

**customer
satisfaction
surveys**

2019 - 2020

1 INTRODUCTION

TRAINOSE is committed to achieving the satisfaction of its passengers and to fully meeting the requirements of legislation, regulations, and quality standards as well as the needs and expectations of its customers.

Our goals are:

- ✓ the satisfaction of our customers, including the meeting of the legal and technical requirements related to our activities
- ✓ raising staff awareness of understanding and meeting customer requirements and needs
- ✓ the careful selection and assessment of our partners according to the above criteria
- ✓ the reduction of failures and omissions
- ✓ the continuous improvement of our passengers' services as well as the effectiveness of the quality control system of the provided services

The generic objective is "up to 70% and improvement".

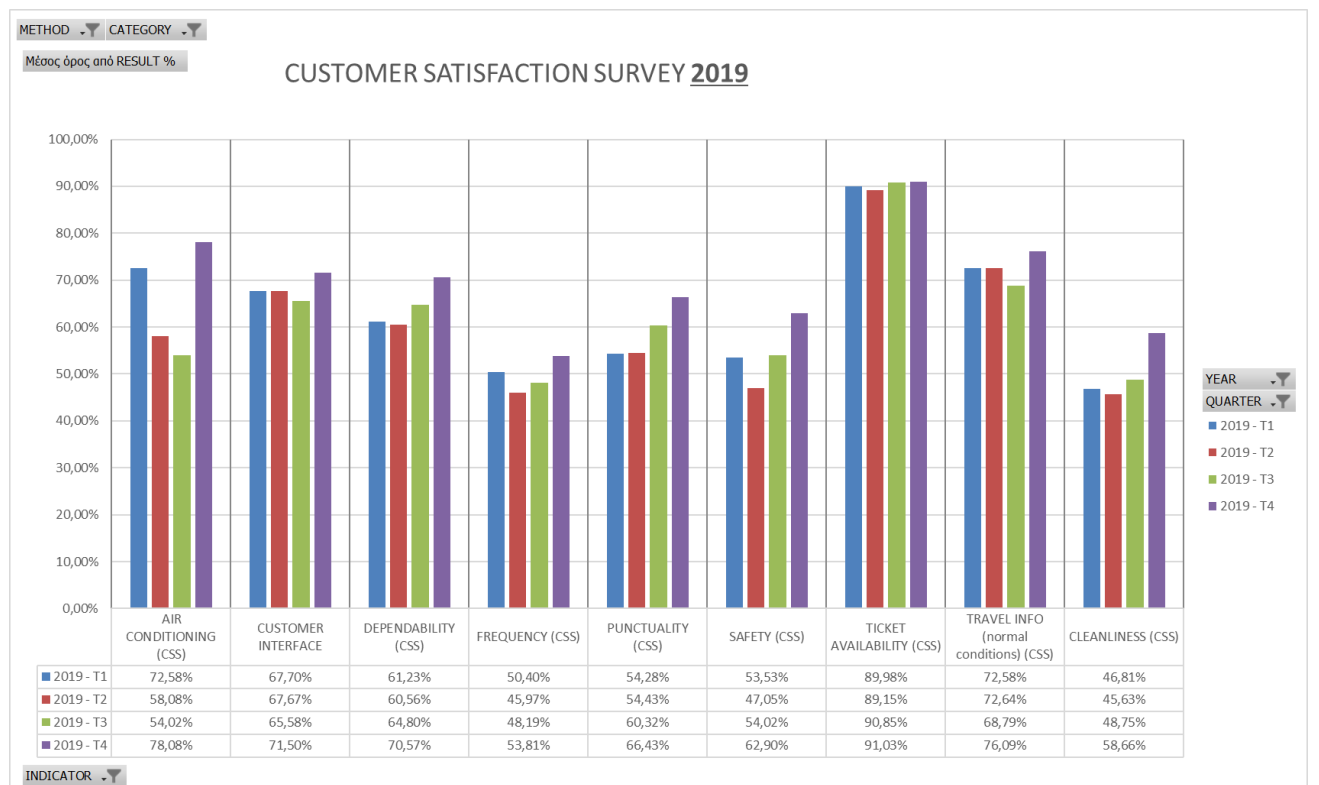
TRAINOSE uses Customer Satisfaction Surveys performed by specialized company on a quarterly basis to assess the service quality and the perception of its passengers. We measure the achievement levels and we analyze the results to identify any weakness points. In addition, we use mystery shopper surveys and direct measurements to determine the causes of the weakness points and initiate corrective actions to improve the quality of our services.

The above system has been developed and implemented according to the European Norm EN 13816 "Transportation - Logistics and services - Public passenger transport; Service quality definition, targeting and measurement". The system conformance to the requirements is certified by the Certification Body TUV Nord. TRAINOSE has considered the requirements of the Regulation No 1371/2007 on rail passengers' rights and obligations.

The **Key Performance Indicators** measured are the followings:

TRAINOSE INDICATORS	EN 13816 clause
Frequency	1.3
Dependability	1.5
Ticketing availability - ticket offices -- web site	2.3
Travel info / normal conditions - on vehicle - ticket offices - call centre - web site	3.2
Punctuality	4.2
Customer interface - ticket offices - vehicles - call Centre - web site	5.3
Assistance to people needing help	5.4
Cleanliness Air conditioning	6.4
Safety / security perception on vehicle	7.
Energy	8.2

2 2019 and 2020 results



The last quality criteria family in the standard EN 13816 concerns the environmental behaviour of the company. The development of an environmental and energy management system according to the principles of the relevant standards ISO 14001 and ISO 50001 is in progress. We also measure a lot of sustainability KPIs according to the principles GRI standards. Our objective is to record our environmental and energy behaviour and establish specific goals to improve it.

In the above context we measure (direct measurement performance) the energy (electricity and diesel) consumption as you can see in the graphs below.

