

TGV
!nOui

PRESS KIT

SNCF VOYAGEURS AND ALSTOM UNVEIL
THE INTERIOR FITTINGS FOR THE FUTURE

TGV INOUI

ALSTOM

SNCF
VOYAGEURS

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TRE PROJECT

Supported by the French government via ADEME (Agence de l'Environnement Et de la Maîtrise de l'Énergie) and SGPI (Secrétariat Général Pour l'Investissement), the TGV M project has benefited from the know-how of the best experts at Alstom and SNCF Voyageurs, working together on the same platform, since it was launched in 2016, as part of an unprecedented innovation partnership.

Working together in a shared collaborative workspace, the teams took up the challenge of **designing a new-generation train that is greener, smarter and has greater carrying capacity.**

For this **fifth generation of the TGV** (a name registered by SNCF Voyageurs), the teams have started from scratch, while drawing on the experience of the four previous generations.

In all, more than 2,000 people were involved in making the project a success.



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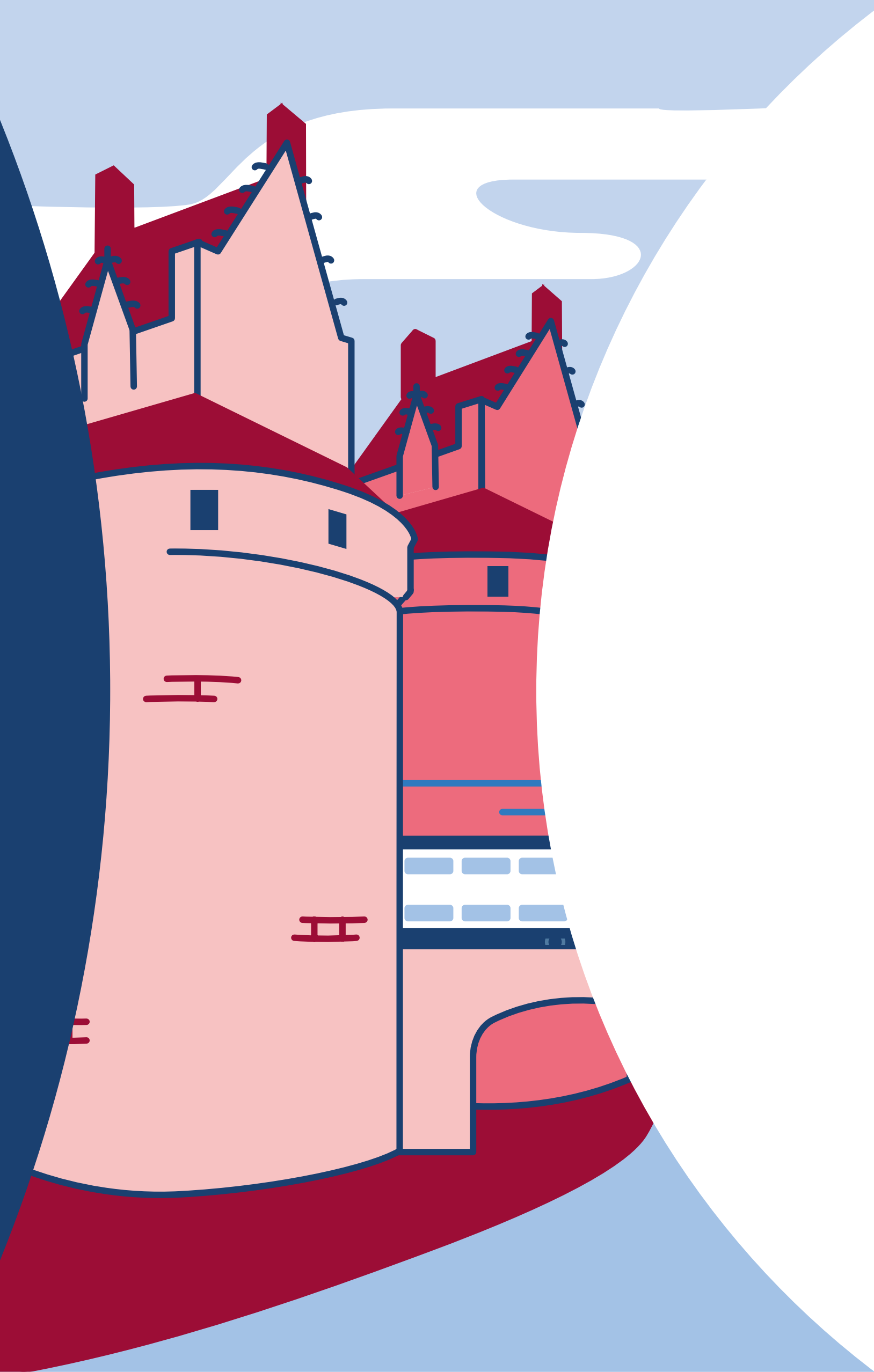
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1. MAJOR INDUSTRIAL INNOVATIONS

Alstom has launched a number of industrial innovations to build this 5th generation TGV, based on Alstom's Avelia range.

INNOVATIVE INDUSTRIAL PROCESSES

To carry out the industrial innovations associated with this new TGV project, Alstom has set up **unprecedented industrial processes:**

- **At Alstom's Belfort site, a new single, multi-purpose line dedicated to the TGV power train has been created.** This single line makes it possible to rationalise the footprint of manufacturing facilities by reducing it by 6,000 m², automatically leading to a reduction in electricity consumption and associated heating.
- **At the Alstom site in La Rochelle, the creation of a new assembly line for passenger carriages.** This is a model production line for the rail industry, driven by continuous improvement, which has resulted in greater efficiency, simplified assembly, improved operator safety and more ergonomic workstations.

This line model also makes it possible to optimise the footprint of the manufacturing facilities and reduce the associated electricity and heating consumption. An office area for support functions (engineering, industrialisation, supply chain, etc.) has also been created as close as possible to the assembly line.

In addition, Alstom recently announced its intention **to invest €10 million in the construction of a new building at Belfort.**

With a length of 250 metres, this new building will increase the site's industrial capacity for preparing high-speed trainsets for commercial service. It will be able to accommodate a complete TGV trainset.

11 French Alstom sites are contributing to this emblematic project: La Rochelle and Belfort, as well as Villeurbanne, Ornans, Le Creusot, Tarbes, Saint-Florentin, Petit-Quevilly, Toulouse, Valenciennes and Saint-Ouen.



11 FRENCH
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A VIRTUAL DIGITAL TWIN

Alstom has also introduced innovations for the functional validation of the train: a test laboratory, called "TrainLab", has been developed at Alstom's La Rochelle site. The functional validation of the train via a "digital virtual train" is carried out there, without the need for validation on the physical train. This laboratory makes it possible to anticipate the validation of the functional train (operation of doors, air conditioning, etc.).

The future TGV is part of Alstom's Avelia high-speed and very high-speed train platform, which is the most extensive offering on the market, covering maximum operating speeds of between 200 km/h and 350 km/h. Various configurations and architectures are available to best meet customers' needs: single or double-decker trainsets, concentrated or distributed traction, articulated or non-articulated architecture, and other options such as tilting technology. Over the past 40 years, Alstom has sold nearly 3,000 high-speed and very high-speed trains equipped with these technologies worldwide.

