

JOIN US FOR ATELIERS DE LA GARE

Launched in April 2010 by Gares & Connexions, these round tables bring together elected officials, regional groups, sociologists, scientists, students, urban development specialists and journalists.

Each session is streamed live by @ConnectGares. Transcripts can be downloaded from the Gares & Connexions website at www.gares-connexions.com.


Full programme and registration online.



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CREATING A NEW STATION EXPERIENCE



A CLOSER LOOK



ABOUT US

APRIL 2009
LAUNCH OF GARES & CONNEXIONS
SNCF'S 5th DIVISION

OUR MISSION

- **Manage, (re)design and develop** France's 3,029 train stations
- **Provide station services** to all rail transport operators on a fair and transparent basis

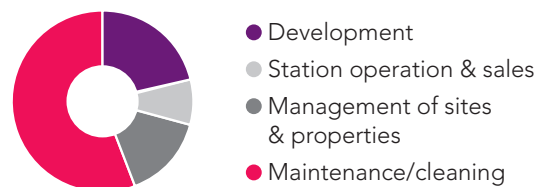
OUR 2 PRIORITIES

- Modernize and upgrade existing stations
- Enhance service quality for all our clients

OUR STRUCTURE

- 1 national head office** in Paris
- 7 inter-regional agencies**, each responsible for deploying operations policy and station development projects in its territory
- 38 station managers** in charge of daily operations
- 3 ESBE units** (*Etablissements de Services Bâtiment Energie*) charged with station maintenance and renovation
- 1 unit for operations in the Paris region** (*Direction Déléguée des Gares Transiliennes*)
- 2 subsidiaries: AREP** (architecture, urban development, engineering & design), which has its own subsidiary PARVIS (assistance to prime contractors, management of property projects and station development); and **A2C** (marketing of in-station properties and lease management)

EMPLOYEES BY BUSINESS SEGMENT



CREATING
A NEW
EXPERIENCE IN
YOUR STATION

"I want to be able to find things fast, park my bike, buy a paper, wait in a safe place, run a few errands." Whether you're a traveller, a local resident or simply passing through, you're clear about what you want: a station that is a convenient, useful, pleasant place to be.

And we want to create stations that offer a new experience for everyone. Modern, versatile stations that focus relentlessly on quality and deliver not just the fundamentals—client outreach, information, comfort, cleanliness and safety—but also innovative new services that will surprise and delight you.

Gares & Connexions is the SNCF division that brings together all the skills required to manage stations and take them into the future.

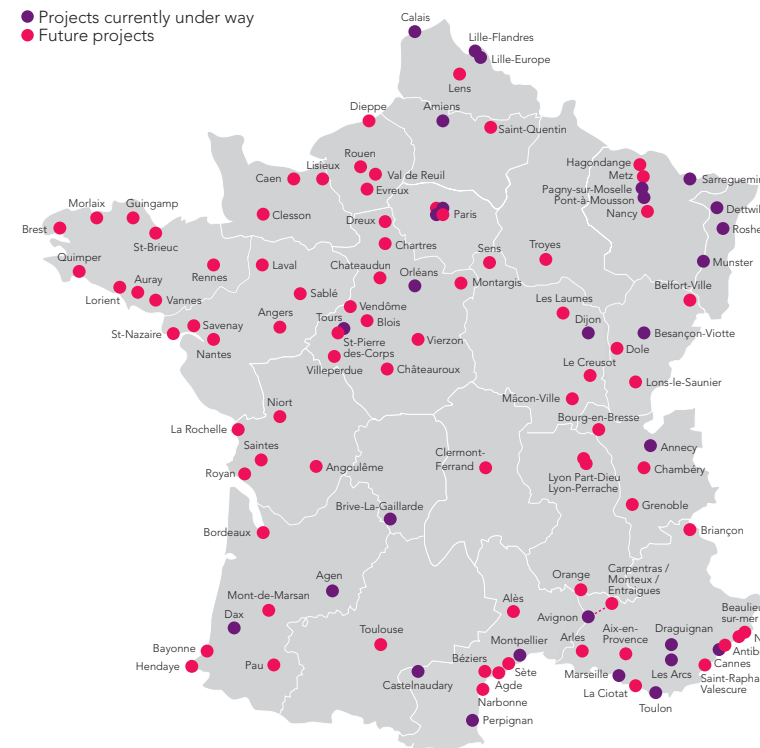
Working closely with local communities, transport operators and institutional partners, we've launched a sweeping renovation programme to upgrade facilities and expand capacity. Between now and 2020, some **€2.5 billion** will be invested in station upgrades, and we are set to increase our resources by 25% as we work with new partners and develop new revenue streams in our stations.

