

Corporate Quality Management System

Quality Policy and Targets

JSC FPC's corporate quality management system (CQMS) is built in line with the parent company's Quality Management Strategy, the Development Strategy of JSC FPC, and ISO 9001:2015 Quality management systems. Requirements.

CQMS activities at the Company are governed by JSC FPC's Quality Policy.

In terms of quality, JSC FPC aims to:

- Meet customer requirements and expectations by continuously improving service quality and ensuring high levels of service, comfort and safety
- Continuously improve the Company's operational efficiency and performance by enhancing its CQMS and business processes and introducing new technologies for lean production, rolling stock maintenance, and customer service

To achieve these goals and ensure sustainable development, FPC's management undertakes to:

- Follow the management's leadership principle, foster collaboration between employees in achieving goals, enhance employees' competencies, motivation and corporate relations culture
- Support and develop mutually beneficial long-term relations with suppliers, improve the satisfaction levels among the Company's customers and all of its stakeholders
- Manage potential corporate risks, prevent recurring and potential inconsistencies, and make decisions based on objective evidence and stakeholder requirements
- Keep its CQMS compliant with ISO 9001:2015 international standard and stakeholder requirements
- Continuously improve its corporate quality management system, enhance operational efficiency and performance through process improvement, innovation and cost optimisation
- Organise the work on implementation of the Quality Policy and provide them with necessary resources

Certification of the CQMS and compliance with ISO 9001:2015 Quality management systems. Requirements

In 2023, JSC FPC successfully passed a CQMS inspection for compliance with ISO 9001:2015 Quality management systems. Requirements in support of valid certificate **No. 210890/A/A/0001/UK/RUS** dated 19 April 2023 with validity period till 17 April 2026 for the core business processes of the Company:

- Passenger, baggage and unaccompanied baggage transportation
- Passenger assistance, customer service, and carriage servicing and maintenance on long-distance trains
- Issuance and sales of travel and carriage tickets and documents
- Carriage servicing before journey
- Carriage overhaul reconditioning
- Depot repairs (DR) of carriages
- Stage one and two (KR-1 and KR-2) carriage overhauls
- Current repairs of coupled/uncoupled carriages
- Wheelset repairs
- Repairs of carriage components and assemblies
- Carriage maintenance and inspection (TO-1, TO-2, and TO-3)

Key advantages of having a certificate of compliance with ISO 9001:2015 Quality management systems. Requirements:

- Image of a customer-focused company confirmed by state-level documents
- Confirmation of FPC's compliance with global best practices in quality management by an independent certification body
- Increased passenger satisfaction driven by services provided in line with global quality standards
- Improved operational efficiency and performance of the corporate governance system
- Increased share value
- JSC FPC's higher score in bids (tenders) for the provision of auxiliary services held by the parent company and other customers

2023 Highlights

Daytime trains

As of year-end 2023, 19.8 million passengers were carried by daytime long-distance trains, up 9.9% year-on-year.

>19.8 million ^{+9.9% year-on-year}
of passengers at the year-end 2023

67 pairs of daytime trains

38 routes¹



Daytime service accounted for 18.7% of the total annual passenger traffic of JSC FPC.

Number of passengers carried, thousand people



Changes in number of passengers carried by daytime trains since 2015, million people



¹ Including Moscow – Minsk, Moscow – Tambov, Moscow – Lipetsk, Moscow – Yaroslavl, Moscow – Belgorod, Moscow – Smolensk, Moscow – Kursk, Moscow – Bryansk, Moscow – Saransk, Krasnodar – Adler, Krasnodar – Imeretinsky Resort and others.