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"TrainLab"

The functional validation of the train via a "digital virtual train"



Covering maximum operating speeds of between

200 and 350 km/h

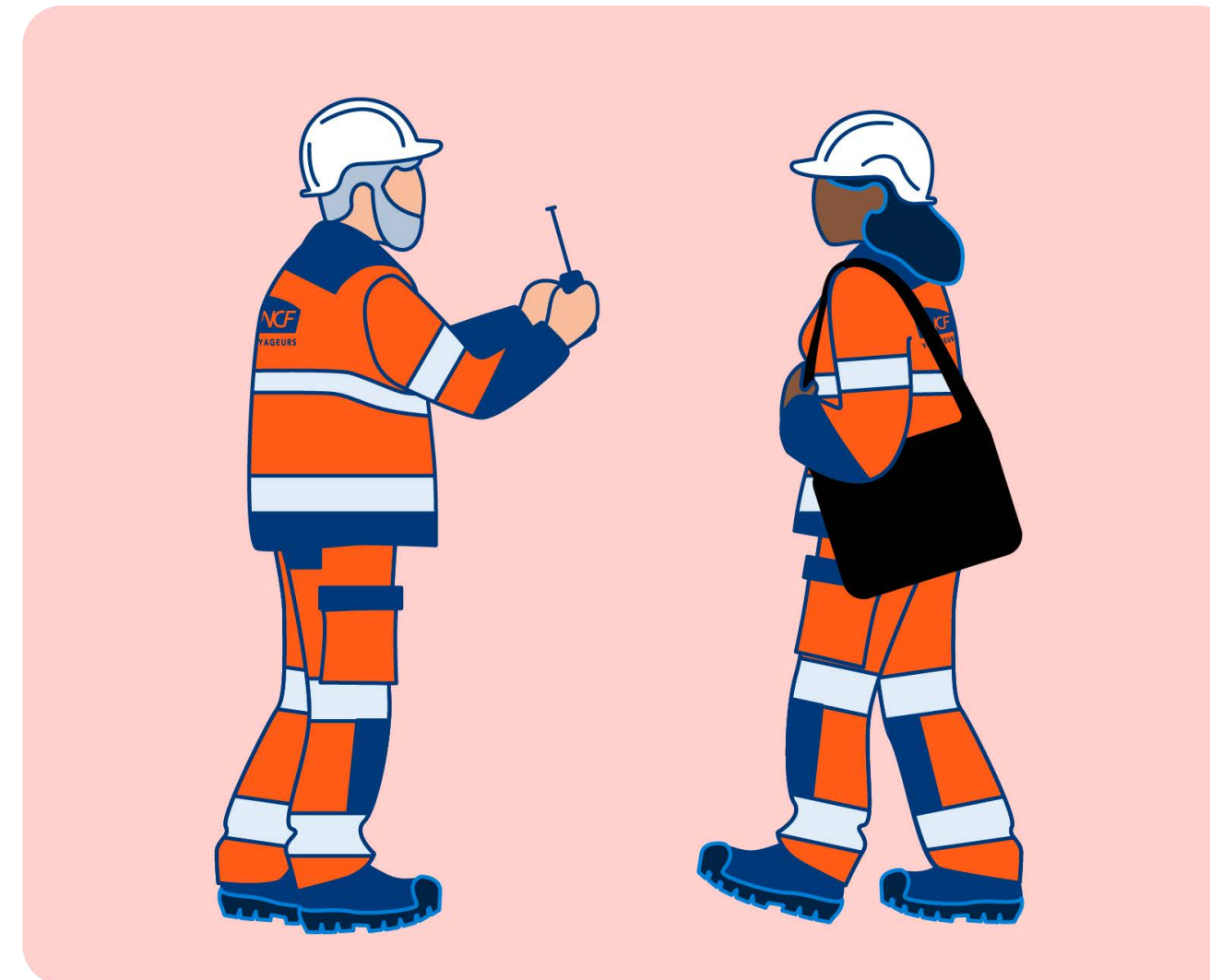


2. STATE-OF-THE-ART MAINTENANCE CENTRES

SNCF Voyageurs has embarked on a major programme to modernise its maintenance facilities to accommodate the future TGV.

This work involves adapting the maintenance facilities to make them compatible with the future train, for example by installing automated benches that can check several hundred parts in a few seconds. The ecological aspect is very present in these investments, and optimal solutions from an energy point of view are favoured.

The Technicentre Sud Est Européen (TSEE), which welcomed the first TGVs in 1981, will be the first to welcome the future TGVs. With its 850 employees, it maintains almost a quarter of the TGVs running in France, Italy, Switzerland, Spain and Germany for SNCF Voyageurs.



The TSEE modernisation project amounts to almost €300m of investment (from 2023 to 2027): **it represents the standard for a new generation of maintenance Technicentres for SNCF Voyageurs**, more modern, more connected, but also more ecological, in the image of the future TGV.

The TSEE buildings will be 64% heated by renewable energy, and 4,000 m² of photovoltaic panels will cover the future roof of the technicentre car park. The TSEE will also be integrated into its neighbourhood by creating a biodiversity corridor between the Bois de Vincennes and the Seine.

The first phase of the TSEE 4.0 work focused on adapting the "2 Voies" workshop, which will house the future TGV from July 2023. For this phase, Alstom provided its expertise to SNCF Voyageurs to take into account the specific features of the future TGV.

This equipment promises to usher in a new era in TGV maintenance.

It will be a communicating train, providing permanent remote access to technical data and clear information on the state of health of each of its components. This will make it possible to plan maintenance operations based on the actual condition of components, and to anticipate breakdowns in doors, air conditioning and all the systems that contribute to train operation and passenger comfort.

The task of TGV maintainer will also evolve, as it will involve literally talking to a train, to be able to explain its problems. Their diagnosis will be more detailed and precise. The organisation of work will be facilitated: thanks to the analysis of all the data, it will be possible to anticipate the treatment of a trainset in all its aspects (tools, tasks to be carried out, necessary intervention time, etc.).

A TRAIN ON THE ROAD TO CERTIFICATION

In December 2022, the TGV M completed its first laps of the track during a six-month test campaign on the dedicated Velim circuit in the Czech Republic.

During these tests, each piece of equipment on the train was taken to its limits in order to validate its overall operation and eliminate any risks identified during the design phase in relation to regulatory requirements, all at speeds of up to 200 km/h (in a closed circuit).

Development tests above 200 km/h and up to 320 km/h continued on the national rail network from mid-2023.

Acceptance tests began in mid-2024 and will end mid-2025. They consist of testing the train's operation by reproducing the configurations and contexts that the train may encounter throughout its life (degraded modes, particular weather conditions, singular points on the network). Carried out on the national network at speeds of up to 320 km/h, the acceptance tests are used to obtain the Marketing Authorisation issued by the ERA (European Railways Agency).

Finally, from summer 2025, over a long period prior to commercial operation, several trainsets will run across the entire network as part of pre-operational trials. **These will enable the train's reliability to be tested under real operating conditions.** All functions will be tested, in particular those relating to passenger comfort. These tests, which will be carried out with the first 6 production trains, will also be an opportunity for drivers and conductors to familiarise themselves with this new train and its innovations.

At the end of all the tests that are necessary and compulsory for the train to be put into service, this new TGV will have completed more than **350 weeks of cumulative testing and will have covered more than a million kilometres. Never before has a train travelled so much during the test phase.**

These phases are carried out by SNCF Voyageurs' test drivers in conjunction with Alstom's test teams and SNCF Voyageurs' Ingénierie du Matériel teams. These tests draw on **the expertise of its 1,800 technicians and engineers**, more than 250 of whom are in charge of rail testing.

Approval of rolling stock is a complex process involving many partnerships. For the current phase of line testing, it is based on close cooperation between experts from Rolling Stock Engineering, the manufacturer, the dedicated Traction teams, the SNCF Réseau traffic establishments and authorities such as the Établissement Public de Sécurité Ferroviaire.

Alstom and SNCF Voyageurs are mobilised to successfully bring the new TGV into service, respecting all the stages necessary for the admission of this innovative new train.

At this stage, the timetable for the tests and approval procedure means that the **TGV could enter commercial service at the beginning of 2026 on the South-East route.** It's a race against time to get there: **Alstom and SNCF Voyageurs** are stepping up their efforts to keep to the best schedule, with the creation of a dedicated working group.

