

renfe

Spain's leading mobility operator



welcome

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About Renfe: Spain's leading mobility operator



- Renfe is a **customer-oriented service provider** in passenger and freight rail transport with **81 years** of experience.
- Our 30-year expertise in high-speed services, along with long distance, regional and commuter services, makes Renfe **one of the most significant mobility operators in the world.**



Our vision

Fast
Punctual
Comfortable
Safe
Reliable
Accessible
Sustainable

FOUR MAIN SUBSIDIARIES 100% OWNED BY RENFE-OPERADORA

1
Passenger
services

High Speed
Long Distance
Regional
Commuter

2
Freight &
logistic services

3
Rolling stock:
manufacturing
& maintenance

4
Renting of rolling
stock to other
companies and
countries



Isaías Táboas, President
of Renfe

About Renfe: main figures (2019)

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511 Million passengers



92% Punctuality Rate
in public services



5,562 train trips
per day



89.9% Satisfaction Rate
in commercial services



17 Million net tons



106 maintenance
facilities



15.053 employees



4,048 Million € Revenues

Strategic Plan

2019-2023-2028

**Digital
Transformation**



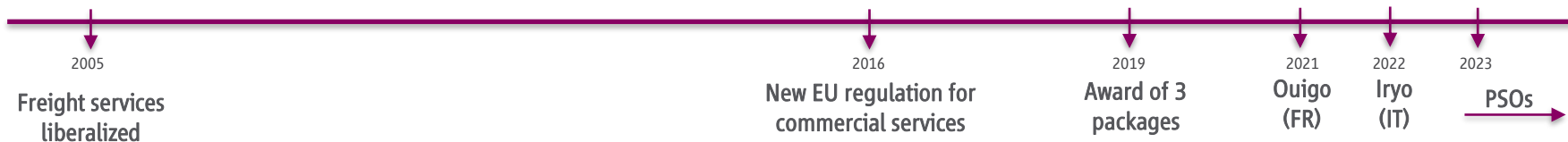
**Cultural
Transformation**



Strategic Alliances



About Renfe: Liberalization of the rail sector



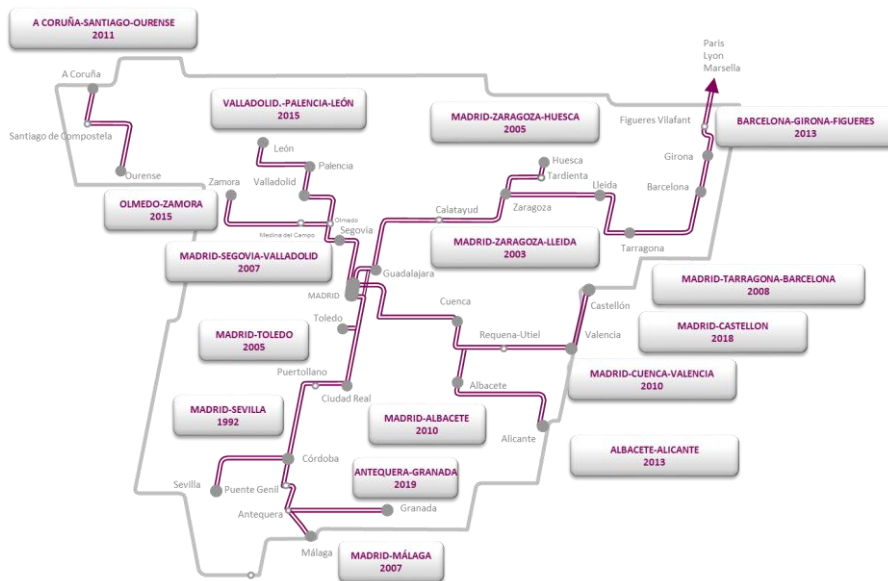
The liberalization in Spain depends on European Regulation



