



Integral

***The Irizar brand:
Reliable solutions
for the needs of
customers and
society***

The brand is our greatest asset and an undisputed icon of our strategy to maximise the value of our customers, providing them with the best products and services tailored to their needs and offering them the guarantee of a solid project in which to trust. All this forms part of a strategy based on customer relations and building a direct relationship in order to gain their loyalty and trust.

We offer our customers high added value by providing them with products created and developed thanks to the knowledge of the entire Group.

is the main element of our growth strategy in Europe and the United States.

We also focus our efforts on caring for Irizar's image, both in our manufacturing plants and in our other facilities such as Show Rooms, coach delivery buildings, etc.

We are making great efforts to communicate our brand by improving all aspects of our image in fairs and new product introductions, corporate and product catalogues, corporate presentations, Group websites, etc.

Irizar technology and service

Creatio (Irizar's Research and Development Centre) works for the long-term on applied research projects and technological development of transport focusing on sustainable mobility and implementing the solutions of tomorrow.

Since the Irizar Group presented its first integrated model, the Group's commitment to technology has been beyond dispute and underpins our commitment in the area of mobility.

Today we can say with pride that we developed from a coach building company to one that offers a wide range of products and technology solutions ranging from 100% electric buses, to hybrid technology in class II bus models for urban and intercity services and standard buses and coaches. This means we are able to cover all transport segments, discretionary and public transport, urban, intercity and long-distance and we are leaders in the field of sustainable mobility.

The milestones that have contributed to what the Irizar brand represents today: a benchmark in the industry whose products prioritise safety, sustainability, profitability, reliability and quality, starting in 2009 and continuing recently in 2014 with the advent of the Irizar i2e electric, in 2015 with the arrival of the Irizar i8,

We offer our customers high added value by providing them with products created and developed thanks to the knowledge of the entire Group. These products, aimed at the Premium segment, provide a differential in terms of safety, reliability, sustainability, technology, service and profitability. Design and innovation are part of Irizar's DNA.

New strategic lines include the development of Irizar brand and technology products and a clear commitment to industrial diversification and increasing our technological capacity that are already part of our culture and identity.

Irizar brand integral coaches and buses are the ultimate representation of our brand. At present, the entire range of integral coaches is available to all our worldwide customers. This



in 2016 with the launch of the new Irizar i6, the Irizar i4 and i3 hybrids and the first prototype of the 18 metre articulated bus; so we are now able to offer a new and complete generation of buses and coaches.

Irizar brand coaches, following their development in Europe, are now beginning their journey through Spain, Portugal, Italy, Mexico and USA.

Beyond a personalized service When and where and we are needed

After a great effort to develop an effective after sales network in these markets the deployment of our Irizar brand products has begun.

The Irizar service has an after-sales network of more than 1100 official assistance points in 5 continents, more than 700 points in Europe and around 100 points in Spain and Portugal covering all areas and territories where the brand's coaches travel with highly qualified staff. This includes a comprehensive repair, tune-up and maintenance service of maximum guarantee, operating 24 hours a day, 365 days a year. We also have workshop vans, cutting-edge diagnostics software and modern technical and logistical centres for handling spare parts orders and supplying the required parts to any location around the world in minimal time.

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Customers also have access to the IService tool - a web platform for managing the servicing (use, maintenance and repair) of the vehicle and offers the possibility of on-line access or access via mobile phone or tablet to conveniently review the technical documentation relating to your coach, the service manual, the workshop manual, pneumatic and electrical information as well as the support network to facilitate repairing the vehicle.

It also allows viewing the personalized spare parts catalogue for each vehicle, graphics, visual and listed by families and components and even managing the ordering of spare parts, their monitoring and delivery via Eshop.

Moreover, Irizar brand products offer a range of service options beyond the vehicle itself:

- Training of technicians and drivers. We regularly deliver training courses for technicians and drivers on the innovations and technologies that are incorporated into our products.
- Repair and Maintenance contracts tailored to the needs of each customer, who is therefore free to focus on the logistics and delegate the care of the vehicles to the manufacturer, so that they are always on the road. In this case, their residual value greatly increases.
- Bespoke financial solutions for each customer.
- Warranty extensions of up to 4 years or 1,000,000 km.
- Buy back - Trade back, including the repurchase of units after a contractually predefined period.

Moreover, Irizar has a fleet of used vehicles in its different distribution centres .

Current range of Irizar integral buses and coaches

Fully-equipped and standard versions

The Irizar i8
Luxury coach by excellence

The new Irizar i6

Fully-equipped, hybrid and standard versions

The Irizar i4
The Irizar i3

100% electric version

The Irizar i2e

The Irizar i2e
Irizar's 18 m articulated bus (BRT)