UNIQUE FEATURES

Modularity, modernity and control (hence the M in TGV M) are the terms that define best this 5th generation of TGVs.

This TGV has an unprecedented modularity.

For example, the number of carriages on this train can be adjusted according to requirements, a 1st class carriage can be converted into a 2nd class carriage, and vice versa. Spaces (luggage, bicycles, etc.) will also be adjustable according to season or market.

The TGV will have 9 passenger carriages, compared with 8 today, increasing the number of seats on board by 20%.

The simplification of the TGV's historic electrical architecture, combined with smaller electrical equipment, has enabled all the equipment to be housed in 2 mini-motors, making it easier to add this ninth carriage.

In a trainset configuration with 2 classes and a bar, up to 600 seats will be available, and in its maximum capacity configuration, **the TGV will be able to seat up to 740 passengers.**

At equivalent performance levels, this new generation of TGV will be **20% more energy-efficient**, thanks in particular to its aerodynamic design.

It will deliver CO₂ savings of 50% compared with single-deck high-speed trains.

Made from 25% recycled materials (100 tonnes), **it will be 97% recyclable**, making it the high-speed train with the lowest carbon footprint on the market.

The TGV is a train entirely designed and assembled in France, with contributions from 11 of Alstom's 16 French sites, generating 4,000 jobs in the rail industry.

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97% of the materials used to build the train are recyclable



100% French in its design



20% additional seats on board

More than 400 innovations and a world first, “the graft”, a revolutionary battery back-up.

The graft is an **innovative emergency system** that allows the train to continue running even if its main power supply fails.

This system relies on **back-up batteries** installed on board the train. In the event of a power cut, these batteries take over to supply the energy needed to keep the train running. They generally enable the train to run to the nearest station, where repairs or an external power supply can be installed.

The main advantage of this system is to avoid situations where a train is immobilised on the track while waiting for assistance. The graft allows traffic to flow smoothly, even in the event of a breakdown.



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**The test programme is still under way,
but the project name is being dropped in favour
of the TGV INOUI brand.**

**The arrival of the new TGV INOUI marks a new stage
in terms of comfort and innovation, offering
a new travel experience in France and beyond.**

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FROM NOSE TO SEAT, **A REINVENTED DESIGN**

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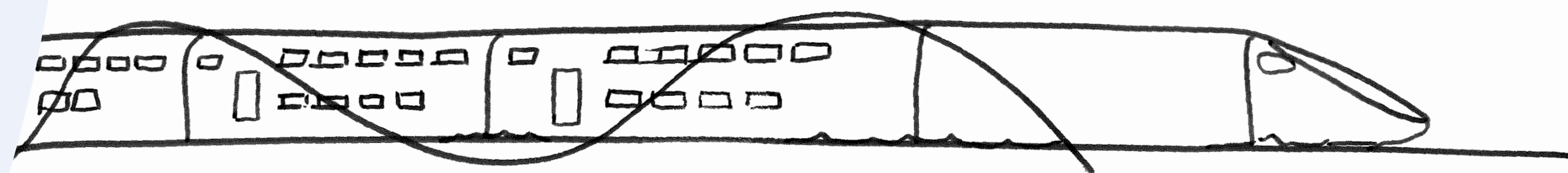
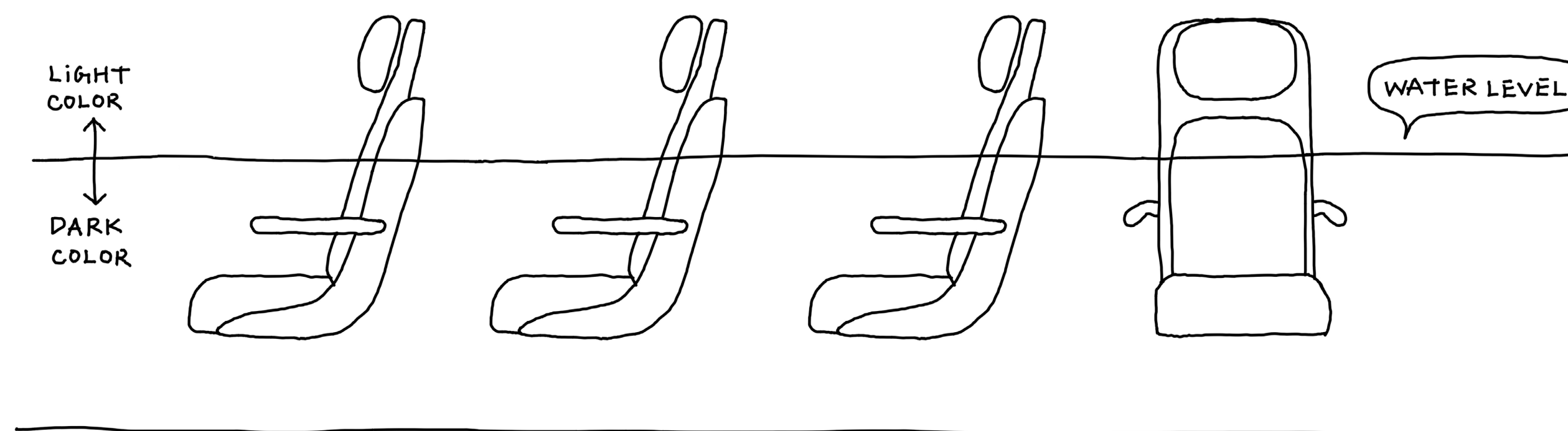
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The result of collaboration between designers from the French agency AREP and Nendo, a Japanese agency, the design of this TGV expresses fluidity.

The concept of the project, “flow”, is based on a very simple idea: the train looks like no other means of transport. It makes its way through the landscape, rather like the flow of a river. The designers played with the idea of depth inside, with a strong horizon line running through all the elements and giving the impression of the surface of water. The flow is inspired by the soft shapes of pebbles and objects polished by water, which can be seen in the details of the seats and the lamp, as well as the use of darker materials in the lower section and lighter ones above.

The work on the fittings is part of a more global approach to the passenger experience on board the train, and all the interior ambiances and details, as well as the train’s exterior livery, have been **rethought with one central theme: comfort**. Design is not just a question of form, but also of on-board lifestyle. The idea was to take a fresh look, to introduce a lasting break with the railway world and to reenchante a technical and industrial environment, in order **to create a softer, more personal bubble of comfort in a shared space**.



1. A GROUNDBREAKING EXTERIOR DESIGN

This more discreet train reconciles the stock rolling with its environment and the landscapes it passes through.

The highlight of this train's special personality is **the nose**, marked with a long black ellipse, and its **more aerodynamic shape for better air penetration, which helps to save energy**.

This new shape does away with many of the technical details, giving the train an **almost animal-like appearance**.

Made from a more durable paint, the colours chosen **increase the train's reflectivity** and reduce energy requirements in hot weather.

The livery is **more restrained** than usual, adding elegance to the train.

Frenchberry red, the signature colour of TGV INOUI, is concentrated on the boarding gates, inviting passengers to board like a red carpet.



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2. AN INTERIOR DESIGN TO SUIT EVERYONE'S NEEDS

For the first time since the creation of the TGV, the entire crew has been involved in the design of this train from the very beginning of the creation process. For example, the conductors helped to define the layout, to improve conditions for welcoming customers and carrying out their job. The drivers have co-constructed their driving cabs, and the maintenance and technicians cleaning have staff helped to design layouts that are more suitable and easier use in their jobs.

CO-CONSTRUCTION WAS ESSENTIAL TO THIS PROJECT:

A driver's cab co-built with the drivers.

90 drivers were able to choose between 3 different cab environments, using virtual reality to project themselves into their future working environment.

