

**Passenger
Transport Service
Quality
Performance
Report**

2021



1 INTRODUCTION

TRAINOSE¹ 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 shopping 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.

¹ Note:

From 01/07/2022 onwards, Company's corporate name (i.e. the company with the ex corporate name "TRAINOSE TRANSPORT - PASSENGER AND FREIGHT TRANSPORT SERVICES RAILWAY CO." and with the ex distinctive title "TRAINOSE S.A."), is being changed and, in particular is in force the following new name: Corporate name: "HELLENIC TRAIN- RAILWAY COMPANY SOCIETE ANONYME". Distinctive title: "HELLENIC TRAIN S.A.".

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 center - web site	3.2
Punctuality	4.2
Customer interface - handling customer concerns and complaints (response time on customer complaints)	5.2
Staff / Customer care / Interfaces - 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 2021 Customer Satisfaction Surveys (CSS) results

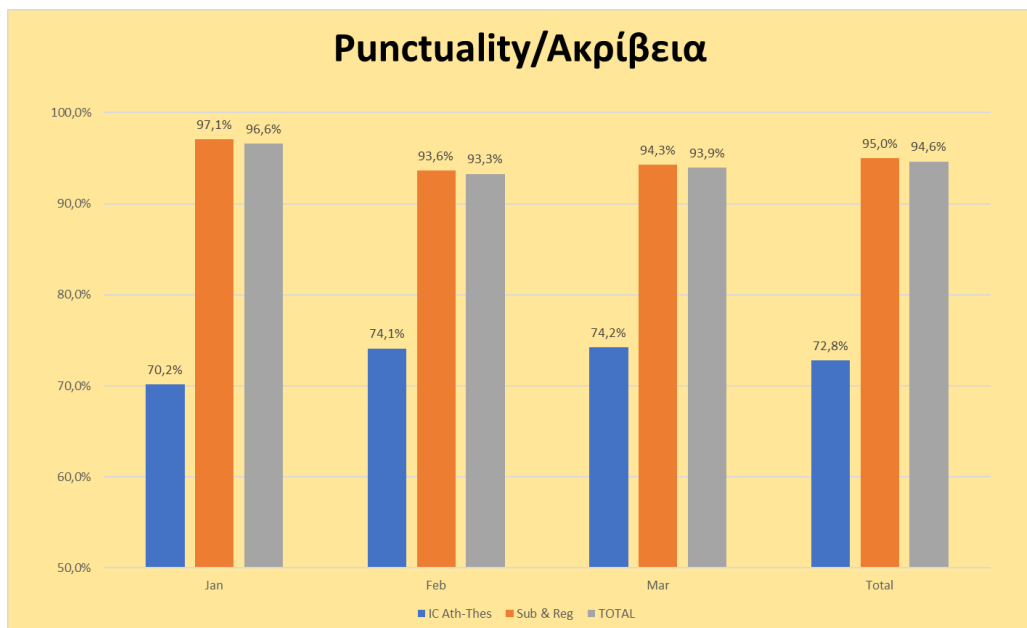
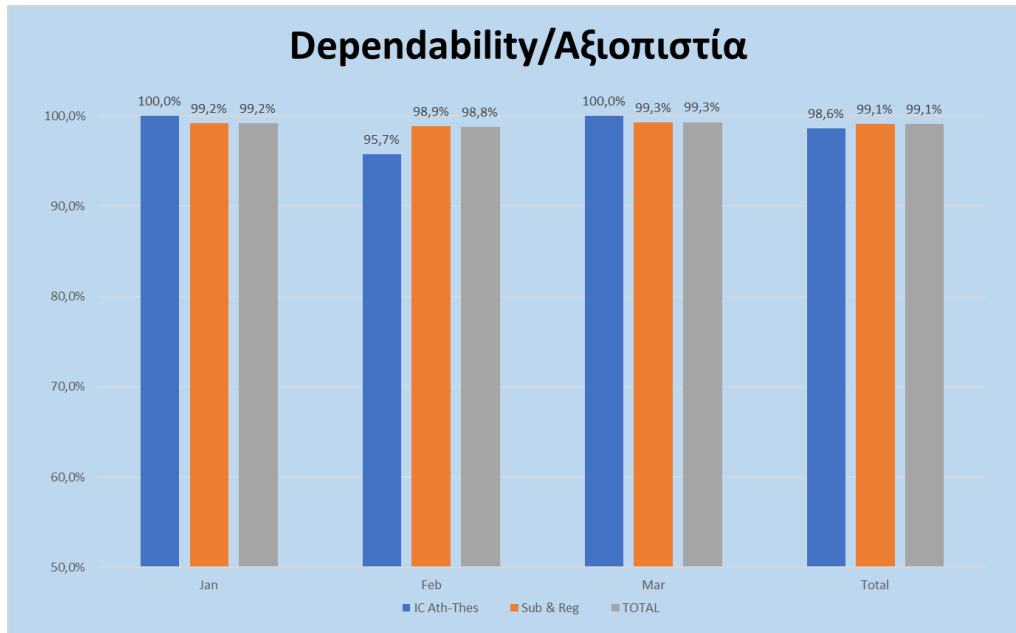


