
Eurostar Presentation

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Eurostar

- Since 1994
- 190 million passengers
- 11 million per year
- Shareholders:
 - SNCF 55%
 - CDPQ + Hermes Infrastructure 40%
 - SNCB 5%



Strong demand

- Critical valued service
- In 2018
 - 7% yoy growth in passenger numbers
 - 12% yoy increase in business travellers
 - 9% uplift in US passengers

Eurostar experience

- Easy and seamless
- City centre to city centre
- Gateway to mainland Europe
- Aim for outstanding service
- Competing head-on with airlines

Service

- 3 classes of service
 - Business Premier
 - Standard Premier
 - Standard
- Aiming to be delightfully easy
... at every touchpoint

Strategy

- Build strong foundations
- Expand station capacity
- Put customers at the heart of everything we do



New London-Amsterdam service

- Launched April 2018: 2 trains a day
- Amsterdam 3h41/Rotterdam 3h01
- 250,000+ travellers since launch
- Third service from June
- Plan for more services

Sustainable Travel

- Environmentally responsible alternative to the airlines
- 90% less carbon emissions than plane
- Driving the switch to sustainable travel

Brexit Preparation

- Good dialogue with:
 - Governments
 - Station Partners
 - Authorities
- Constructive discussions
- Robust plans for all scenarios including 'no deal'

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- Important relationship
- 'Critical friend'
- Challenging but constructive

Exciting future

- Best in class
 - Punctuality
 - Station experience
- New experiences
 - Physical
 - Digital
- 'Own' our destinations
- Unrivalled environmental credentials

Questions?

