

Key Developments of 2024

Record volume of traffic

- The number of passengers travelling on JSC FPC's trains reached 110.9 million people (+4% year-on-year) – this is a record high since the Company's establishment.
- Over 925,000 children were carried as organised groups (+19.6% vs. 2023).
- The tourist train traffic exceeded 110,000 people (+16% vs. 2023).
- The number of passengers carried during the summer period reached 55.7 million (+2.5% compared to 2023). To ensure uninterrupted domestic rail service during the summer holiday period, approximately 1,800 additional trains were scheduled, including 407 southbound trains.
- Over 11.5 million people (+3.0% vs. 2023) opted to travel by rail to places along the Black Sea coast and in the North Caucasus for summer holiday.

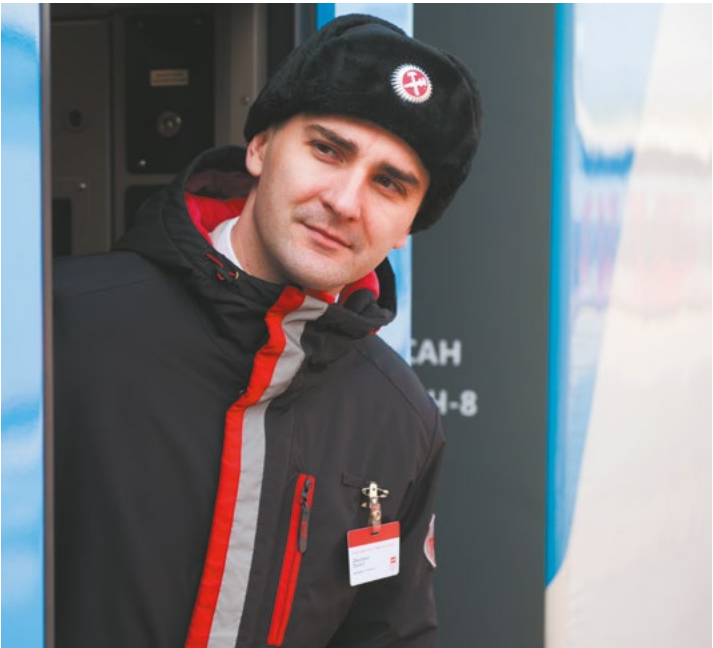


Expanding the route network

- New routes were launched: Pskov – Murmansk, Arkhangelsk – Kislovodsk, Moscow – Serov, Makhachkala – Adler, and Irkutsk – Abakan featuring a non-stop group of carriages for the Irkutsk – Barnaul leg. Also, non-stop carriages were introduced for the following new routes: Kaliningrad – Murmansk, Bryansk – Kislovodsk, etc.
- The first double-decker train, No. 391/392, Chelyabinsk – Moscow, was launched to improve connection of Moscow with the Urals region of Russia.
- New southbound train routes are now available: between Moscow and Krasnodar, train No. 113/114, and between Adler and Makhachkala, train No. 527/528, connecting the Black Sea and Caspian Sea coasts.
- The number of international higher-speed trains increased: the third pair of higher-speed trains Lastochka (Moscow – Minsk) was allocated.

Development of tourist train service

- Five new tourist trains were launched: Zhiguly Weekend, the Pearl of the Caucasus (departure from Tyumen), Malakhit, Two Guberniays, and Siberia is Here.
- The tourist train, To Siberia, won the Grand Prix as the Best Railway Cruise Route in the final run of the Eleventh All-Russian Tourist Award – Route of the Year.
- The cruise tourist train called the Pearl of Caucasus took the third place in the nomination Best Passenger Transport Solution of the Eleventh National Award for Achievements in Transport and Transport Infrastructure – Formula of Movement.
- The Blossoming Steppe tourist train was among the runners-up of the Thirteenth International Award in Event Tourism – Russian Event Awards.
- The Sochi Cruise Tourist Train project won the Krasnodar Territory Administration's Tourism Competition as the Best Excursion Project.
- The Pearl of the Caucasus, a tourist train, was upgraded. Both the interior and exterior of the train were refreshed. Now it includes a spa carriage with an infra-red sauna; it is the first train with such a feature in the history of Russian railroads.



Business development

- A three-year train schedule was introduced for the first time. The 2024–2027 schedule provides for 501 train pairs (+10 pairs compared to the 2023/2024 schedule).
- On 19 December 2024, the Aurora higher-speed train resumed serving the historic route connecting Moscow and St. Petersburg. The updated trains are formed of customised double-decker carriages.
- For the celebration of the 50th anniversary of the Baikal-Amur Mainline, 195 single-decker carriages were updated. Today, the Far-Eastern Branch of the Company has the youngest fleet in terms of average age of carriages¹, which is 10.6 years.
- The Company expanded the geography of car-carrier routes to the cities of the Black Sea coast and launched new routes: Moscow – Anapa and St. Petersburg – Anapa.
- The Passenger Identification and Service System was further developed in terms of interaction with the Mobility Facilitation Centre of Russian Railways. Train crew personnel now have access to information on paratransit requests in their mobile devices, to provide adequate assistance to such passengers.
- An automated system for evaluating and ranking personnel, carriages and trains based on customer feedback has been introduced. It is designed to collect and analyse customer ratings of the service they receive, from the moment they purchase their ticket to the end of their journey.