To achieve these ambitious goals and invent the stations of tomorrow—even as we continue to offer quality service every day—we are leveraging the expertise of our employees in four key areas: managing traffic flows, whether service is disrupted or running normally; connecting our stations to the cities and regions around them; developing station-based businesses and services; and financing investment in the stations of the future.

Rachel Picard
Managing Director,
Gares & Connexions



KEY PROJECT SITES IN FRANCE



STATION UPGRADES IN THE PARIS REGION

PLANS INCLUDE:

- Renovating existing stations
- Building new stations
- Expanding service offerings
- Making stations more accessible

383 STATIONS
AND STOPS IN
THE TRANSILIEN
NETWORK

3 MILLION
PASSENGERS SERVED
DAILY BY THE GREATER
PARIS NETWORK

INTERNATIONAL PROJECTS



China's stunning new rail station in Wuhan

Gares & Connexions works at sites around the globe through AREP, a subsidiary that brings together expert teams of architects, urban designers and engineers for international projects ranging from **Morocco's** Casa Port station to **Saudi Arabia's** all-new Al Khobar city.

AREP is present in countries including **Belgium, Luxembourg, Switzerland, Italy, Greece, Morocco, Dubai, Egypt, Russia, Saudi Arabia, India, China and Vietnam.**

3,029
PASSENGER
STATIONS

2 BILLION
TRAVELLERS A YEAR

37 MILLION
TRAINS A YEAR

2 MILLION SQ M
OF SPACE
FOR SALES &
INFORMATION,
SHOPS, OFFICES
AND MORE

OVER 3,400
EMPLOYEES AT
GARES & CONNEXIONS
AND OUR SUBSIDIARIES

14,000
EMPLOYEES
SERVING PASSENGERS
IN OUR STATIONS

JUVISY-SUR-ORGE: NEW LIFE FOR A MULTIMODAL TRANSPORT HUB

In the early 20th century, this bustling interchange—known as “the world’s biggest station”—provided a strategic link to Orléans from its position just south of Paris. But Juvisy-sur-Orge is also a major multimodal hub, with over 20 coach and bus lines. To improve passenger comfort and flow management, we are teaming up with partners for a major redevelopment project that will start in 2014. Key stages include:

- ▶ Building a new Passenger Service Centre
- ▶ Upgrading station access
- ▶ Introducing all-new signage
- ▶ Extending underground passageways to improve passenger flows and platform access
- ▶ Creating new plazas and coach stations to facilitate multimodal service, including the new T7 tram



2ND
LARGEST
STATION IN
GREATER PARIS



60,000
PASSENGERS DAILY



2014-2020
6 YEARS OF WORKS
FOR THIS NEW
MULTIMODAL HUB

PASSENGER FLOW MANAGEMENT— MAKING EVERY STEP COUNT

MEETING PASSENGER NEEDS WITH OUTSTANDING SERVICE

SEAMLESS TRANSPORT FROM TRAIN TO CITY

At Gares & Connexions, we have the expertise to anticipate trends in station traffic, modes of transport and passenger expectations, relying on our forecasting team and the space- and flow-management skills of our subsidiary AREP.

Harnessing the latest technology, these experts use innovative modelling tools to simulate passenger flows and identify capacity problems during normal traffic and service disruptions.

2020 ROLLOUT: THE NEW PARIS-AUSTERLITZ

In one of our biggest projects, we’re working with the city of Paris and its development agency Semapa to renovate Paris-Austerlitz station and transform it into a High Environmental Quality (HQE) urban environment. Works are scheduled for completion in 2020.

