

#EUYearofRail



# WHAT FUTURE FOR PASSENGERS AND FREIGHT RAIL

# TRANSPORT IN PORTUGAL AND SPAIN

Iberian Cooperation and National Strategy for Passengers Services

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Activity	2019 (pre-pandemic)	2020 (pandemic)
Traffic Revenue:	274 Million€	151 Million€
Passengers:	145 Million	87 Million
Trains:	434.275	404.127
Staff:		3.736
Operating Network:		2.526 Km



# Recent Accomplishments



## In the last two years:

- Merger by incorporation of EMEF into CP
- Contractualisation of Public Service Obligation Contract  
with the establishment of service levels and financial compensation for the service provided
- Increase of the Installed Capacity for Repair and Maintenance of Rolling Stock
- Recovery of Rolling Stock and Progressive injection into the National Railway Network to respond to demand levels
- Increase of Operations Stability
- Improvements in the Commercial Service Offer
- Active participation in the constitution of the Railroad Competence Center (CCF - Centro de Competências Ferroviário)
- Design of a Strategic Plan for the Company for the next decade

# Strategy



## The Strategic Plan of CP redefines its Vision, Mission and Values:

### Vision:

CP as a national leader in integrated mobility - simple, personal and sustainable.

### Mission:

Connecting people and communities in a sustainable way by rail mode.

### Values:

Customer

Security  
Environment  
Confidence

CP Team

Compromise  
Ethics  
Resilience

Future

Innovation  
Sustainability  
Leader on Mobility

## Strategic Objectives:

In a favourable context for investment in railways, CP is taking the lead in promoting a national mobility strategy in which the rail transport should play a key role.

The Strategic Objectives which will univocally align the activity in the coming years are:

### Assets:

To leverage, optimize and increase the efficiency of assets to overcome CP's strategic challenges.

### Skills:

Developing skills to increase the productivity and competitiveness of CP, ensuring its sustainability.

### Customers:

Ensuring and increasing the provision of a quality service, promoting customer satisfaction and leading new integrated mobility patterns.

## Strategic Objectives:

Preparing CP for a New  
Public Service  
Obligations Contract

Economical and  
Financial Recovery and  
Growth of CP

Anticipating and  
Leading High Speed

Reformulating and  
Modernizing Services,  
taking advantage of the  
New Rail Geography

Improve the Customer  
Experience in a new  
Context of Mobility

Increasing the  
Efficiency, Safety and  
Sustainability of the  
Processes

Mobilizing, Qualifying  
and Rejuvenating the  
Teams

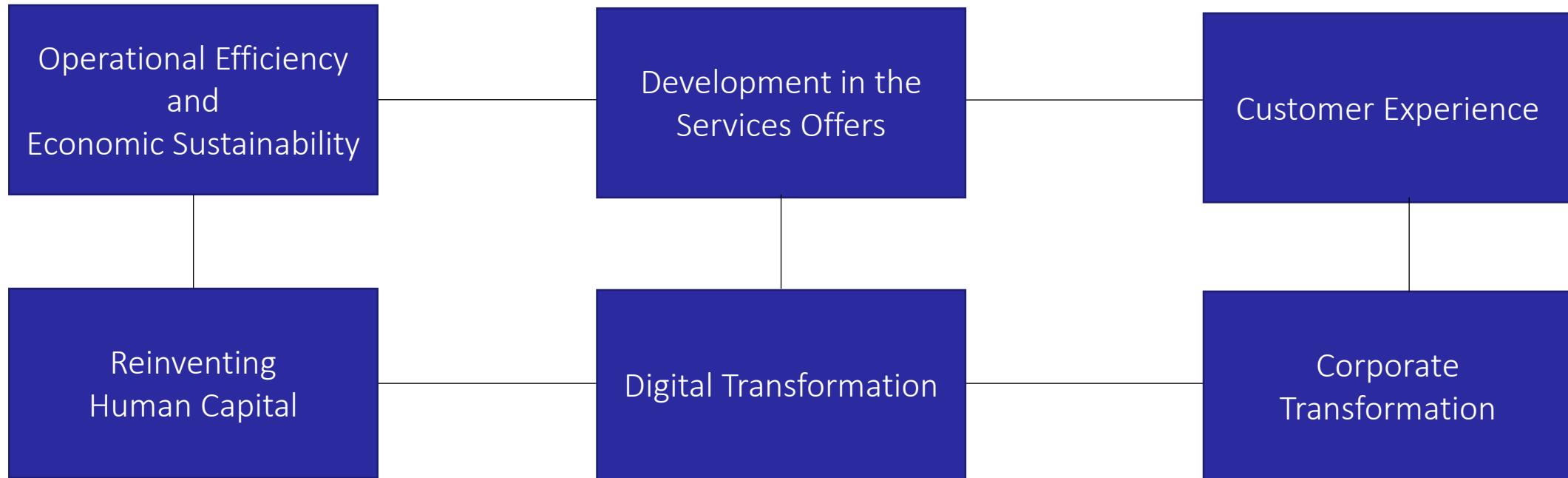
Developing Systems  
and Digitally  
Transforming CP