- A new 'Waiting List' service was introduced. If there are no vacancies on a train for a given route, passengers can submit a request to be added to the waiting list, and their seats will be automatically reserved when they become available for sale. Since June 2024, more than 457,000 tickets have been purchased using the Waiting List service.
- By the end of 2024, the number of trains using the new catering service increased to 45 (in 76 bistro carriages).
- Launched in March 2023, the project to provide catering services in bistro carriages by the Moscow, Kuibyshev and Volga Directorates for Passenger Catering of JSC FPC was expanded – in April 2024, two passenger catering directorates were established on the basis of the North-Western and Gorkovsky branches of JSC FPC.
- During the overhaul conditioning carried out at the request of JSC FPC, the first carriage with four compartments for passengers with reduced mobility was built and later included as part of Moscow–Kislovodsk train No. 144.
- The range of travel kits given to passengers in premium comfort carriages was totally revamped. For the first time ever, a range of kits for passengers on tourist trains called 'Travel with Russian Railways!' was developed. In 2024, over 10.5 million travel kits were given out to passengers.
- A new model for organising pre-departure quality control of passenger trains is now in place, ensuring continuous assessment of 100% of trains throughout their entire life cycle – incoming, in-service and acceptance inspection with rapid response until the train departs.
- The Poputchik infotainment system got a new functional design and added e-books in a modern, convenient EPUB format, plus an interactive map of Russia with thousands of tourist attractions along train routes. The number of trains equipped with Poputchik grew to 115, and the new first-class sleeping carriages have built-in displays that allow passengers to watch films from the Okko online theatre.

¹ With overhaul reconditioning.

Service quality management

- In order to improve, implement, and control the technological processes that make up the final service for passengers, the Company established a vertical quality structure.
- As part of the seventh annual competition for the best project using process management tools, Business Process Management Project of the Year 2024, JSC FPC won the Special Jury Prize for its systematic approach to improving passenger service quality.

Tariff policy and marketing campaigns

- Loyalty programme is active for 12 years and has over 10 million people signed up.
- As part of the Year of the Family announced by the Decree of the President of the Russian Federation, the Travel with Children campaign was launched: passengers who accompany children receive a 15% discount (Family Tariff) for second-class sleeping carriages within domestic routes.
- The marketing campaign called “15 Years of the Federal Passenger Company!” was pursued, offering a 15% discount for travel in second-class sleeping carriage on domestic FPC trains departing on 3 December 2024 (JSC FPC’s Day Tariff).

- The Company continued to implement the tariff policy for organised groups of passengers travelling by domestic routes. In 2024, the special fixed tariff initiative was expanded to 31 routes (+10 routes), thus covering 75 pairs of regular trains.
- The Travellers Club subprogramme now covers more than 55,000 passengers of tourist trains who are encouraged to save up tourist points and tourist medals, and then exchange them for trips and souvenirs.

HR management

- To improve the sanitary and recreation conditions of employees of JSC FPC’s branches, in 2024 two attendant pool buildings were reconstructed, 31 rooms in attendant pool buildings and six gyms and grounds were renovated.
- A total of 9,143 attendants, which is a record headcount, were hired as permanent staff (+1,361 year-on-year).
- The Company completed the development of the FPC INFO corporate portal, which made HR services available online for JSC FPC’s employees.
- On 14 March 2024, an agreement on cooperation between JSC Russian Railways Medicine and JSC FPC was signed as part of the Empowering JSC FPC’s Women Empowerment Forum.



Improvement of corporate governance

- The Company was assigned the highest class –“AAA+” of the Anti-Corruption Rating of Russian Business as an entity displaying the maximum level of counteraction to corruption.
- Based on the results of monitoring throughout 2024, the Russian Institute of Directors confirmed JSC FPC’s national corporate governance rating of 6++: Good Corporate Governance Practice.
- At the XXVII annual Moscow Exchange Annual Report Competition, JSC FPC’s 2023 Annual Report won an award in the Best Disclosure of Information on Corporate Governance category and was shortlisted in the Best Disclosure by Non-Public Bond Issuers category and Best Annual Report of a Non-Public Company.

Participation in forums and conferences

SPIEF-2024

- As part of SPIEF-2024, the Company:
- Presented a mock-up of the interior element for the new higher-speed Aurora train.
 - Signed a memorandum with JSC Transmashholding (TMH) on the creation of new passenger carriages for higher-speed services.
 - Entered into an agreement with LLC T1 on joint design engineering and development of digital services based on domestic AI technologies.
 - Entered into a cooperation agreement with S7 Group to develop passenger services by sharing experience and mutually integrating information systems.
 - Entered into a cooperation agreement with X5 Group to expand opportunities for using points acquired under a loyalty programmes.

International Exhibition and Forum “Russia”

- Together with JSC TMH, the Company presented two modern double-decker carriages: a second-class sleeping carriage and a bistro carriage. The display was titled Better Travel through Russia by Train! During the time the exhibition was open, it was visited by about 45,000 people.



XVIII International Forum and Exhibition “Transport of Russia”

- The Company signed a cooperation agreement with the Federal Service for Supervision of Transport.
- Vladimir Pyastolov, General Director of JSC FPC, was awarded a medal “For Cooperation” by the Federal Service for Supervision of Transport.
- The Company presented an interactive installation of a special second-class sleeping carriage for passengers with reduced mobility.

Digitalisation

- The project aimed at providing all attendants of JSC FPC with mobile devices based on the Aurora operating system to verify passengers’ documents, which was commissioned by JSC FPC, won the ComNews Awards as the Best Digital Solution Based on Mobile Operating System for Transportation.
- The Company’s Digital Emergency Management System won the Digital Leaders Awards (category: Automation of Internal and Corporate Business Processes, nomination: Platform of the Year).
- A joint project with TransTeleCom received the Time of Innovation Award in the VR/AR and Mobile Applications category.
- The Company’s plans to replace operating systems and office software of workstations of employees of the management staff and branches of JSC FPC with domestic software were 100% fulfilled.