3 2021 Direct Performance Measures (DPM) results

3.1 Dependability - Punctuality

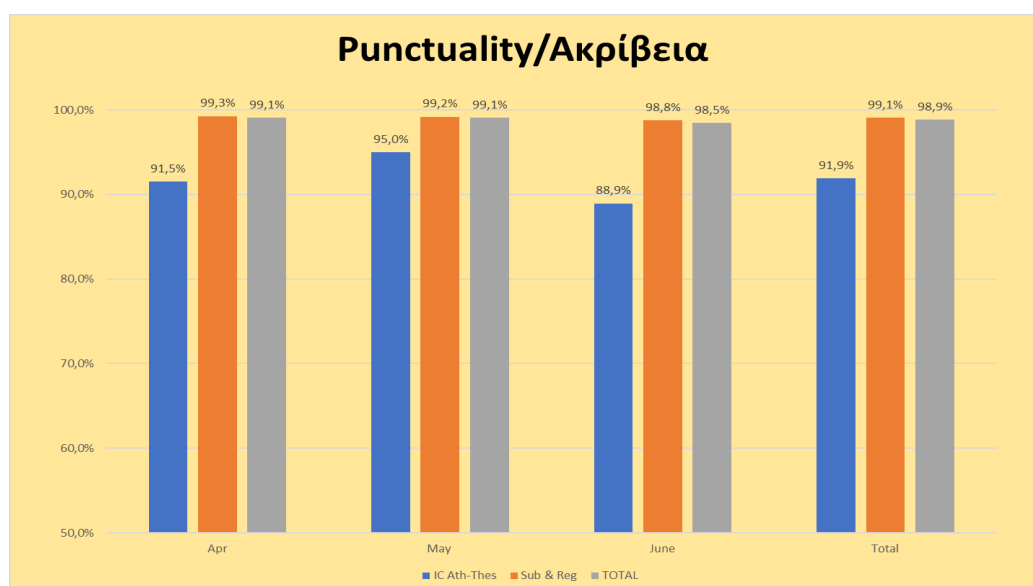
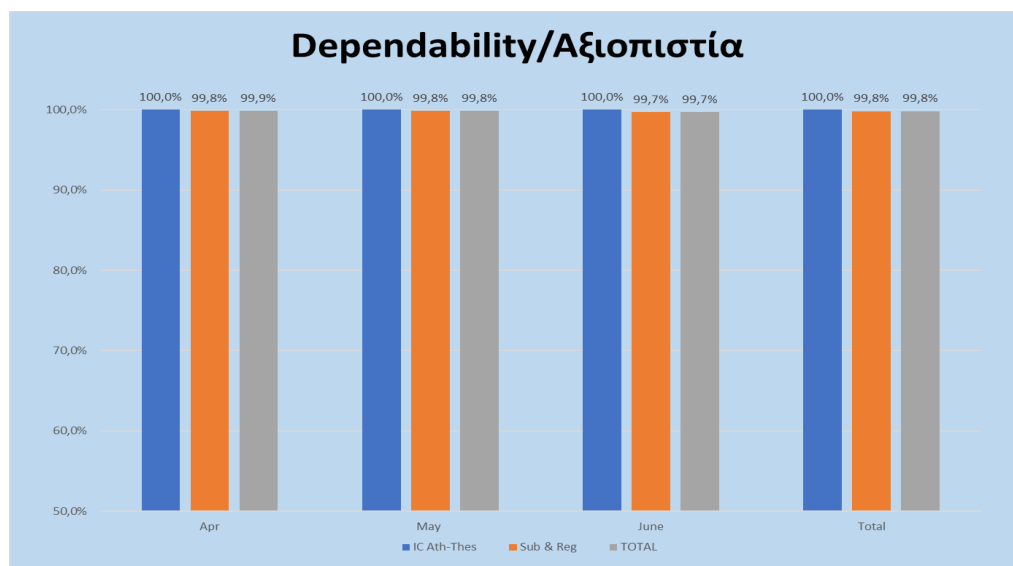
JANUARY - MARCH 2021