Three goals:

- ▶ Improve flows between the station’s under- and above-ground facilities
- ▶ Pave the way for major commercial development in the neighbourhood. Target: 20,000 sq m of retail and 50,000 sq m of office space
- ▶ Create an environment serving travellers, residents and local workers



20,000 SQ.M
OF RETAIL SPACE



21 MILLION
TRAVELLERS ANNUALLY



2013-2020
7 YEARS OF WORKS





CUTTING-EDGE STATIONS ON THE RHINE-RHONE TGV LINE

The new stations on the Rhine-Rhone TGV line are models of regional integration. Opened in 2011, they feature every imaginable multimodal link—express TGV-TER connections, bus access directly from train platforms, taxi and auto drop-off zones, motorcycle and bicycle parking, pedestrian pathways, car rental and more.

And our Besançon Franche-Comté TGV station is the first in Europe to earn dual certification under France's High Environmental Quality (HQE) and Low Consumption Building (BBC) standards.



CONNECTING STATIONS TO CITIES AND REGIONS

MANAGING A MULTIMODAL TRANSPORT HUB

Today's passengers want to reach our stations by automobile, tram, bus, metro, bicycle—even on foot. As modes of transport proliferate, it's our job to organize and manage them by making stations more intermodal.

As part of our philosophy of sustainable mobility, Gares & Connexions works to promote eco-friendly transport by encouraging bicycle parking facilities, bike-sharing schemes, and expanded electric taxi fleets.

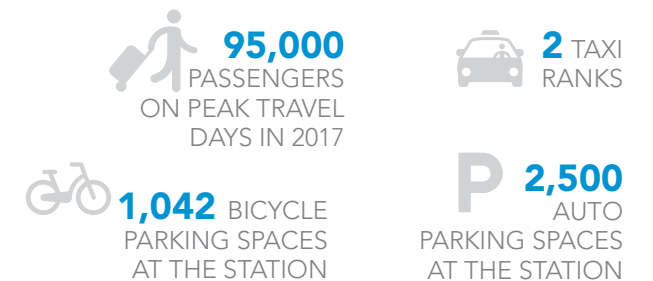
Working closely with institutional partners in the transport sector, we're using our cross-disciplinary expertise to make this green vision a reality.

BORDEAUX-SAINTE-JEAN: MEETING REGIONAL NEEDS

With a high-speed line scheduled to reach Bordeaux in 2017, the Bordeaux-Saint-Jean station is building a new multimodal transport hub in the city's rapidly reviving Belcier neighbourhood. Plans include a new Passenger Service Centre with a wealth of services—shops, restaurants and terraces will open onto a square, connecting the station to the city in a whole new way and making it a vital part of life in Belcier. With its transparent walls and carefully designed architecture, the station will give passengers an easy-to-navigate environment that is also warmer and more welcoming.

GRENOBLE'S ECO-FRIENDLY STATION

Grenoble's station is fast becoming a vital multimodal transport hub, creating connections between fast-growing neighbourhoods and meeting the needs of city residents. When complete, it will favour eco-friendly solutions, from public transport to cycling, rollerblading, pedestrian options and more. The new hub is expected to begin operation in late 2016.



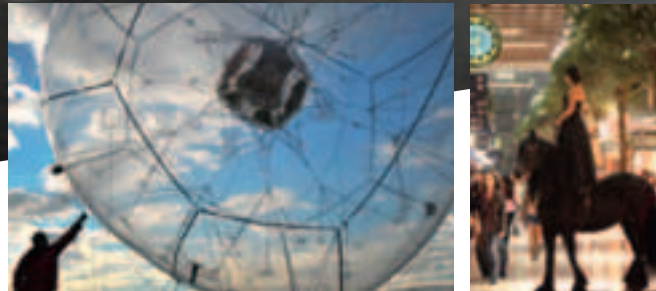


CURTAIN UP: NEW OPTIONS AT PARIS-LYON STATION

In 2013, passengers will discover a full range of new services and restaurants on Concourse 2.