Innovating and  
Modernising CP

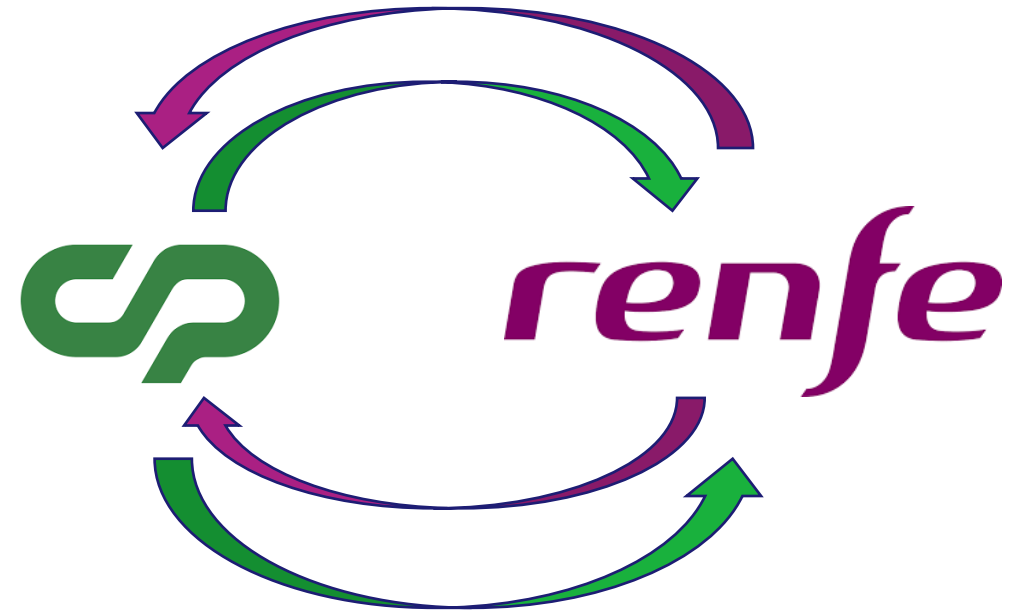
Leading Green Mobility  
and Reinforcing CP's  
Social Commitments



## Strategic Objectives are supported by the following Transformation Programs:



## Cooperation with RENFE



- Celta Train - Joint Exploitation Agreement
- Tickets commercialization contract with RENFE using the sales system Vola
- Responsibilities Agreement for Handling Personal Data in the Sales System, under the General Data Protection Regulation
- Rolling Stock Leasing Contract of DMU 592
- Contract - CP as a provider of part of the maintenance of DMU 592 to Renfe

*Thank You!!*