	January			February			March			A' Quarter		
	IC Ath-Thes	Sub & Reg	TOTAL	IC Ath-Thes	Sub & Reg	TOTAL	IC Ath-Thes	Sub & Reg	TOTAL	IC Ath-Thes	Sub & Reg	TOTAL
Programmed Events	124	6.929	7.053	117	6.441	6.558	128	7.074	7.202	369	20.444	20.813
Cancellations (Total)	0	45	45	5	72	77	0	37	37	5	154	159
Cancellations (Partial)	0	25	25	0	4	4	0	25	25	0	54	54
Αξιολογιστικά - Dependability	100,0%	99,2%	99,2%	95,7%	98,9%	98,8%	100,0%	99,3%	99,3%	98,6%	99,1%	99,1%
Realised Events	124	6.859	6.983	112	6.365	6.477	128	7.012	7.140	364	20.236	20.600
Delays > 5 min		272	272		483	483		463	463	0	1.218	1.218
Delays > 15 min	37		37	34		34	33		33	104	0	104
Total Delays	37	272	309	34	483	517	33	463	496	104	1.218	1.322
Ακρίβεια - Punctuality	70,2%	97,1%	96,6%	74,1%	93,6%	93,3%	74,2%	94,3%	93,9%	72,8%	95,0%	94,6%



