

Eurotunnel on Track

January 2012



*Letter to Groupe Eurotunnel SA
shareholders*



Dear Shareholders,

On 20 December, the Group once again achieved a "first" with the 5 Olympic Rings being fixed onto the French portal of the Tunnel. It is the **first time** in the history of the Olympic Games that the Rings have been installed in a country that is not the hosting country. This proves the exceptional binational nature of the **Channel Tunnel, here acting as a gateway to the Games.**

With Eurostar being an official sponsor and transport provider, the resulting visibility clearly adds strength to our commercial strategy in 2012. The installation of the Rings, described overleaf, is of itself an achievement, as it was carried out above a 25 KW catenary without interrupting traffic.

As you know, we have been working for many months on the opportunities that will be generated by this world event, for which 11 million tickets have been sold. The Games themselves will be followed by the Paralympics which whilst they may generate less press coverage should nonetheless be a source of increased traffic.

First of all, we signed an **agreement with the département du Pas-de-Calais** to facilitate the installation of sports teams who choose to set up their training base on the French side of the Channel.

We then promoted our **equine travel service**, an extension of our unique knowhow in **animal transport**. In December, almost a dozen world-renowned horses from the world of show jumping took a round trip: the top French champions went through the Tunnel to go to the London Olympia Horse Show which counts towards the Games (see overleaf). Kevin Staut transported in his truck three of his champion horses namely Zeta de Hus, Banda de Hus and Chica; Simon Delestre for his part transported his three horses: Couletto, Valentino and Quines and Aldrick Cheronnet was also there with his horses Barbarossa Van Paemel and U.Cantis.

For those who want to be there to watch but do not wish to take their car or travel by train, we have signed an agreement with **Eurolines, a leader in coach transport.**

As always, our staff will be mobilised and ready to ensure flexibility and speed for our customers.

We have even broken new ground by enabling **Shuttles to travel at 160 km/h like Eurostar** trains instead of the current 140 km/h. That's faster than the maximum speed allowed on motorways! Le Shuttle will cross the Channel in **only 30 minutes! Unbeatable.**

There is no issue **as far as safety is concerned** either. The resources dedicated to this by the UK are considerable. On behalf of our clients, we will do our best to ensure the right level of resources is deployed at border controls even though this is not, of course our responsibility. Too often it seems that inadequate resources put in place by the authorities result in prolonged waiting time which in turn generates discomfort and misunderstanding. I have every confidence in our good working relationship with the French and UK border control agencies and in the quality of their staff and management both in Folkestone and Coquelles.

France has also put in place exceptional measures. A **special appointment** public official, M. Philippe de Lagune is in charge of coordinating **safety for the Games** and has been working on these matters for several months. On 12 January, he presented the challenges of the Games to the French Public Safety High Commission. Amongst the measures taken, one is paramount for Eurotunnel: the military base built in June 2010 in anticipation of the Games is recognized and the **public safety resources (Vigipirate)** will be increased.

We are therefore 'well-armed' to manage efficiently the inevitable increase in traffic which should come in what is traditionally the busy summer period.

Step-by-step, we continue to get ourselves ready; success being the result of careful forward planning.

As we look forward to all that 2012 has to bring, I wish you once again all the very best.

Yours faithfully,

A handwritten signature in black ink, appearing to be "J. Gounon". The signature is fluid and stylized, with a long horizontal stroke at the end.

Jacques Gounon,
Chairman and Chief Executive

The Channel tunnel: gateway to the Olympic Games

On 20 December 2011, the Olympic Rings were unveiled adorning the wall at the entrance of the Channel Tunnel on the French side until September. The Olympic Rings are amongst the most recognisable symbols in the world. The five rings – blue, yellow, black, green and red – represent the Olympic Movement, the coming together of five continents and of athletes coming from the world over to take part in the Olympic Games.

The Rings were built in Lille, in sections in an aluminium composite called Dilite. They have a 3m-diameter and put together are 9.4m-wide by 4.6m-high. The parts were transported to the Tunnel and hung on the wall repainted totally white to display the Rings overnight on 9th and 10th December by a team of 5 rock-climbers from Lille during maintenance time. The display was then covered up to be unveiled on 20 December. A video clip is available online on the Group's website at www.eurotunnelgroup.com.



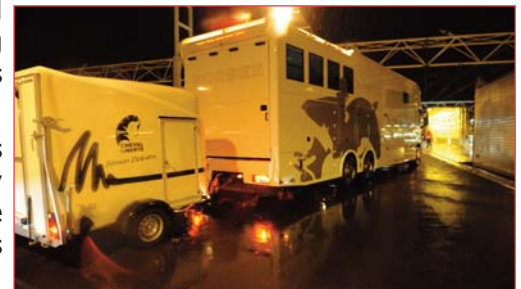
Eurotunnel backs the right horse for the Olympic Games!



Very early on Wednesday 14 December 2011, a very exceptional load travelled in a Eurotunnel Shuttle on its way to the London Olympia Horse Show which took place between 14 and 20 December. The greatest champions were competing, including the French number one show-jumper Kevin Staut and Simon Delestre, another French champion who is one of the world's top show jumpers. Riders could win points for the Olympics at the London Olympia Horse Show.

As this photo shows, Kevin Staut's truck boarded the Shuttle painted in the colours of the Olympics and the Nord-Pas-de-Calais region. There were another 4 trucks carrying horses. Equine Travel Agency, the specialist horse haulage firm who is handling check-in for us, is experiencing increased demand.

Approximately 1,000 horses will be taking part in the London 2012 races and competitions. A great opportunity for this service introduced by Eurotunnel in 2010. There are also the World Equestrian Games to be hosted in Normandy in 2014 and which should see a lot of British riders will going over to France.



And let us not forget pets!

Eurotunnel does not forget its clients' pets. In the run-up to Christmas and in anticipation of expected busy periods, a nice surprise awaited them: the pet exercise area on the Folkestone Terminal has been tripled in size giving pets more space to stretch their legs before boarding.

The entrances to the area have also been embellished by new arches wishing pets – and their owners – "Welcome and Have a Good Trip". Bag distributors and dedicated bins inside the pet exercise area are also provided so that everyone can play their part in keeping the area clean. The same changes will very shortly be made to the pet exercise areas on the Calais Terminal.



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