The results? Indirect lighting has been redesigned, as well as special lighting for night-time driving; safer air conditioning has been introduced, with a back-up system when the main system fails; and better soundproofing improves cab insulation for greater driver comfort.

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A car for wheelchair users, the fruit of joint reflection.

The future TGV INOUI marks a significant step forward in transport accessibility for all. For the first time, a high-speed train is taking into account the needs of people with disabilities right from the design stage, thanks to ongoing dialogue between user associations and SNCF design teams.

The result of **collaborative work since 2017**, associative players such as **APF France handicap**, have fully contributed to this project by providing their on-the-ground expertise and defending universal accessibility.

For the first time, this TGV will enable passengers in wheelchairs **to board the train independently**, thanks to the integration of a platform lift and a gap between the platform and the doorway.

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This new car designed for wheelchair users includes:

- More comfort and capacity for areas dedicated to wheelchair users: **a larger circulation area** in the lounge and dedicated seats (3 in dedicated spaces and 2 on transfer seats with a new method of distributing these seats to come).
- The introduction of a **“service at-the-seat” catering service**, making the on-board catering offer accessible to passengers in wheelchairs who are unable to get to the bar and who do not have an accompanying person to help them. To take advantage of this service, simply place and pay for your order online by logging on to the TGV INOUI portal on board the train.
- The **toilet area has also been reorganised**, using the full width of the carriage to allow easy access for wheelchair users and their careers.

New devices to make travelling easier for people with disabilities **have been developed and deployed in all the train’s carriages.**

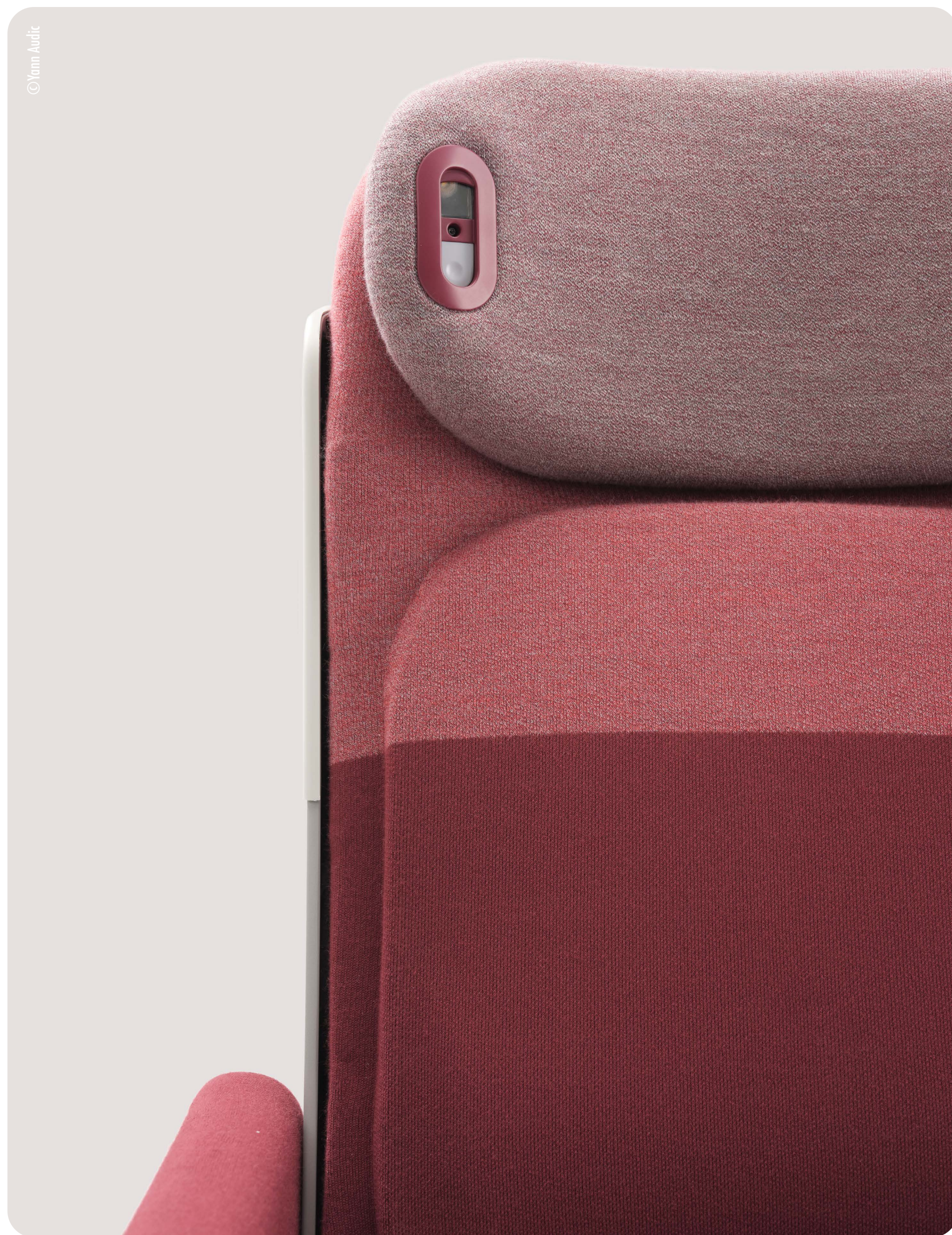
- A new **Door Locator System** to help visually impaired passengers find their way around **the train** (geolocation smartphone application linked to the train’s Bluetooth beacons). It will be operational beyond France’s borders.

- Raised **seat numbering for visually impaired passengers**, and contrasting signage that is easy to understand for the mentally impaired.
- Improved use of sanitary facilities by the visually impaired, with **universal toilet locks and equipment locations** (soap, water, hand dryer suite).
- An on-board **Passenger Information System (SIVE)** based on screens enabling hearing-impaired passengers to benefit from on-board information.
- **Double-sided handrails** to facilitate access to the upper deck for the elderly and short people.

TGV INOUI will also offer the possibility of reserving “Priority Seats” and “Priority Seats for Guide Dogs/Assistance” on TGV INOUI and Intercités.

Bicycle areas designed in conjunction with cycling associations:

Numerous discussions have taken place with specialist associations to determine the best technique for securing bicycles.



TRAVELLING DIFFERENTLY IN FIRST AND SECOND CLASS

The future TGV INOUI will offer 20% more seats without any loss of space or comfort for customers.

All the structural elements of the seats are designed and dimensioned **to last 30 years**. Wear parts (fabric and foam) are ergonomically designed for easy cleaning and replacement.

The materials used for the seats are over 90% recyclable.

The new TGV seats are fitted with **an innovative foam**, specially selected to provide extra softness and better penetration. It reproduces the effect of the springs used in the first TGV seats. Several seat mock-ups have been produced and tested with posture specialists and 125 customers with different morphologies.

These tests enabled the seats to be adjusted to **provide optimum comfort**.

The seat cover is a 3D knitted fabric, made up mainly of natural fibers (85% wool). This knitted fabric adapts to the curves of the seat and, above all, provides optimum comfort for everyone. The knitted fabric, stretched over a light, innovative structure, produces a “hammock effect” that moulds to the shape of the back and **adapts to all body shapes**. The knit fabric and its lightweight structure also allow the seat back to be slimmed down, giving more legroom for the same seat pitch: 5 cm more in 2^{de}.

In 1st class, each seat is wider 5 cm, to give more room for passengers. The result is a more generous seat, in which it is possible to sit more comfortably, and also to place personal belongings right next to you.

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Like all the equipment on this train, the seat is modular.

