EMPLOYEES AND SOCIAL SPHERE

- . Employees
- . Trade unions
- . Staff representatives
- . Vocational training organisations

FINANCIAL COMMUNITY AND RATING AGENCIES

- . Shareholders
- . Investors
- . Financial partners
- Financial and extra-financial rating agencies

Employees and social control and control a control and sphere regulation **Financial** community Commercial **GETLINK** and rating partners agencies Societal, media Local Stake Holders Oliologue is organised with specific mechanisms for each category and innovation

GOVERNMENTAL ORGANISATIONS OF CONTROL AND REGULATION

- . States and their representatives
- National, European and international authorities
- . Certification bodies
- . Regulatory and control authorities

COMMERCIAL PARTNERS

- B2B and B2C customers
- Suppliers
- . Subcontractors
- . Concessionaire, tenant
- . Professional organisations

SOCIETAL, MEDIA AND INNOVATION CHANNELS

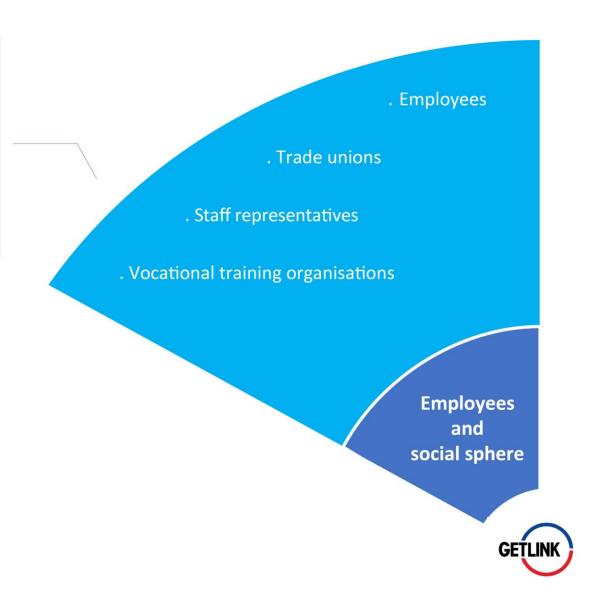
- Schools and universities
- Media and opinion leaders
- . Politicians and elected officials national level
- Reflection circles, Think tanks

LOCAL PLAYERS

- . Local or regional authorities
- Residents
- . Local economic players
- . Local associations and national NGOs

Dialogue modes and information tools

- Managerial line, annual reviews
- Work applications
- Staff representative bodies
- Intranet site, internal social network, internal newspapers, booklets and events
- Whistleblowing system accessible to employees and external partners
- Dedicated website for job applicants





Dialogue modes and information tools

- Regulated information, quaterly and half-yearly communications, roadshows
- Board of directors and specialised committees
- General meeting of shareholders, shareholders relation centre, E-guide, mobile application
- Presentations to investors and analysts, meetings
- Newsletters, events and site visits
- Responses to rating agency requests

. Shareholders

. Investors

. Financial partners

. Financial and extra-financial rating agencies

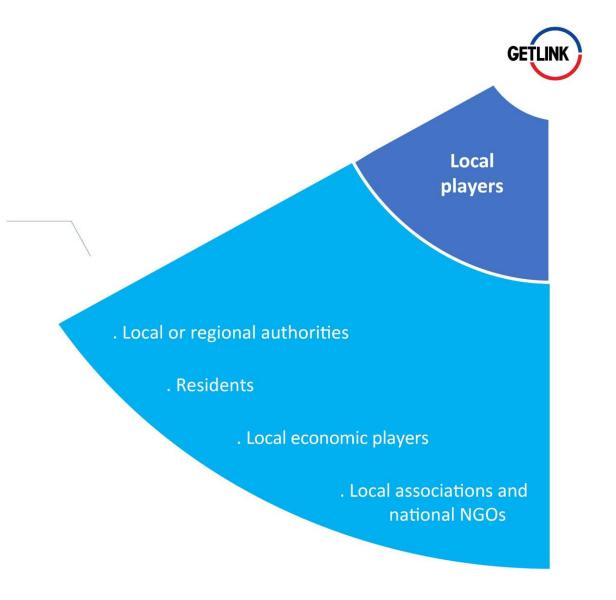
Financial community and rating agencies

GETLINK



Dialogue modes and information tools

- Participation in local government bodies
- Working groups
- Partnerships, sponsorship and charity
- Participation in local events
- Corporate and other websites







Societal, media and innovation channels

. Schools and universities

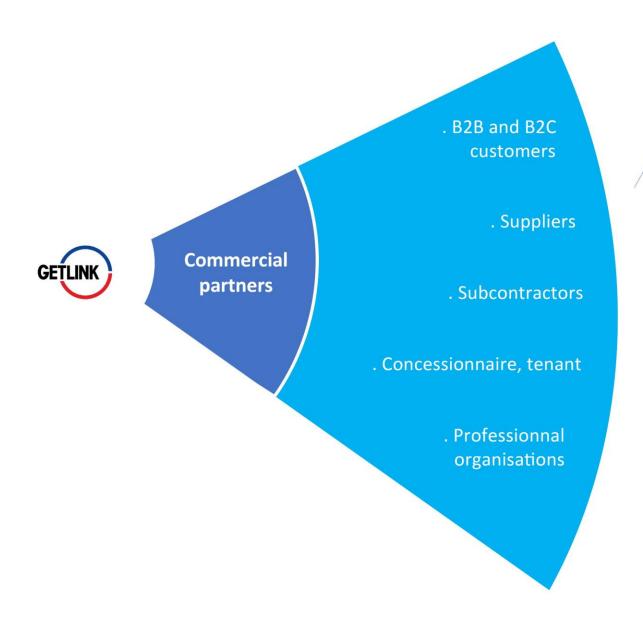
. Media and opinion leaders

- . Politicians and elected officials national level
- . Reflection circles, Think tanks

Dialogue modes and informations tools

- Press releases and corporate news
- Social network
- Informative videos
- Visits of the terminals and tunnels
- Courses and presentations in schools and universities
- CIFFCO Côte d'Opale International Railway Training Center





Dialogue modes and informations tools

- Shuttle commercial services, CRM and digital tools, real-time applications, Twitter
- Corporate and other websites
- Proximity dialogue
- Information and advertising guides
- Customer satisfaction surveys
- Charters
- Whistleblowing system, accessible to employees and external partners



. States and their representatives

. National, European and international authorities

. Certification bodies

. Regulatory and control authorities

Governmental organisations of control and regulation



Dialogue modes and informations tools

- Targeted discussions at high level with governments and numerous ministries, as well as at European level
- Authorities and commissions
- Working groups
- Contracts, agreements and other legal acts
- Getlink group corporate website
- Site visits
- Universal Registration Document URD

