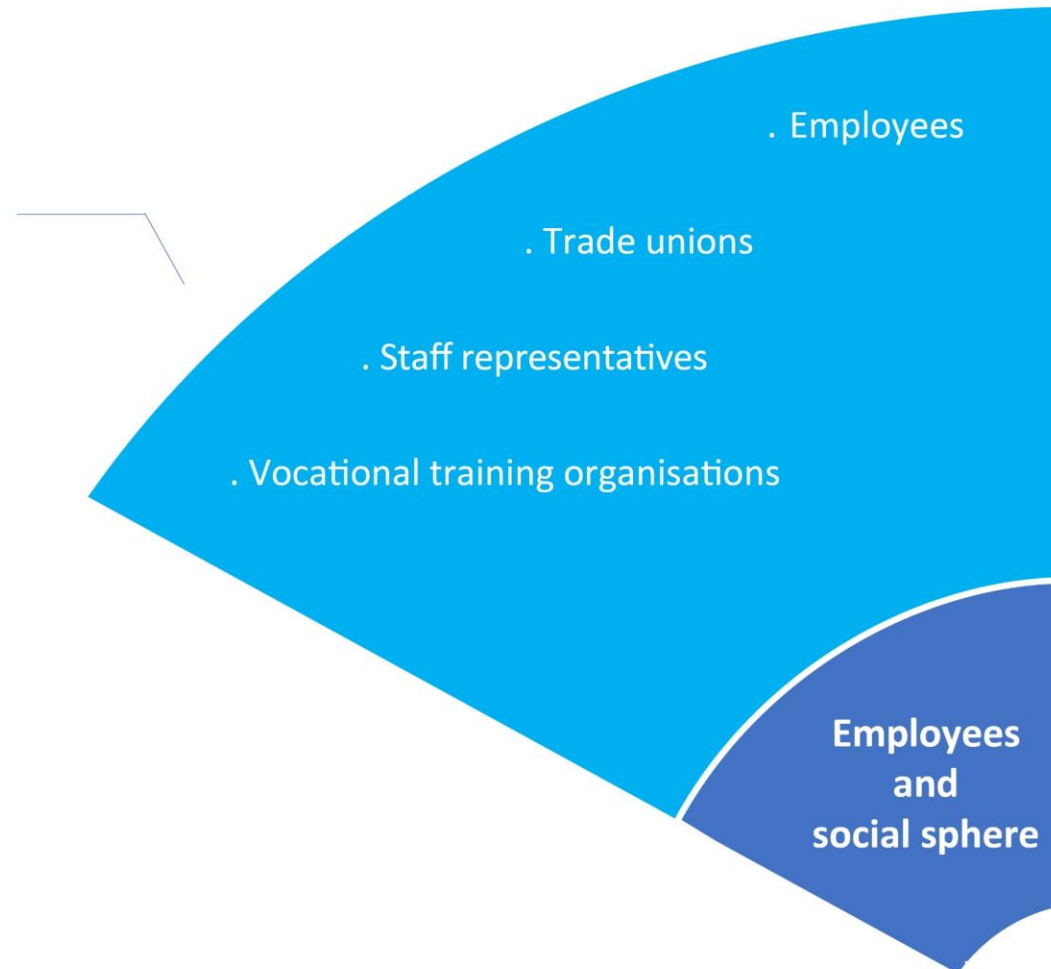


Dialogue modes and information tools

- 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

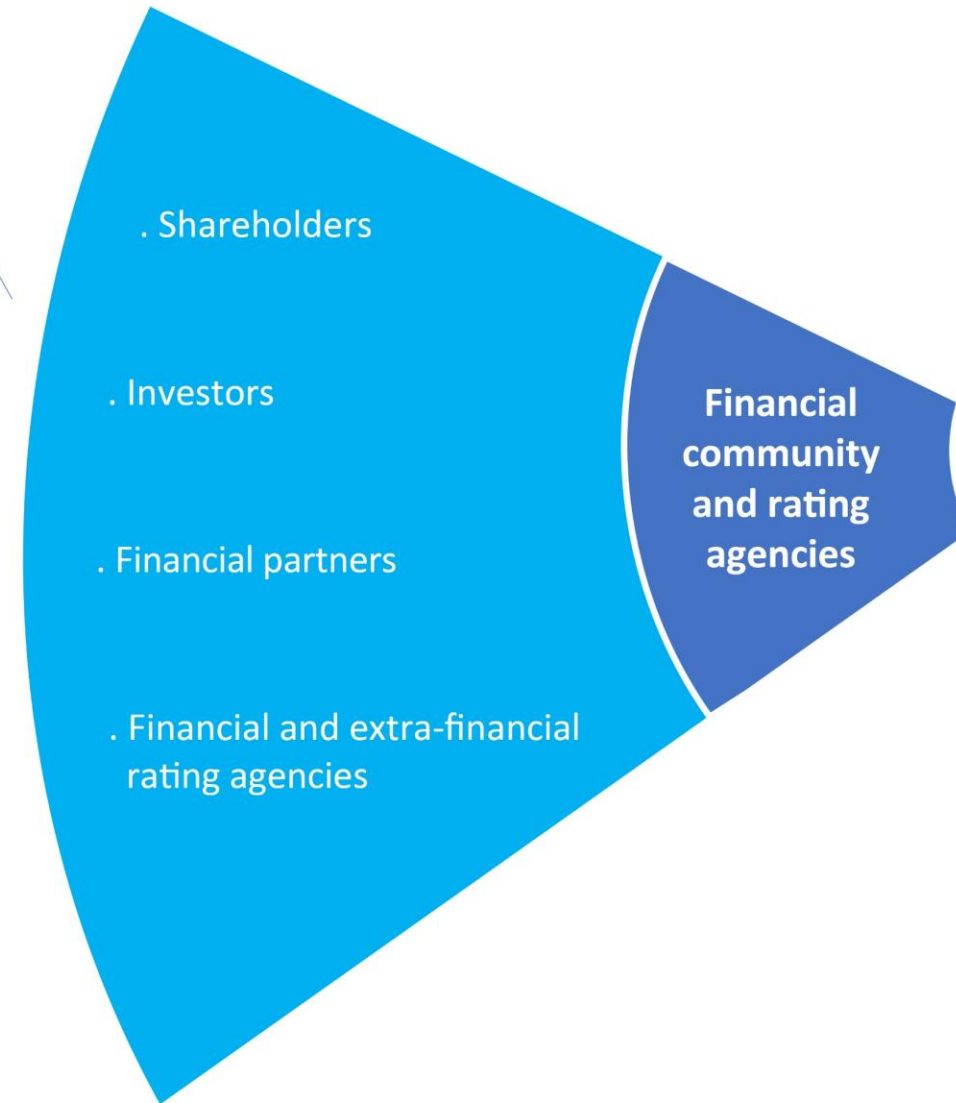


Employees
and