The equipment that will evolve over time (individual sockets to recharge electronic devices more easily, lighting, USB sockets, etc.) are building **blocks that can easily be changed to adapt to future standards.**

On board this train, the 1st class seats offer more functions, **for greater comfort:**

- A wrap-around, height-adjustable headrest
- a 5 wider seat cm for greater ease of movement, and to put a few things right next to you,
- a full armrest on the corridor side, to provide protection and prevent personal objects from falling into the corridor
- electric seat recline, which is wider, smoother and quieter,
- the “effect” shelf secretary cabinet for all the storage space at your fingertips,
- the possibility of accommodating cabin luggage under the seat.

...





The 2nd class seats also **offer a wide range of functions to suit everyone's needs:**

- An adjustable-height headrest,
- individual sockets,
- a mini-tablet, phone holder, with a "pocket emptying" function,
- a reading device repositioned above the tablet, for multiple uses, not just reading,
- more knee room: 5 cm more.



SIMPLIFIED NUMBERING

Seat numbering has been completely redesigned to make it easier to find your way around the train and make boarding more fluid. This improvement will benefit also the entire TGV fleet.

From now on, TGV INOUI trains will feature **3-digit seat numbering** to make it easier for passengers to find their seats.

In the TGV INOUI double-deck trains all seats will be numbered in order from the moment they enter the carriage, from 1 to 39 in the lower carriage, then from 40 in the upper carriage.

This new unique numbering system will avoid confusion for passengers when looking for their seats.

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PLATFORMS AS REAL LIVING SPACES

To allow passengers to make their calls in peace and quiet, or simply to stretch their legs, the platforms are now air-conditioned. They are also fitted with filters on the windows to catch the outside light and repel the sun's rays.

- On the upper platform, **the doors separating the rooms will disappear**, making way for more light and space. The doors will be placed between the cars to isolate the rooms from the noise of traffic.
- The **luggage racks** on the high platform are now continuous (rather than divided), offering more storage space, **i.e. 20% more** per passenger than on the current TGV trains.



A CONNECTED TRAIN

Developments in technology mean that we can now offer access to upgradable connected services that meet passengers' needs, such as Wi-Fi, as well as comprehensive information in real time in the different areas of the train.

The on-board Wi-Fi architecture complies with the latest 5G standard to deliver a high-quality service.



REDESIGNED TOILETS

A real irritant for customers and considered impractical, the toilets have been completely overhauled: airflow, pipework, use of stainless steel for easier cleaning, water supply, electrical supply - everything has been rethought.

- The upper and lower toilets have been **enlarged**.
- The furniture is arranged in a more **ergonomic** way for our customers and our cleaning staff.
- At the upper toilets pane of glass has been added let in **natural light** and give a greater sense of space.
- The waste water from the washbasins is **reused** to flush the toilet.

In the toilets, the lighting will be dimmed when they are unoccupied and at 100% when they are occupied and locked. This new system will reassure customers and confirm that the door is locked.



LIGHTING THAT ADAPTS TO THE SPEED OF THE TRAIN

Throughout the train, the lighting LED has been completely reworked. It is now adjustable and 100% automatic.

When the train is in the station, the lighting is at maximum level (100%) to ensure that customers don't forget anything on board. When the train is in motion, the lighting is dimmed by 50% creating a cosy atmosphere in which to relax.

To take advantage of full the scenery, all seats will have a view and access to natural light thanks to larger windows.



AN ALREADY-ICONIC LAMP

The table lamp is a constant and iconic TGV feature of trains.

The new TGV INOUI lamp, designed by AREP-Nendo, continues this saga. Yellow and as round as the seats, it is a surprising element in the middle of the halls.

Already familiar, it adds a touch of bright colour to the space. Its shape also adds a touch of humour to the design of the rooms.

INTELLIGENT AIR CONDITIONING AND HEATING

The air conditioning and heating will adjust according to the number of passengers on board, for optimum comfort and energy savings.

The air conditioning has been designed to cope with global warming, and can withstand outside temperatures of up to 50°C.



PEACE OF MIND FOR FAMILIES

To ensure that families and children can travel in the best possible conditions, certain elements have been reworked:

- A **changing table** has been added (3 spaces now, instead of 2 previously), in a larger WC making it easier to change your child.,
- **Access to microwave** for reheating ovens dishes.
- **Larger platforms**, so you can move around during your journey, **and relaxation areas** that offer more space, in front of a large bay window, in an air-conditioned space with soft lighting.

BIKE AREA

The future TGV INOUI will offer **3 spaces for 8 a total of bicycles.** **1 space in 1st class will accommodate 2 bicycles and 2 spaces in second class will each accommodate 3 bicycles.** **Priority will be given to bikes in these spaces, but scooters will also be accepted on board.**

The number of bicycle spaces on board is higher than the minimum of 6 required by the LOM (Loi d'Orientation des Mobilités), with a **clear objective: to promote soft mobility.**



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THE BAR BECOMES LE BISTRO



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Right from the start of the project, the bar car was conceived as the centrepiece of this new-generation TGV.

Still present in car 4, the bar car has been completely reinvented and is now called **"Le Bistro TGV INOUI"**: a convivial bistro at 320 km/h. With a design that blends the worlds of 1st and 2nd classes.

The project to transform the Bistro TGV INOUI represented a real technical and industrial challenge, as it now **occupies the whole of a car, incorporating the former upper and lower rooms.**

The carriage Bistro occupies 2 floors, linked by a staircase. This was made possible by technical optimisations that freed up space underneath the area catering of the historic TGVs.

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THE BISTRO CAR CONSISTS OF:

A downstairs shopping area with:

- A self-service grocery shop and fridges to help yourself.
- Payment by payment terminals.
- A barista in a low-rider car to accompany and advise customers, as well as carrying out other tasks such as stocking fridges and shelves, etc.
- The bay windows give customers the lighting, benefit of high-quality creating a more convivial and outdoor atmosphere opening up to the landscapes they pass through.

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An upper dedicated to space consumption, designed as a **convivial bistro** where simplicity rhymes with quality and conviviality, and where it's good to eat alone, with family or friends. A total of **28 seats** are available in this area, which can also accommodate more standing customers.

This **unique space** allows you to take a real break during your journey.

...



28 seats





© Yann Audic

A catering offer:

Guided by simple, gourmet cuisine, this friendly place in the heart of the TGVs INOUI celebrates French flavours in a welcoming setting. An ideal place to share a coffee or a meal.

The Bistro TGV INOUI is a continuation of TGV INOUI's new strategic position, based on 3 pillars:

1. "Francitude":

A menu featuring typical French bistro dishes, sourced as close as possible to the region, dishes and recipes that embody the image of France and our regions. 65% of our suppliers are French VSEs and SMEs, half of which are committed to certifications, labels or local supply chains, 100% of our meat is of French origin.

2. Conviviality:

The first examples were put on the menu in summer 2024: wine, with Rosé Garcia, La Fabrique Givrée ice creams from the South-East...

3. Simplicity:

The range has been designed **to offer simple, familiar recipes** such as coquillettes jambon. The Bistro TGV INOUI menu will be renewed 3 times a year (summer, spring and autumn/winter) and enhanced with a "dish of the month", like the dish of the day, to meet the requirements of the most frequent customers.

