

Message from the General Director

2024 is a special year for us as JSC FPC celebrated its 15th anniversary. Throughout this time, the Company has remained steadfast in its core principle: passengers come first.

Respected shareholders, partners and colleagues,

Great efforts have been made over the last decade and a half, including the renovation of the rolling stock, the renewal of the fleet of carriages, a significant advancement in the development of services, the improvement of the route network, and a revival of railway tourism.

It is satisfying to know that over 110 million passengers were carried by the Company's trains in this anniversary year, setting a new record.

Noteworthy was the return of the Aurora higher-speed train between Moscow and Saint Petersburg, which began operating in a double-decker configuration. The train is made up of state-of-the-art carriages, mainly with standard and improved seating arrangements. Other routes, such as Moscow to Chelyabinsk and Novorossiysk, and St. Petersburg to Samara, also got new double-decker trains.

JSC FPC continues to develop its product range and introduce new services. In 2024, passengers were given the option to join a waiting list, which allows them to purchase tickets for trains that are already fully booked in case seats become available later (if a carriage is added or someone returns their tickets). We always strive to improve the quality of service for all categories of travellers. Last year, the rules for transporting pets on the Company's trains were revised and came into effect on 1 January 2025.

Our goal is to make the rail service not only comfortable, but also affordable. In this regard, FPC's marketing policy features special tariff plans that provide travel discounts. As part of the Year of the Family declared by the Decree

New record set for number of passengers carried by trains made up of the company-owned carriages

>110 million people

of the President of the Russian Federation, a new campaign called 'Travel with Children' was drawn up for family trips in sleeping compartments in 2024.

The social support system for employees is also being consistently improved. This is an essential component of the Company's activities, determining its sustainable development and attractiveness as an employer.

JSC FPC is prepared to invest resources in creating a favourable production environment, especially for representatives of general trades. Since 2022, more than half of our attendant pool buildings have been renovated. The largest projects were rolled out in 2024 at enterprises in Penza and Moscow. Here, along with traditional sanitary and domestic facilities and production premises, there is a stress relief room and a gym. The technical training room in the Moscow-Yaroslavskaya carriage station's higher-speed pool was equipped with VR-based simulators.

In addition to improving working conditions, an important element of human resources policy is the expansion of tools for attracting and retaining staff. For example, since last year, newstart allowances have been introduced for attendants and workers involved in the repair and maintenance of rolling stock, a system of non-material incentives is being developed, and a transition to a motivational management system is underway.

In conclusion, I would like to express my sincere gratitude to all employees for their commitment and responsible attitude to their work. I am convinced that the results achieved will serve as an impetus for further capacity building, improvement of business processes and customer service.

Our ambitious goals for 2025 centre on enhancing accessibility, convenience, and competitiveness of the rail service. In particular, a new T-gauge carriage is to be put into circulation, which will offer passengers more space and expand the range of services available during the journey. The Company will continue to develop in all key areas, increasing its contribution to the Russian economy and creating comfortable conditions for travel.

We would like to thank the millions of passengers who have used our services and express our sincere gratitude to our partners for their support and fruitful cooperation. Undoubtedly, our joint concerted efforts will further strengthen JSC FPC's leading position in the long-distance passenger rail transport market.

General Director, JSC FPC