FEDERAL PASSENGER COMPANY 02 03 04 05 06

# Key Developments in 2010–2023

From carriage operator to integrated mobility provider

# 2010

- JSC FPC commenced independent operations
- The Company was included in the Register of Natural Monopolies

## 2012

- Higher-speed traffic improvement programme was launched
- The loyalty programme was initiated

## 2014

- Credit ratings were assigned by leading rating agencies
- The pilot multi-modal service project was put into operation
- Lastochka electric trains started running

## 2016

 A significant increase in passenger-km travelled was achieved after a decline in previous years

# 2018

 A record-high number of passenger carriage replacements was made (724 new carriages purchased, up 70% vs. 2017)

#### 2020

 Amid COVID-19 challenges, the Company maintained full transport accessibility, protected the health and safety of passengers and employees, continued upgrading the carriage fleet, and retained skilled

# 2022

- With summer demand drastically increasing, the Company responded to market constraints with flexibility and adapted its resources to maintain stable service. Passenger traffic to/ from the southern resorts increased by almost 30% by 2021 and was 10% higher than in pre-pandemic 2019
- A project of combined train + aircraft service was implemented in southern Russia

### 2011

 JSC FPC expanded its presence in the tourism market through the acquisition of a controlling stake in the authorised capital of the railway tourism operator

# 2013

 A logistics company for unaccompanied baggage and mail service started its operations

#### 2015

 A double-decker train made up of carriages with seats was launched

#### 2017

 Consumer loyalty index was monitored for the first time: the score was 4.1 points out of 5

#### 2019

- The development strategy until 2030 was approved
- A long-term agreement
   was signed for passenger
   carriage development, design,
   manufacture, testing, certification
   and delivery until 2025
- New-design single-decker twinunit carriages were put into operation

#### 2021

- Long-distance passenger service was headed towards sustainable recovery
- The Pearl of the Caucasus tourist train won the Made in Russia competition in the Across Russia with Love category

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- New domestic double-decker carriages and first-class sleeping carriages designed under the import substitution programme, as well as first-class sleeping carriages with renovated interior design were
- put into operation
  The Digital Transformation Strategy of JSC FPC until 2024 was approved

