Franck GERVAIS 11A Route de la Cascade 78110 Le Vésinet, Francja

e-mail: franck.gervais@polutechnique.org

phone: +33 6 03 65 0 53 Aged 40, married, 3 children

# Chief Executive Officer (CEO) Europe - AccorHotels

World Leader of the Hospitality Industry

#### PROFESSIONAL EXPERIENCE

# 11.2017 AccorHotels

CEO Europe

- 2850 hotels, 40 countries, 25 brands, 11 subsidiaries
- Launch of a new strategy for Europe: "Make Europe Even Greater"

# Nov 2014 - Nov 2017 Voyages-SNCF.com

CEO

- E-commerce leader in France: revenues of 4.3 bn euro, 1100 employees
- Transformation of the company's business model and international development
- Modernisation of 50 websites and apps, implementation of innovative hi-tech solutions (the first start-up incubator in e-tourism, development of hybrid cloud, tripling the frequency of app updates)

# May 2011 - Oct 2014 Thalys International (Brussels)

CEO

- Operational, financial, marketing and commercial management: revenues of 500 m euro, 500 employees
- Operating performance streamlining plan
- Transformation of the company into a railway corporation
- Creating a mobile app
- Changing the shareholding structure
- Corporate governance: managing the work of the Board and Committees
- First international ISO 9001 certified line

### Jan 2010 - Apr 2011 Eiffage

Director of Eiffage Travaux Maritimes et Fluviaux (ETMF)

 Management and leadership (operational, financial, legal, HR) of 3 agencies of the company: revenues of 35 m euro, 200 employees

## Jan 2007 - Dec 2009 Transilien, SNCF

Director of the rail network, Ile-de-France North and West sectors (2000 agents, 200000 passengers/day)

- Organisation and management of:
  - ✓ production and operation
  - ✓ customer services at railway stations and on trains

- relations with trade union representatives and consumer organisations' representatives.
- The first Transilien ISO 9001 certified line

#### Jan 2006 - Jan 2007

#### CEO and Directors General Cabinet, SNCF

Cabinet Director:

- Comprehensive management of the affairs of the CEO and Directors General
- Participation in strategic decision-making bodies, i.e. COMEX, chair of the Regional Executives and Directors network
- Responsibility for relations with ministries

# Jan 2004 - Jun 2005

# The Cabinet of the Minister, the Infrastructure, Transport, Regional Development, Tourism and Maritime Ministry

Technical adviser on Transport and Research, further on Social Affairs and Budgetary Adviser:

- Supervision over railways, inland waterway and harbour sectors
- Responsibility for key European issues: Galileo, European transport negotiations (opening up of the market to competition, financial aid for Fret SNCF - 1.5 bn euro)

# Jan 2001 - Jun 2004

# Directorate of the Department of Infrastructure of the Alpes-Maritimes Region

Head of Air Base Service (45 persons):

- Carrying out construction projects for partners under PPP project (extension of Terminal 2: 105 m euro, new hub) and the Directorate-General for Civil Aviation
- Implementation of infrastructure projects at the Nice Airport (runway rebuilding: 5 m euro) and Cannes for a partner under PPP project

# **EDUCATION**

2014	French American Foundation - Young leaders program
Jul 2009	Stanford Business School - Executive Program "Leadership: the effective use of power"
Oct/Dec 2008	London Business School - Executive program "Emerging leaders program"
2000/2001	CDI MBA programme
Sep 2000/Jun 2001	Groupe EGIS, Scetauroute: CDI internal consultant
1998/2001	Ecole Nationale des Ponts et Chaussées, Transport and Sustainable Development section
Jun 1999/Jul 2000	Saint Gobain, materials and technology sector: internship (1 year)
1995/1998	Ecole Polytechnique, Fluid Mechanics and Earth Sciences

## Foreign Languages:

- English- fluent
- German, Spanish communicational level