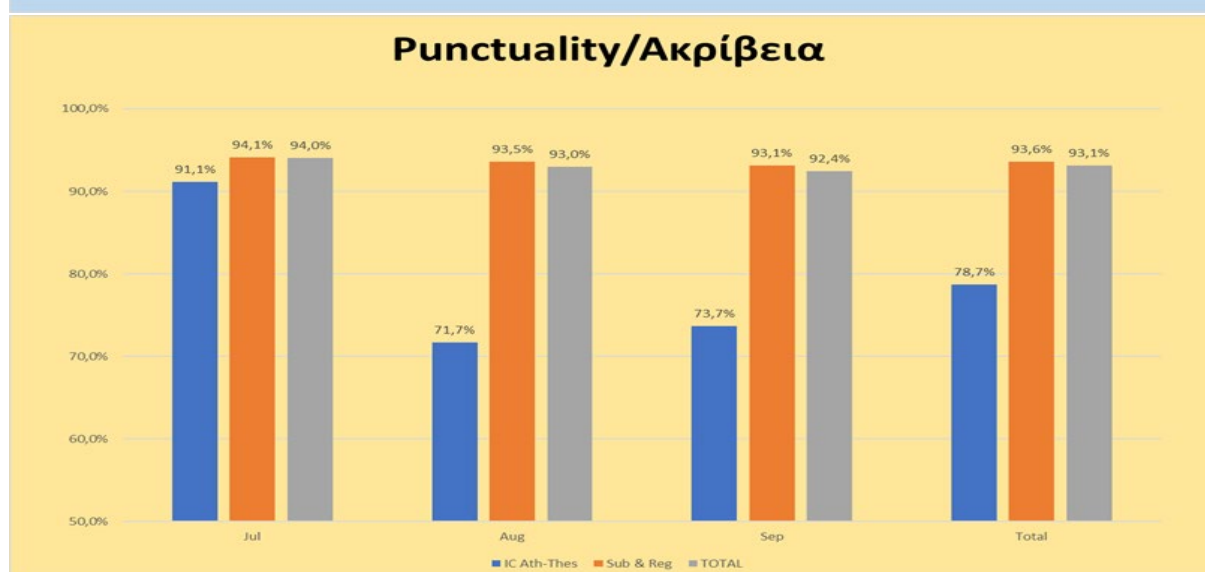
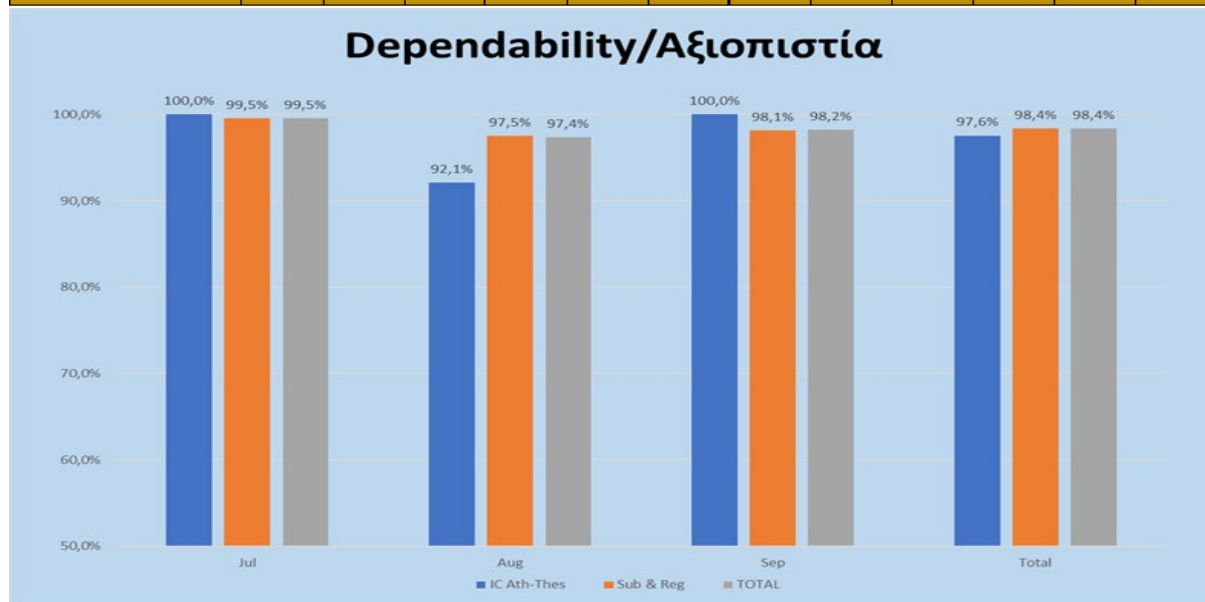
APRIL-JUNE 2021

	April			May			June			A' Quarter		
	IC Ath-Thes	Non IC	TOTAL	IC Ath-Thes	Non IC	TOTAL	IC Ath-Thes	Non IC	TOTAL	IC Ath-Thes	Non IC	TOTAL
Programmed Events	153	6.855	7.008	240	6.834	7.074	226	7.165	7.391	619	20.854	21.473
Cancellations (Total)	0	8	8	0	3	3	0	18	18	0	29	29
Cancellations (Partial)	0	5	5	0	16	16	0	7	7	0	28	28
Αξιοπιστία - Dependability	100,0%	99,8%	99,9%	100,0%	99,8%	99,8%	100,0%	99,7%	99,7%	100,0%	99,8%	99,8%
Realised Events	153	6.842	6.995	240	6.815	7.055	226	7.140	7.366	619	20.797	21.416
Delays > 5 min	0	63	63	0	74	74	0	113	113	0	250	250
Delays > 15 min	13	0	13	12	0	12	25	0	25	50	0	50
Total Delays	13	63	76	12	74	86	25	113	138	50	250	300
Ακρίβεια - Punctuality	91,5%	99,3%	99,1%	95,0%	99,2%	99,1%	88,9%	98,8%	98,5%	91,9%	99,1%	98,9%