September 2022

HIGH SPEED SERVICES

64.043 PASSENGERS / WORKING DAY



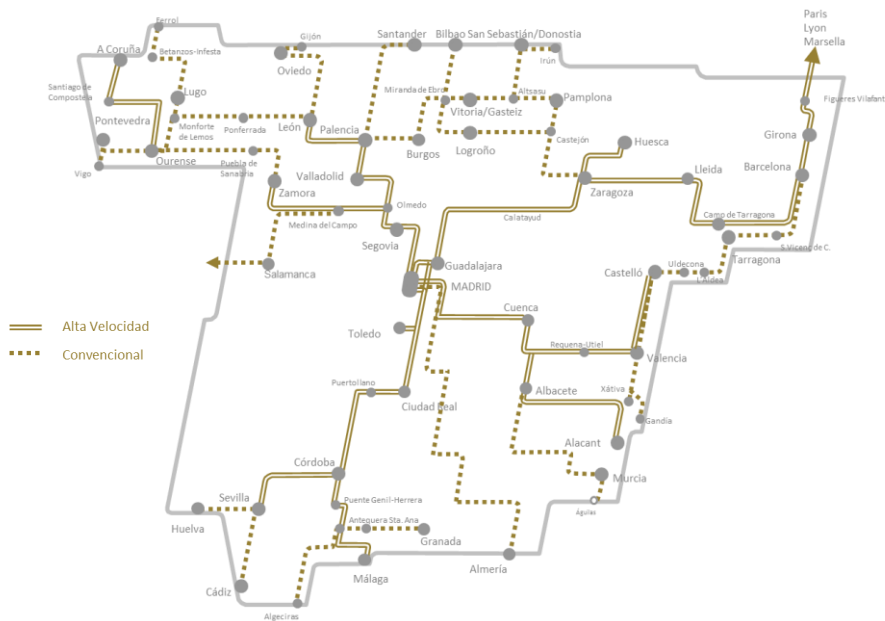
217 TRAIN TRIPS
WORKING DAY

38 STATIONS SERVED



The main features of our high-speed services (up to 350km/h) are:
high quality, punctuality, high rates of customer satisfaction and flexible fares for everyone

LONG-DISTANCE SERVICES 33.635 PASSENGERS / WORKING DAY



165 TRAIN TRIPS
WORKING DAY

218 STATIONS SERVED



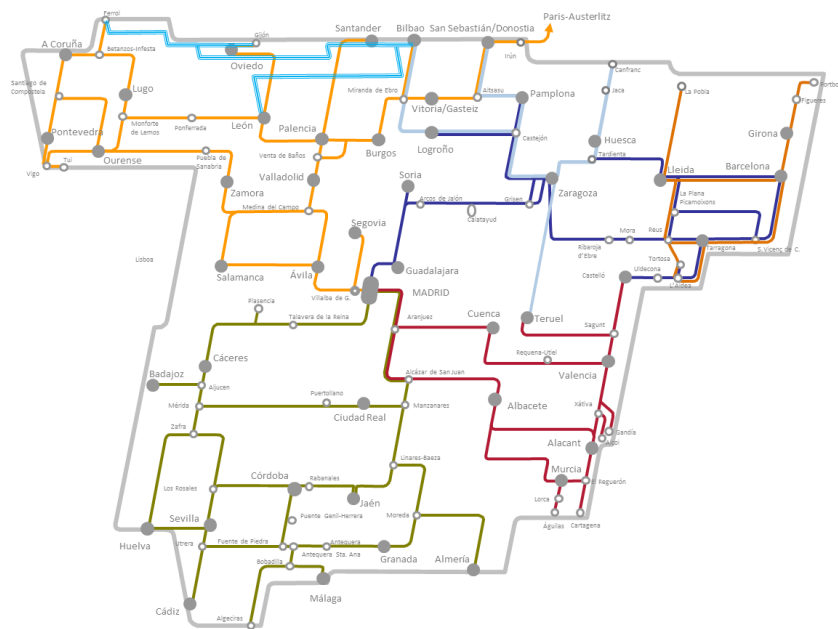
High-speed services (up to 310km/h) and variable gauge services (up to 250km/h) extend the time reduction of high-speed lines to the conventional network

Our line of work: Passenger services (Public Service Obligation)



