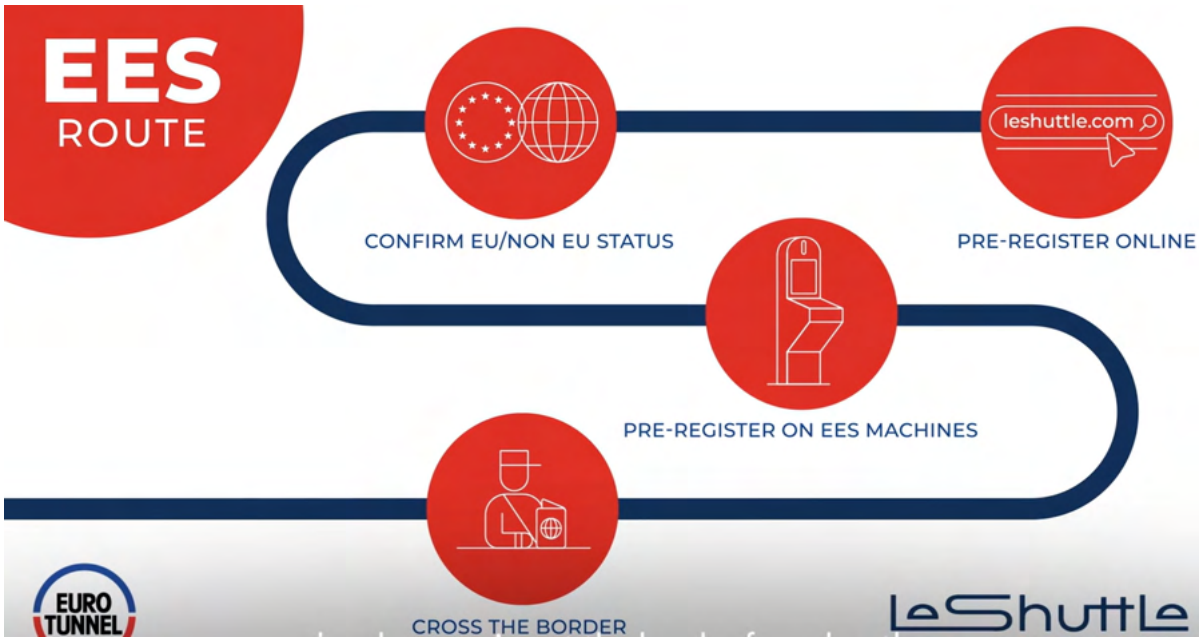
Every year, Eurotunnel handles **4 million vehicles for 10 million people** crossing the border into the UK. According to estimates, **70-80% of Eurotunnel customers are TCNs. At peak times, estimates put the number of vehicles per hour at** 500, or 2,000 passengers.

To provide internal support for the entry into force of the EES in 2024, Eurotunnel has drawn up a two-year investment plan (2022-2024). **This total investment of €80 million** covers all the requirements needed to enable Eurotunnel to integrate these new administrative procedures:

- **Infrastructure :** Construction of buildings for pre-registration.
- **Terminal signage**.
- **IT systems:** integration of the new system into the existing IT architecture.
- **Staff recruitment and training.**
- **Equipment :** Kiosks for biometric controls (facial and finger), tablets.

There is a total of **224 units** for 59 vehicles in the French terminal and 53 vehicles in the UK terminal, with two kiosks per bay to accommodate 2-3 passengers per vehicle.

A specific 4-step process for passenger vehicles has been devised in advance. The process aims to collect facial and biometric fingerprints for TCNs.



Step 1 is online pre-registration. When purchasing their ticket, customers are invited to complete an online questionnaire to determine their status:

- European Union nationals
- Third-country national (TCN) Primo: national unknown to the database
- Third country national (TCN) Subsequent: national already known to the database

The online questionnaire replaces the online pre-registration.

Step 2 is confirmation of EU or non-EU status. On arrival at the terminal, driver and passengers in the vehicle confirm their status (European or TCN first/subsequent). Confirmation at check-in confers a certificate to be displayed on the vehicle window. At the end of the journey, the customer and all passengers in the vehicle must undergo checks according to their status:

- **EU nationals:** exempt from EES control procedures
- **Third-country nationals (TCN) :** subject to EES control procedures

Step 3 is pre-registration at the EES terminal. Following confirmation of status, the vehicle is then invited to go to the pre-registration zone. The duration of the pre-registration process varies according to the customer's status. It is estimated at[2] :

- 5'30 for first-time travellers
- 4'20 for subsequent travellers

In the pre-registration area, the vehicle's registation number is scanned using an ANPR (Automatic Number Plate Recognition) camera. Throughout the process, the vehicle is guided by intelligent signage.

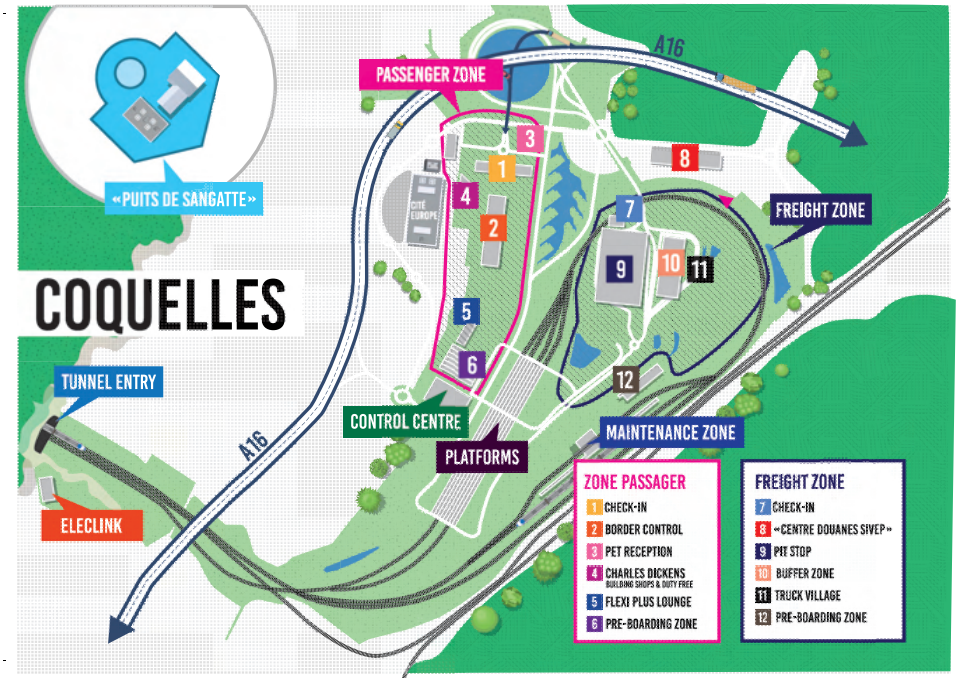
A Border Police officer is present at the kiosks dedicated to first-time travellers to collect their data. This administrative formality involves a thorough check of the passenger's passport, as well as the collection of facial and biometric fingerprints. Subsequent travellers carry out the EES control formalities themselves.

[2] This adds around 7 minutes to the overall journey time

Step 4 is the border crossing. Once pre-registration has been completed and the boarding time announced, the vehicle can proceed to the border police station. Proof of the EES checks carried out, together with the customer's passport, are required to cross the border.

EES explanatory video

EUROTUNNEL TERMINALS MAPS



Map of the Coquelles terminal, France.

Map of the Folkestone terminal, England.