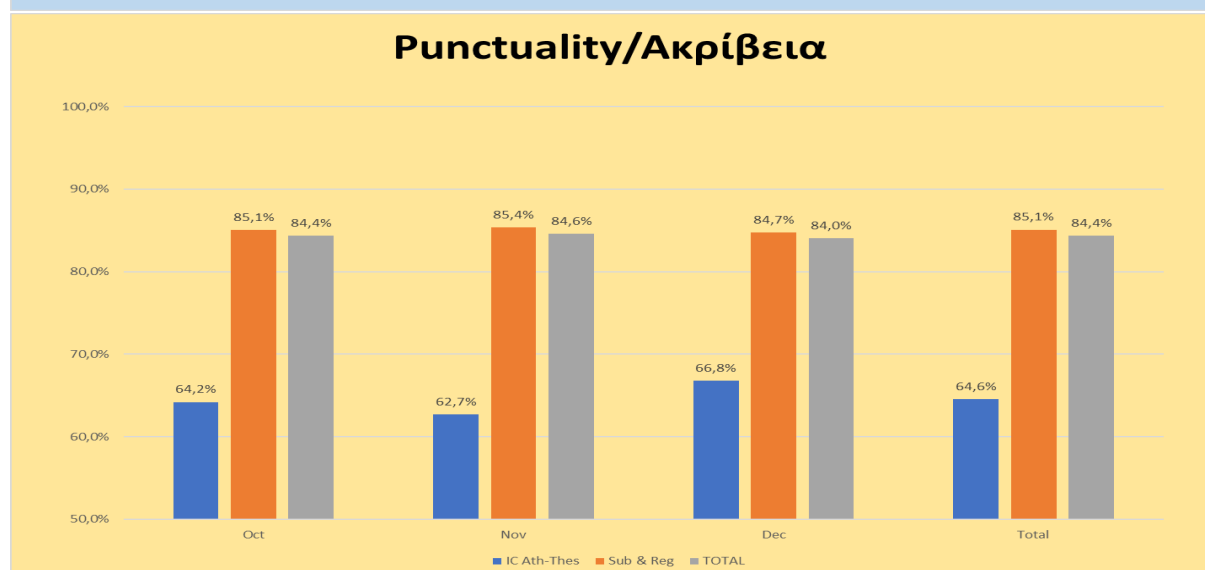
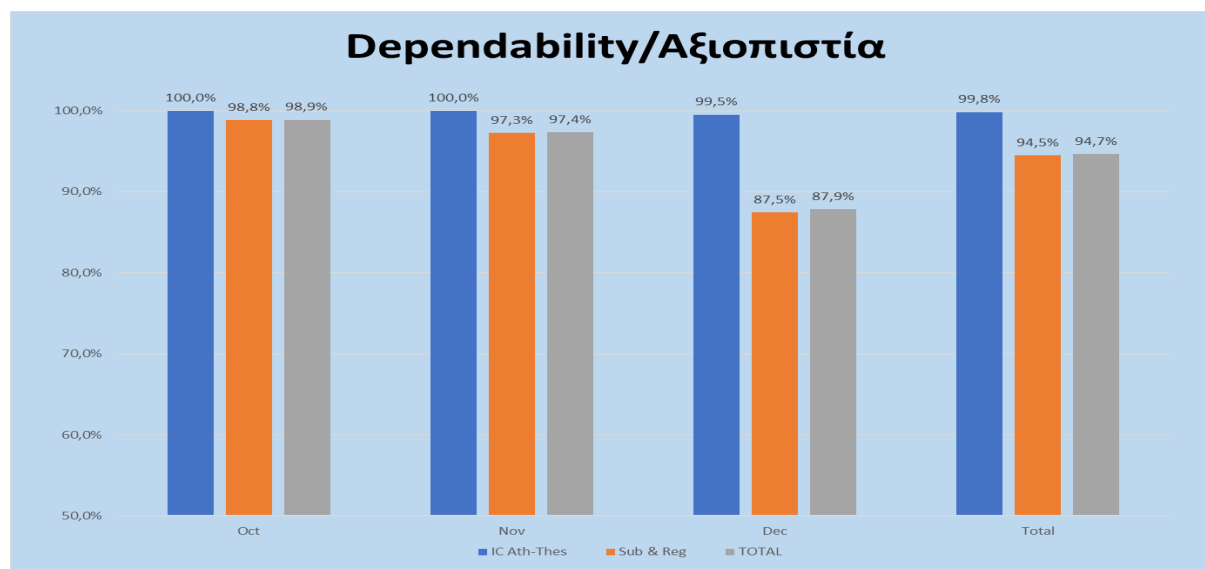
JULY - SEPTEMBER 2021