REGIONAL SERVICES

98,243 PASSENGERS / WORKING DAY



666 TRAIN TRIPS
WORKING DAY

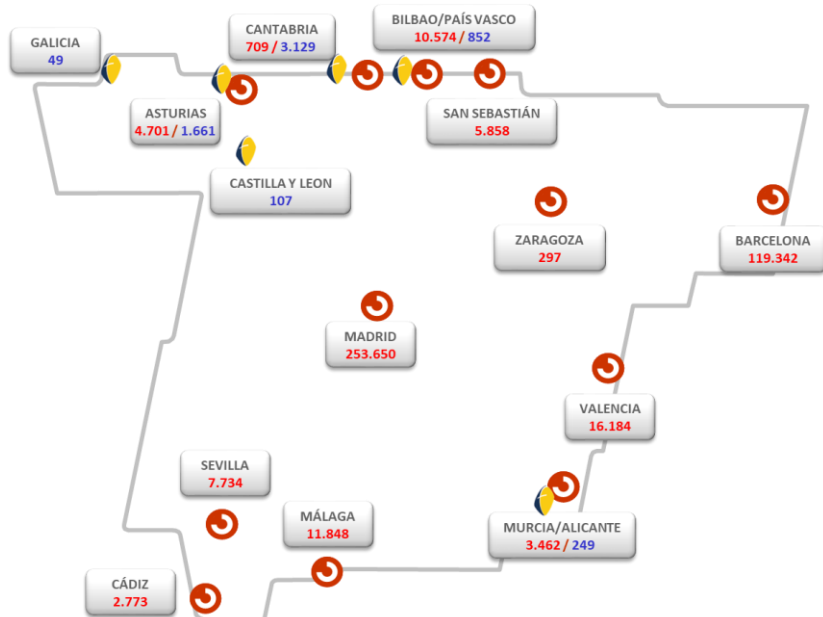
835 STATIONS SERVED



Under PSO contracts, Renfe also operates regional high speed services to improve connections between cities

COMMUTER SERVICES

1.48 MILLION PASSENGERS / WORKING DAY



4,402 TRAIN TRIPS
WORKING DAY

776 STATIONS SERVED



Renfe is committed with mobility, following not only economical criteria but also operating under Public Service Obligation

Commitment to **punctuality**

Renfe has historically exceeded the rules established under Spanish and European legislation regarding punctuality commitments and refunds to passengers (delay repay).

Commitment to **information and disruption management**

All of Renfe services have an alternative transport plan in case anything happens, and passengers remain informed at all times via online and offline channels.

Commitment to **safety**

According to EU regulation, we are fostering a positive safety culture in all our activities, from operations to maintenance.



- Integration of **different technologies**
- Wide experience with the **main global manufacturers** (Alstom, Talgo, Bombardier, Siemens, CAF or Stadler)
- **Interoperability**: managing our Rolling Stock to optimice capacity where it is necessary (We operate Bi-Mode and variable gauge trains)
- We are pioneers in the implementation of **ERTMS** (level 1 and level 2)



Talgo BOMBARDIER



ALSTOM



SIEMENS



CAF

renfe
avlo



Avlo is Renfe's "low cost" high-speed service, which started in 2021. The journey times are the same as that of the AVE train.



Renfe just launched DOCO, an **intermodality platform** that allows customers to plan and book multimodal journeys (urban and interurban public transport and private and shared transport services) through a single app and single payment.

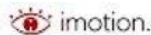
Our line of work: A bet on innovation

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Renfe leverages innovation to compete efficiently in the new **liberalized scenario** and other **international markets**

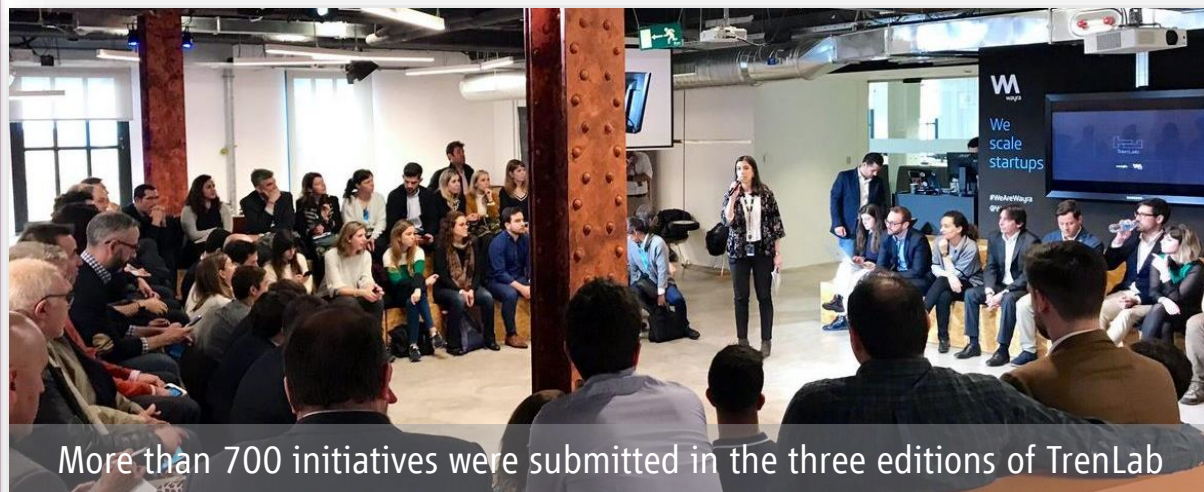
- Reinventing the *customer experience*
- Improving *energy efficiency and sustainability*
- Advancing in the *digital transformation* of the group
- Promoting *intermodality* of passengers and freight

Renfe has its own **start-up accelerator** along with Wayra (Telefónica's open innovation hub)



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Icon	Value 1	Value 2
👤	0	10
🧳	0	9
👜	1	8
🚲	0	6
🚶	0	0



More than 700 initiatives were submitted in the three editions of TrenLab

We have created different schools and programs for the professional development of our human capital:
driving, operations, customer experience, maintenance and management



**23 driving simulators in Spain
9 Training centres**

We train our staff in top-level driving simulators to achieve excellence in operations.