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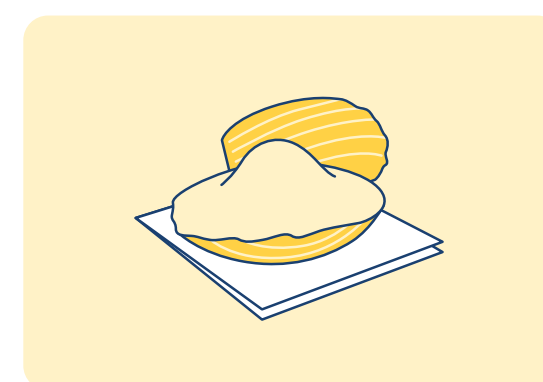
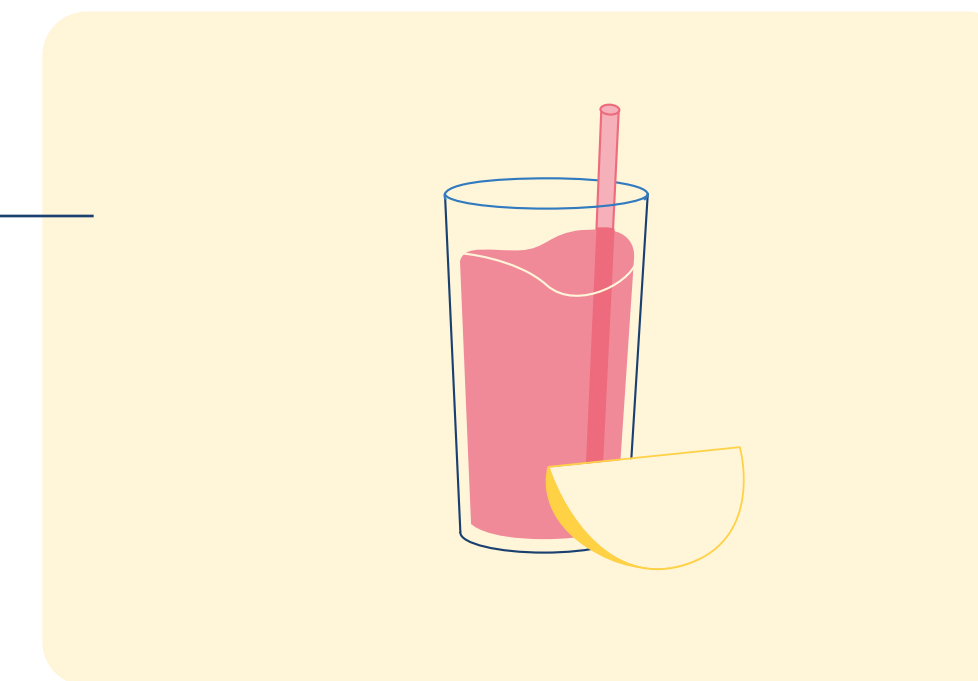
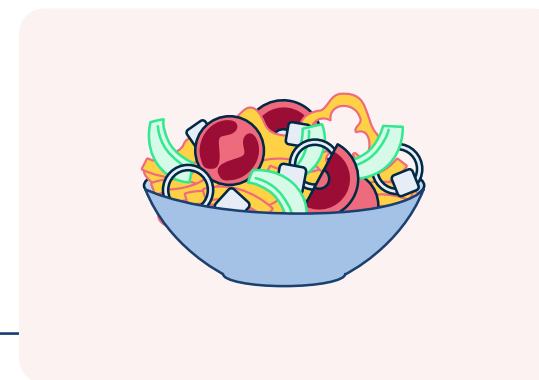
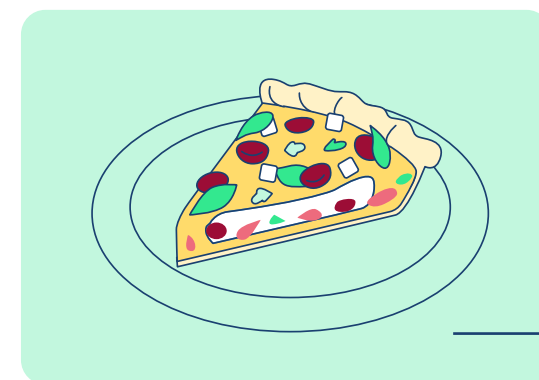
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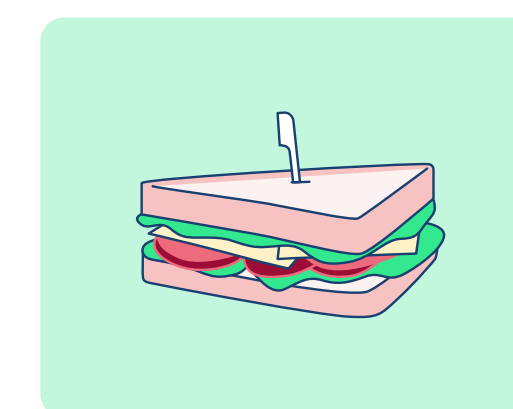
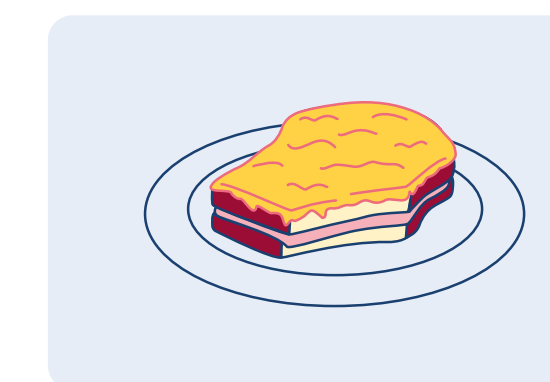
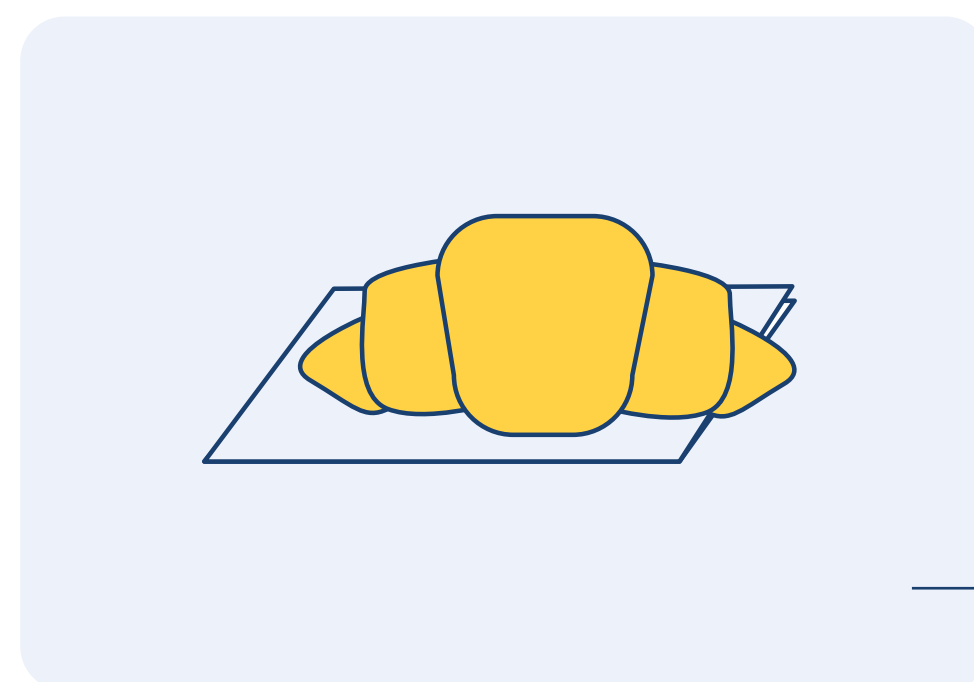


The Bistro TGV INOUI will offer a simple, authentic, responsible and varied dining experience, showcasing the talents of French businesses and producers. The catering offer will remain committed to the environment by reducing waste and offering organic, vegan and vegetarian food.

To enhance the customer experience on board, the emphasis has been placed on:

- **Highlights in the calendar that bring the French together**, such as the distribution of chocolate or sweets at certain times of the year (Halloween, for example) or the sale of ice cream in summer...
- **"Happy Hours"** breaks, during which we are looking into the possibility of playing some light music in the background,
- **Entertainment and activities** based around products or suppliers, with tastings or games on board for passengers (tournaments, wheel of fortune, etc.)

These changes will apply to all TGVs INOUI from this year onwards.