	July			August			September			C' Quarter		
	IC Ath-Thes	Non IC	TOTAL	IC Ath-Thes	Non IC	TOTAL	IC Ath-Thes	Non IC	TOTAL	IC Ath-Thes	Non IC	TOTAL
Programmed Events	248	8.497	8.745	248	8.496	8.744	300	8.957	9.257	796	25.950	26.746
Cancellations (Total)	0	31	31	17	202	219	0	160	160	17	393	410
Cancellations (Partial)	0	17	17	5	17	22	0	13	13	5	47	52
Αξιοπιστία - Dependability	100,0%	99,5%	99,5%	92,1%	97,5%	97,4%	100,0%	98,1%	98,2%	97,6%	98,4%	98,4%
Realised Events	248	8.449	8.697	226	8.277	8.503	300	8.784	9.084	774	25.510	26.284
Delays > 5 min	0	540	540	0	742	742	0	764	764	0	2.046	2.046
Delays > 15 min	22	4	26	86	11	97	79	16	95	187	31	218
Total Delays	22	544	566	86	753	839	79	780	859	187	2.077	2.264
Ακρίβεια - Punctuality	91,1%	94,1%	94,0%	71,7%	93,5%	93,0%	73,7%	93,1%	92,4%	78,7%	93,6%	93,1%



OCTOBER - DECEMBER 2021

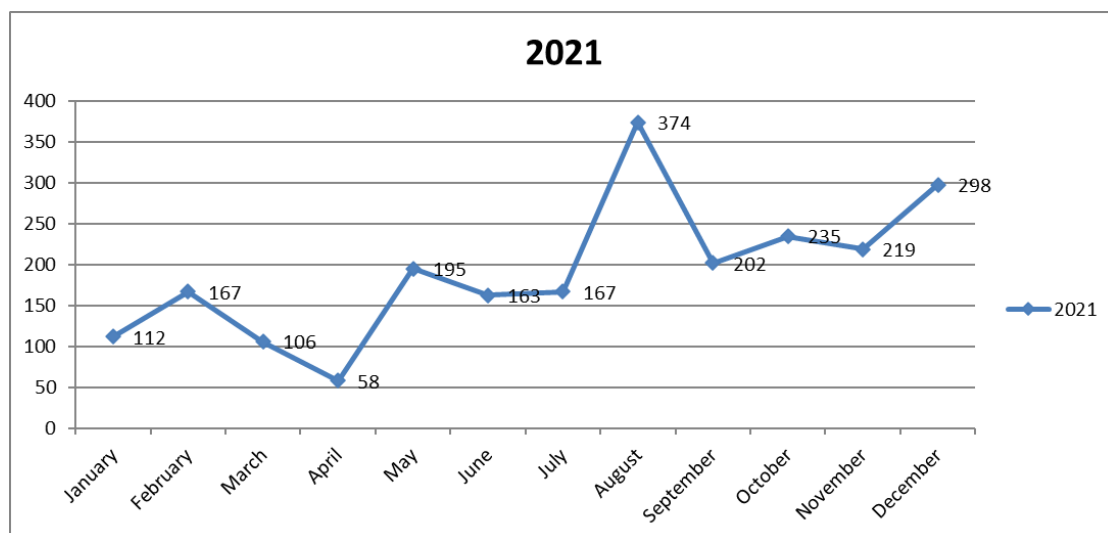
	October			November			December			D' Quarter		
	IC Ath-Thes	Non IC	TOTAL	IC Ath-Thes	Non IC	TOTAL	IC Ath-Thes	Non IC	TOTAL	IC Ath-Thes	Non IC	TOTAL
Programmed Events	310	9.091	9.401	300	8.847	9.147	310	9.118	9.428	920	27.056	27.976
Cancellations (Total)	0	81	81	0	163	163	0	674	674	0	918	918
Cancellations (Partial)	0	48	48	0	157	157	3	939	942	3	1.144	1.147
Αξιοπιστία - Dependability	100,0%	98,8%	98,9%	100,0%	97,3%	97,4%	99,5%	87,5%	87,9%	99,8%	94,5%	94,7%
Realised Events	310	8.962	9.272	300	8.527	8.827	307	7.505	7.812	917	24.994	25.911
Delays > 5 min	0	1.317	1.317	0	1.224	1.224	0	1.116	1.116	0	3.657	3.657
Delays > 15 min	111	21	132	112	23	135	102	29	131	325	73	398
Total Delays	111	1.338	1.449	112	1.247	1.359	102	1.145	1.247	325	3.730	4.055
Ακρίβεια - Punctuality	64,2%	85,1%	84,4%	62,7%	85,4%	84,6%	66,8%	84,7%	84,0%	64,6%	85,1%	84,4%