We also deliver training programs to other companies from different countries (Turkey, Russia, South Korea, Uzbekistan or Israel).

Stakeholders and sustainability

- Commitment to the communities in which we operate
- Respect for the environment
- Social and ethical commitment

Renfe's Master Plan to Combat Climate Change: 20 measures & 76 projects

4 strategic lines:

➔ Energy efficiency	➔ Energy management
➔ Decarbonization	➔ General awareness



Renfe's Master Plan to Combat Climate Change foresees a 10 million-ton reduction in greenhouse gases over the next decade thanks to energy efficiency measures

A wide catalog of global services looking to expand

Operation

- Passenger transport
- Freight transport

Strategic Consultancy

- Operation
- Management and business
- Technology

Trainings and workshops

- Train drivers training and official certification
- Design & delivery of on-demand workshops

Maintenance

- Rolling stock
- Facilities and stations



International projects and services: high speed service in KSA



Renfe leads a **Saudi-Spanish consortium** (with 12 Spanish companies and 2 Saudi Arabian):

- High-speed line between Medina and Mecca
- 453 kms of line
- Operation for 12 years
- Track construction, installations and workshops
- 35 trainsets
- 20 train trips a day on a daily basis, up to 50 services/day for special occasions such as Ramadan
- More than 30 women train drivers for the service



Renfe started the preliminary operations phase in October 2018.
More than 1 million passengers before Covid.

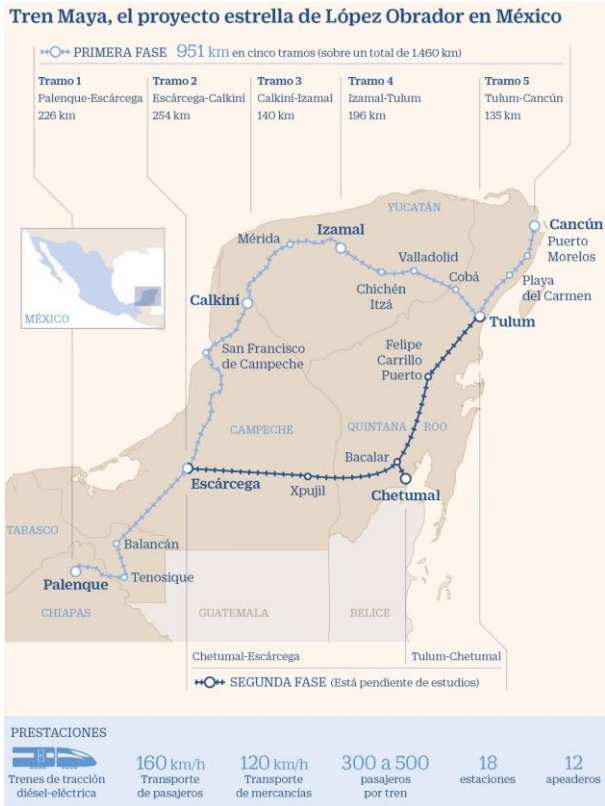
Renfe is a strategic partner of Texas Central Co. to develop, build, operate and maintain a HSR line between Dallas and Houston.

- 386 km in less than 90 minutes
- Japanese technology: Shinkansen trains
- Cultural commitment towards sustainability in Texas



In 2021, Renfe acquired 50% of the private Czech rail operator Leo Express. Together with Leo, Renfe is now operating rail services in Czech Republic, Slovakia and Poland and is open to new opportunities in other European countries.





In consortium with Ineco and DB Engineering & Consulting, Renfe has been awarded the 3-year service contract for the development of the Mayan Train in Mexico.

Renfe is acting as 'shadow operator' of the contracting entity, Fonatur, supporting the construction and being responsible for the definition of the operation requirements and maintenance tasks.

Renfe will supervise the manufacture, delivery and commissioning of the **rolling stock and all systems**.

Rail Baltica is the most important high-speed rail project being developed in Europe, with an investment of 5.8 billion euros, co-financed by the EU.

The line will be **870km** long and will offer mixed traffic services (passengers and freight).

As part of the consortium formed with German DB E&C and Spanish Ineco, **Renfe will provide technical assistance services** during the construction phase of the high-performance railway line that will link the three Baltic capitals, and these with the European railway network.



GREATER
CONNECTIVITY
FOR
THE BALTIC
PEOPLE





Thank you for your attention!
See you on our next trip