social sphere



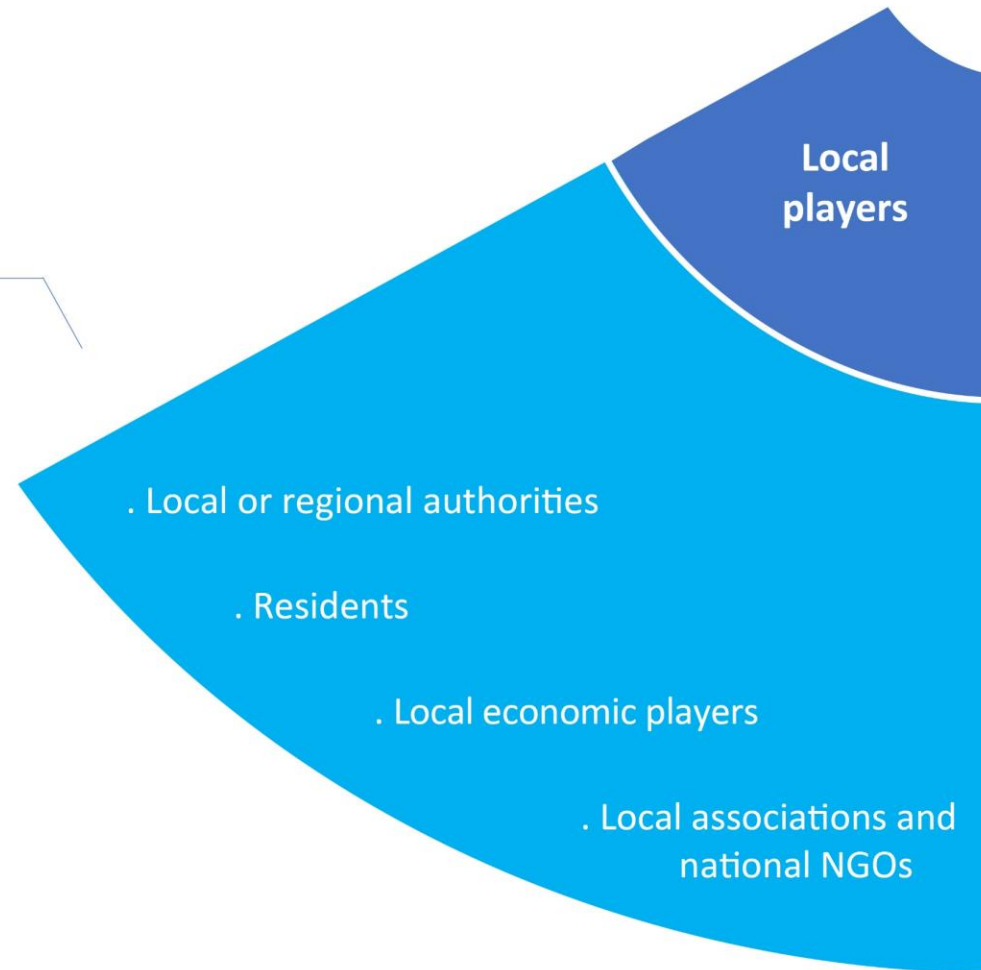
Dialogue modes and information tools

- 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



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