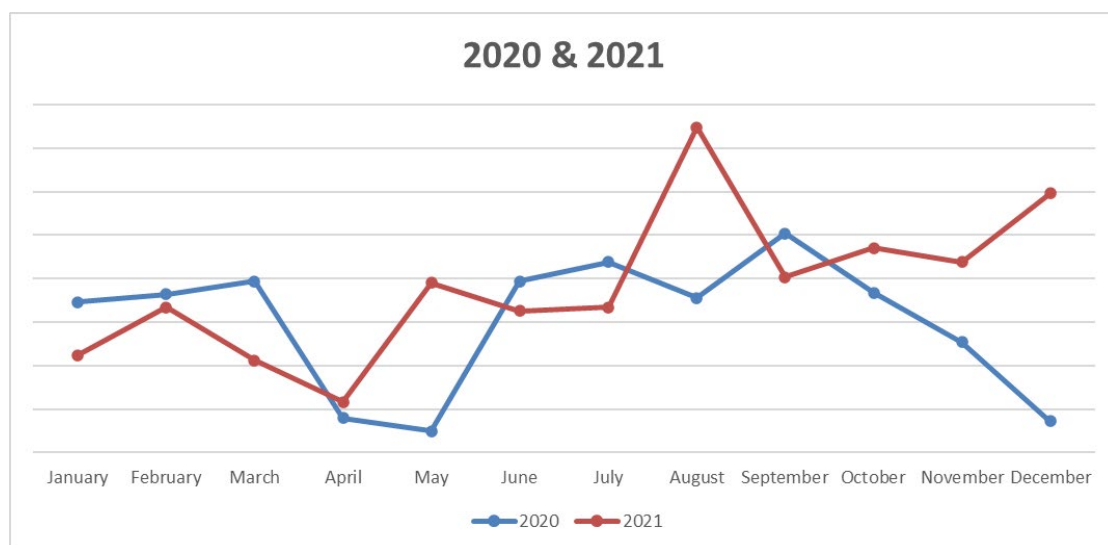
3.2 Customer complaints

COMPLAINTS – CLAIMS – PROPOSALS PER QUARTER 2021	
A QUARTER 2021	385
B QUARTER 2021	416
C QUARTER 2021	743
D QUARTER 2021	752
TOTAL	2296