- ▶ Platform level: **Daily Monop'** mini-market, **Costa Coffee**, **Paul bakery**, **Philéas Café** and **Berko pastries**
- ▶ Mezzanine level: innovative services and sit-down dining with **Red d'Hippo**, **Café Premier** and a **Fauchon kiosk**
- ▶ Comfort and relaxation: **business travel centre**, **children's area**, **free WiFi** and **postal/courier services**
- ▶ Concourses 1 and 3 feature **two Starbucks locations**, a **Mezzo Di Pasta** and an **Eat Shop**

EXPANDING SERVICES FOR A WHOLE NEW EXPERIENCE



CULTURE IN STATIONS

At Gares & Connexions, we're opening rail stations to culture for everyone. It's an opportunity to highlight the history of our stations, promote cultural events in the surrounding regions, and give passengers an opportunity to relax and tune in. By allowing artists free rein to express themselves through photography, music, art, and other media, we put our stations at the creative heart of the cities and regions they serve—a key part of our mission.

"Cloud City" by Tomas Saraceno (Saint-Lazare station, Paris)
"Centaur Theatre" (Saint-Charles station, Marseille)

STATIONS THAT MAKE LIFE EASIER

"Boutiques du quotidien" are a new kind of neighbourhood multi-store—an innovative concept developed with Relay France in partnership with Casino, and NS Stations France in partnership with Monoprix. These next-generation shops, with a streamlined, convenient layout designed to meet everyday needs, are being deployed in some 20 stations under a variety of names: Trib's, Hubiz, Casino Shop, Chez Jean and Monop'Station.



MAKING LIFE EASIER FOR PASSENGERS

NEW PERSONALIZED WAITING AREAS



100 STATIONS WITH FREE WIFI by year-end 2013



EASY-TO-UNDERSTAND INFORMATION



KIALA PARCEL SERVICE in 20 stations



BOUTIQUES DU QUOTIDIEN an innovative multi-store concept



BUSINESS CENTRES



PUBLIC HEALTH LABS



CHILD CARE



THE RIGHT INFORMATION IN THE RIGHT PLACE

New signage installed in our Rhine-Rhone TGV stations and at the Paris-Lyon and Saint-Lazare stations in Paris in 2011 is designed to be immediately understandable and easier to read for everyone, including the visually impaired. Streamlined and modern, the new signage incorporates more pictograms and uses international codes, making it easier to grasp for both French and international passengers. It will gradually be installed in all of our stations to make travel easier for everyone.





MODERNIZING STATIONS —TOGETHER

Gares & Connexions reaches out to the private sector to co-finance station investments: nearly two-thirds of the renovation works at Paris-Saint-Lazare were funded by partners specializing in property and building, under an innovative agreement granting them a 40-year concession on commercial space in the heart of the station. We used a similar agreement to modernize the Paris-Est station in 2007.

For services, we work with other partners to develop new offers and renovate space in our stations. Options include business centres, child-care facilities, public service offices and other services.

PARIS-SAINT-LAZARE, A MODEL PARTNERSHIP

SNCF/KLÉPIERRE/SPIE BATIGNOLLES

- ▶ The station was renovated, modernized and connected to the city.
- ▶ **€250 million** in works
- ▶ **10,000 sq m** of commercial space with **3 mid-size stores, 80 shops**, and restaurants on **three levels**
- ▶ The Paris-Saint-Lazare renovation project has won two awards:
 - **France's 2012 National Engineering Prize** in the construction and development category
 - **the 2012 SIIC Trophy** (Listed French Property Companies) in the "Cities of the Future" category



€870 MILLION

INVESTED BETWEEN 2012 AND 2014, INCLUDING

€215 MILLION MULTIMODAL HUBS AT REGIONAL LEVEL

€190 MILLION REGIONAL STATIONS

€300 MILLION GREATER PARIS REGION



CANNES, REGIONAL BENCHMARK

GARES & CONNEXIONS/ VINCI IMMOBILIER

The station's urban architecture has been completely redesigned:

- ▶ **1 new multimodal hub** €38.66 million in works
- ▶ **2 property developments:** a 4-star hotel and 2,400-sq m of shops, services and restaurants

PARTNERSHIPS FOR INNOVATIVE FINANCING