A NEW AMBITION FOR HIGH-SPEED RAIL IN FRANCE

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1. A HISTORIC PLAYER AND LEADER IN FRANCE

A historic player and leader in France, TGV INOUI is the only operator to cater for all French people (from occasional travellers to business travellers) and to serve 240 towns and cities, or 4,000 destinations, wherever high-speed rail travel is available.

Our aim is to offer the **best possible service throughout for our France customers**. Our agents work to ensure their well-being day after day, journey after journey.

A **TGV INOUI service charter**, guaranteeing the commitment of every member of staff, is at the heart of a new training and leadership dynamic underway, **to offer an attentive and proactive service and guarantee a high-quality travel experience**.

TGV INOUI also cultivates **long-term partnerships** with companies based at the heart of the region: **Alstom**, but also **Armor Lux**, a family business based in Brittany. **All our staff wear uniforms that are 100% made in France**.

100% of our customer relation centres are located in France to promote proximity, maintain a very high level of service quality and better satisfy each and every one of our customers.

2. AN ENRICHED EXPERIENCE FOR OUR INCREDIBLE CUSTOMERS.

TGV INOUI is continuing to rethink travel areas to improve on-board comfort, offer customers more choice and satisfy their every wish. The first two examples are Le Bistro TGV INOUI and the TGV INOUI portal, starting in March (before unveiling other changes in September) and also the programme to renovate the TGV INOUI fleet.

...



LE BISTRO TGV INOUI

The new Bistro concept is being introduced today in the new TGV INOUI for 2026, and has been since 6 March extended to all TGVs in France.



THE TGV INOUI PORTAL

The TGV INOUI Portal has been redesigned to ensure that the time spent on board is also useful time and that the TGV INOUI travel experience is rich in emotion and more immersive.

A wide range of content: **the TGV INOUI portal invites you to enjoy yourself** access to over 500 different types of content to suit all tastes: films, series, magazines, podcasts, games... **all accessible without an Internet connection.**

Services for every traveller:

The TGV INOUI Portal is the perfect travel companion, **giving you access to a host of services:** online ordering for the Bistro TGV INOUI to avoid any waiting, BOT TGV INOUI to answer all your questions, information and real-time tracking of your journey, not forgetting a new feature: access to all the surrounding points of interest.

A dedicated offer for frequent and business travellers:

The TGV INOUI Portal provides **personalised access to Grand Voyageurs, Grand Voyageurs Le Club and Business Première**, with twice as many films, magazines, newspapers and documentaries...

ONGOING RENOVATIONS

Alongside the arrival of the new TGV INOUI trains, SNCF Voyageurs is continuing to renovate and transform all the trains in its fleet to improve comfort for all our customers.

This ambition is reflected in a number of ambitious industrial programmes that guarantee the quality of the interior fittings, the reliability of the equipment and, more generally, the structural cleanliness of the trains.

Mid-life refurbishments, for example, enable us to completely **redesign the interior of the TGV INOUI trainsets and provide maximum comfort and innovation** for our customers.

This is the case with the first-generation Duplex trainsets, which are transformed into Océane trainsets. In addition, regular upgrades to on-board equipment are carried out in the maintenance technical centres (e.g. replacement of seat covers, armrests, carpets, etc.).

If certain situations of discomfort should occur on board, a new proactive approach will be put in place. With **"My Travel Guarantee"**, when any comfort defects are identified, the passengers concerned will be replaced or compensated directly, without any further action being required.

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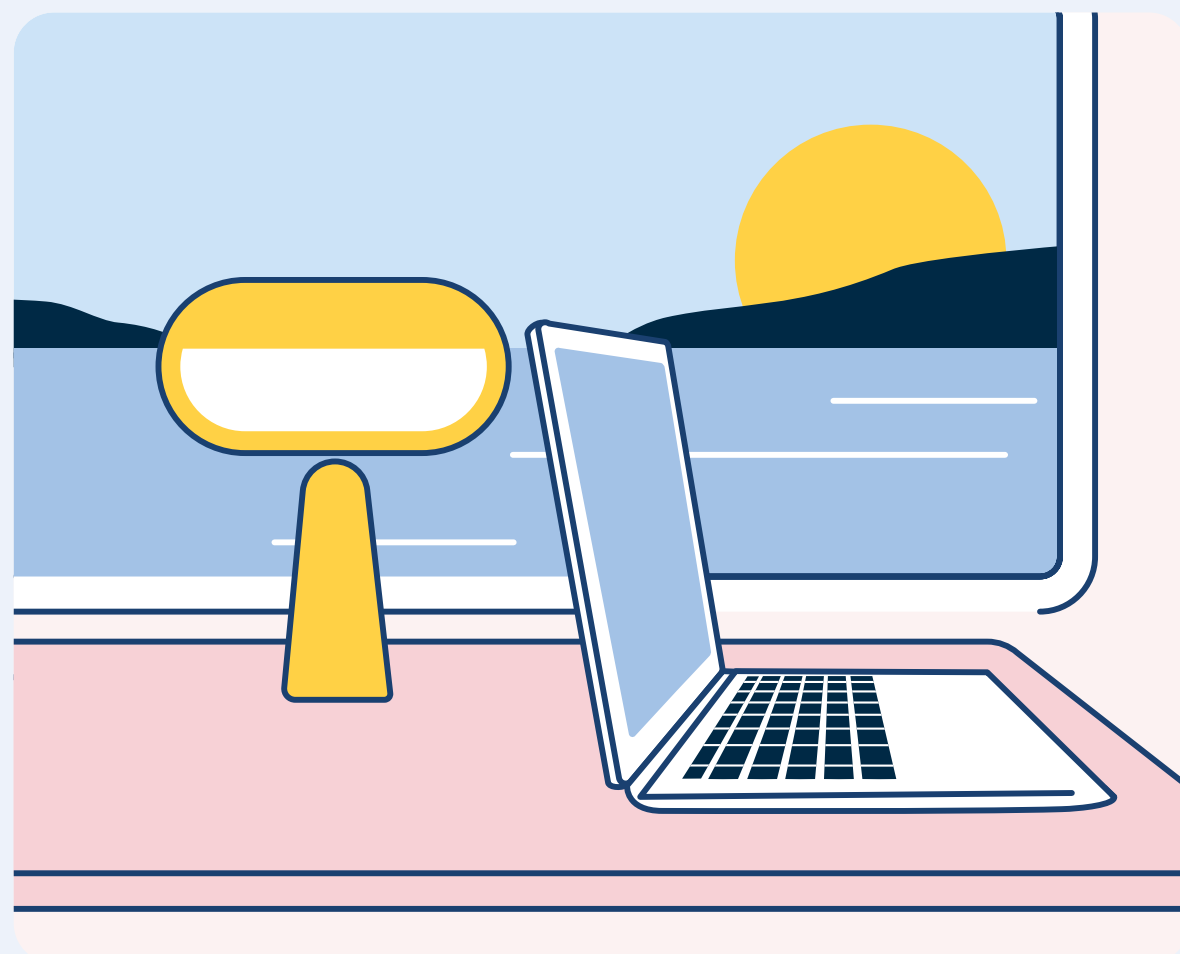
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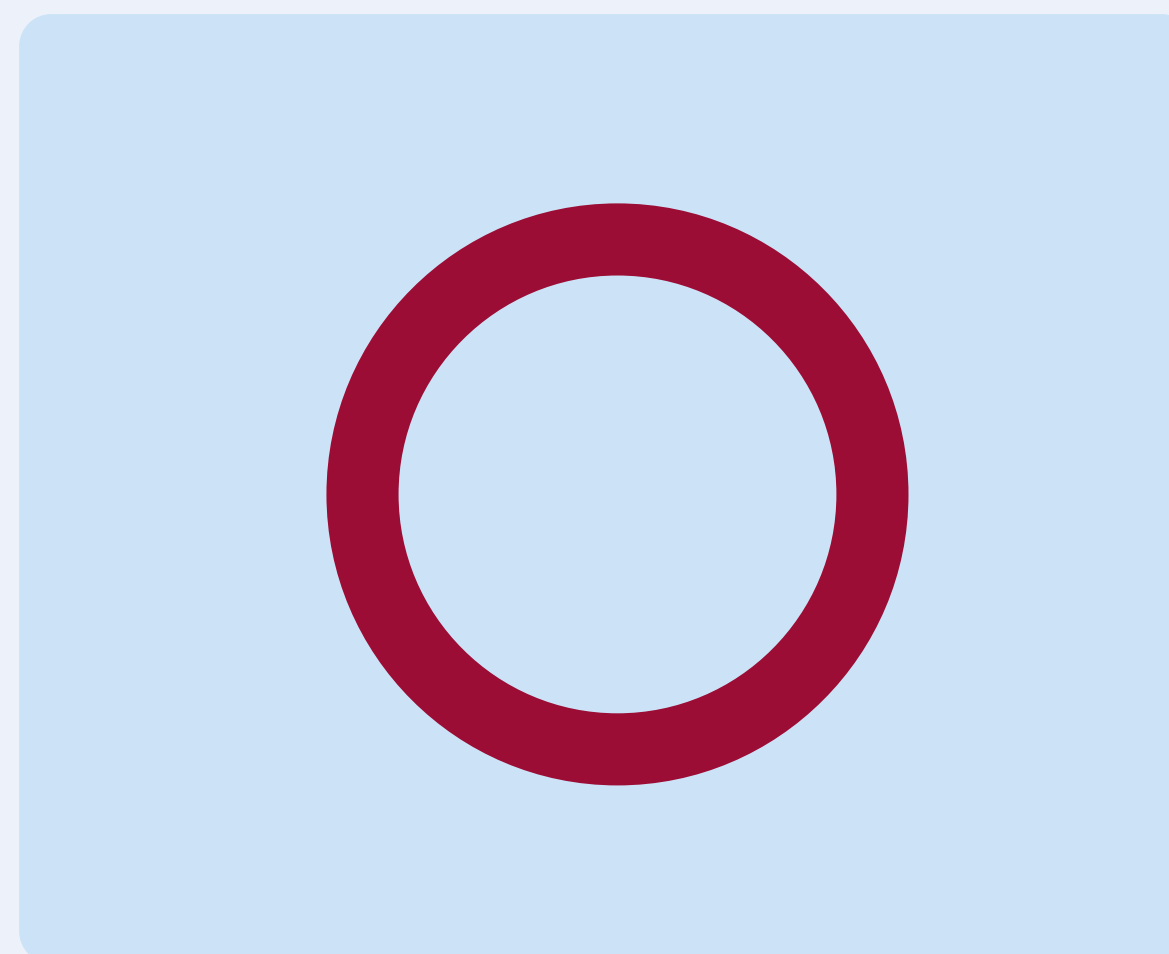
**AN UNPRECEDENTED
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In 2025, the TGV INOUI brand will take a strategic turn with a new positioning: TGV INOUI is BLUE, WHITE, RED high-speed rail, committed to each and every passenger.

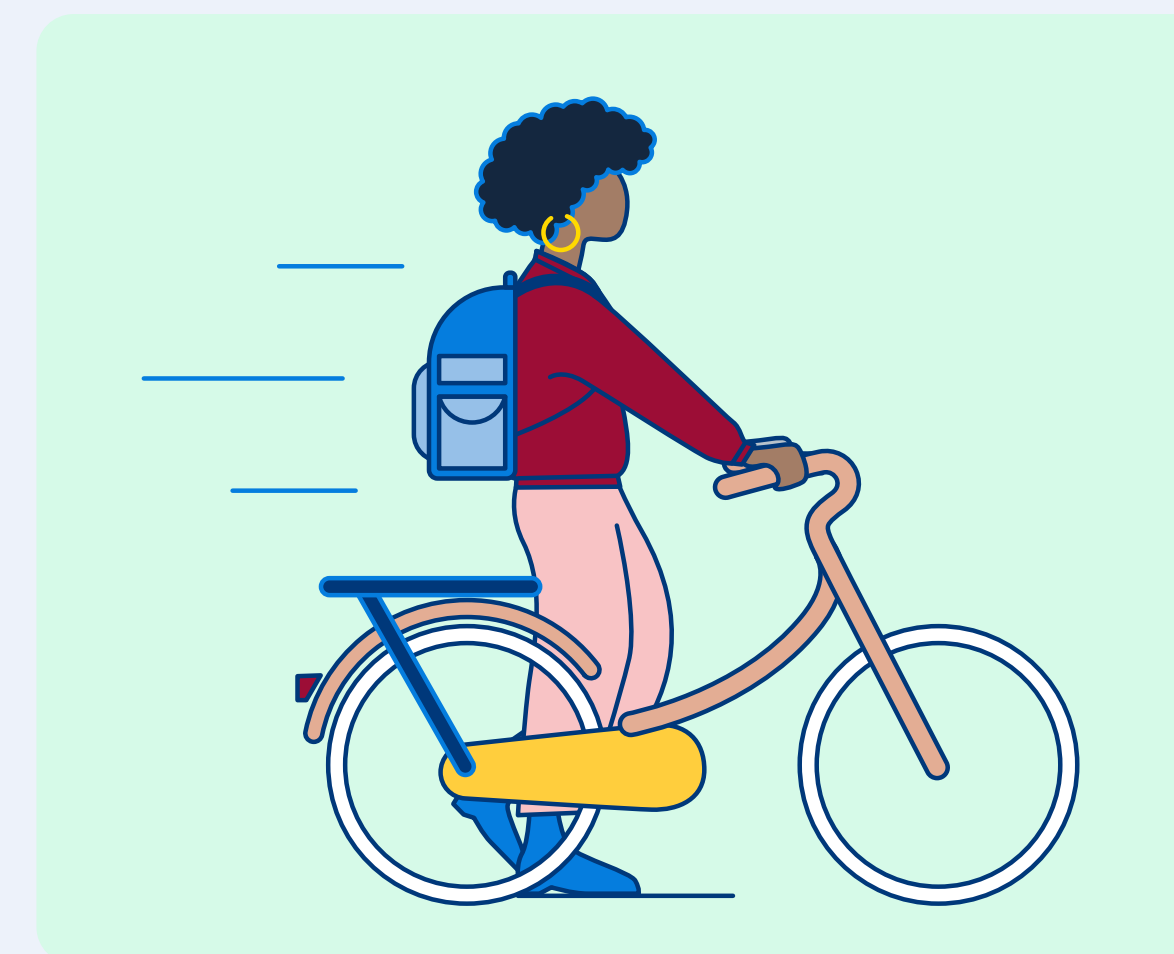
To support this development, the TGV INOUI Brand Department, in collaboration with the ZAKKA agency, wanted to **reinvent the brand's identity to make it more distinctive and reinforce its status as the historic leader of high-speed rail in France.**

This transformation is part of the continuity of the current identity, building on the strengths of the graphic area:



The "O" in the TGV INOUI logo, already distinctive, has taken on a new role. It has become a **true emblem of the brand.** It is now a strong visual landmark that structures the entire new graphic system. It is an element of recognition for customers and a source of pride for in-house teams.

The colours are also changing. Inspired by the future TGV INOUI, **the new palette, enriched with pastels, brings greater harmony and elegance.** The brand's main colours, French Berry, Bleu Nuit and Blanc, a Bleu Blanc Rouge reinvented by TGV INOUI, reaffirm French savoir-faire.



Lastly, a **proprietary illustrative universe**, imbued with French elegance, accompanies passengers to the heart of the destinations served, enriching their experience at every stage of the journey.

TGV !nOui

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