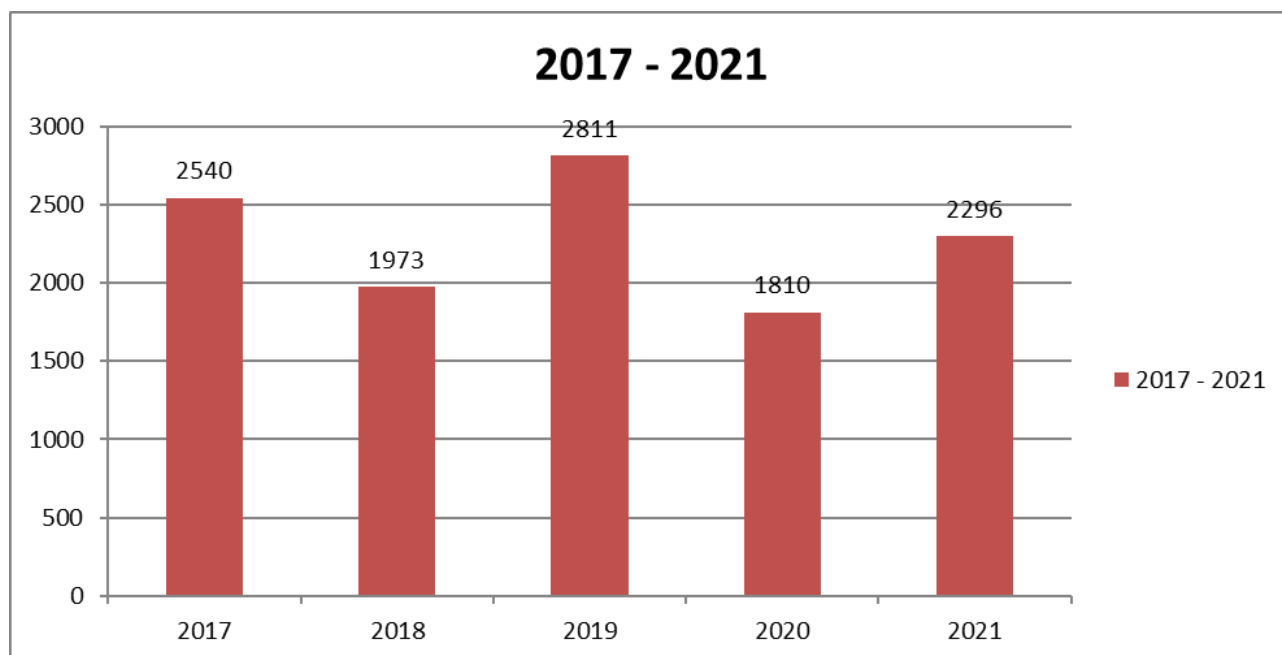
Complaints - proposals per Month



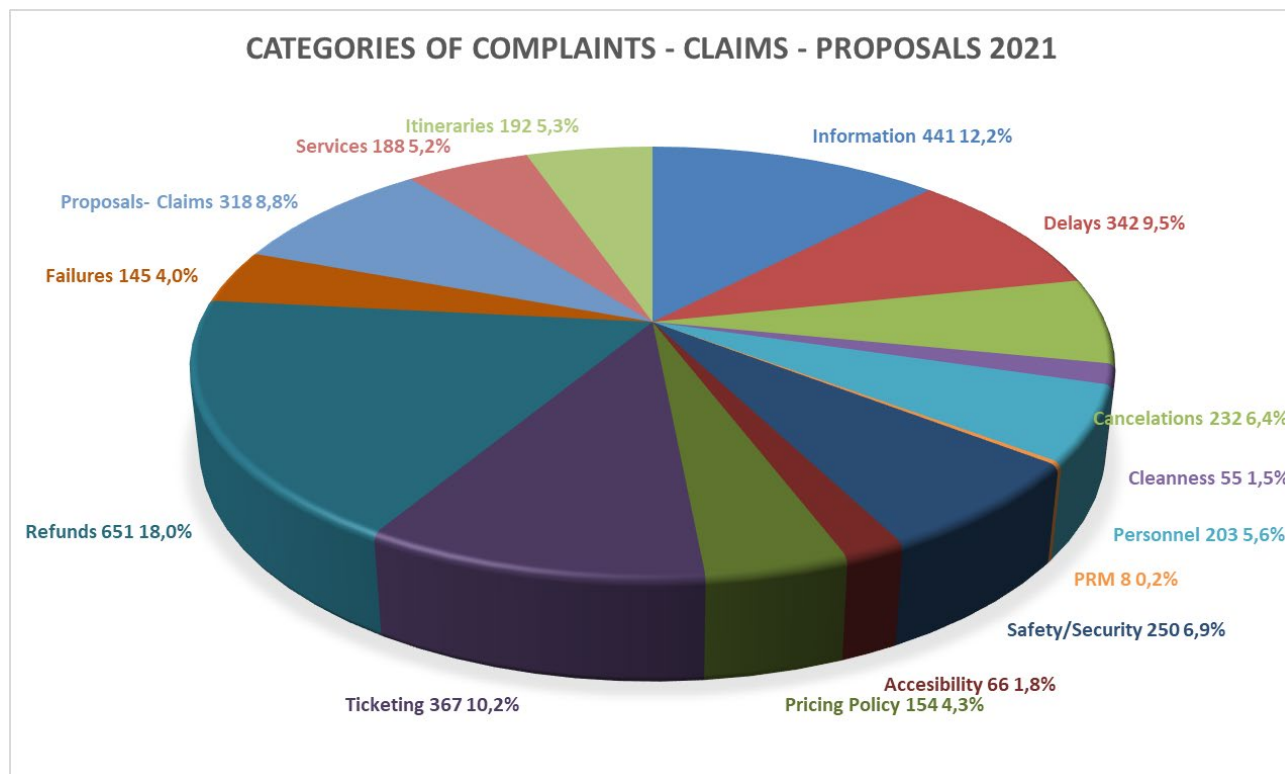
Comparison 2020 and 2021 per month complaints - proposals



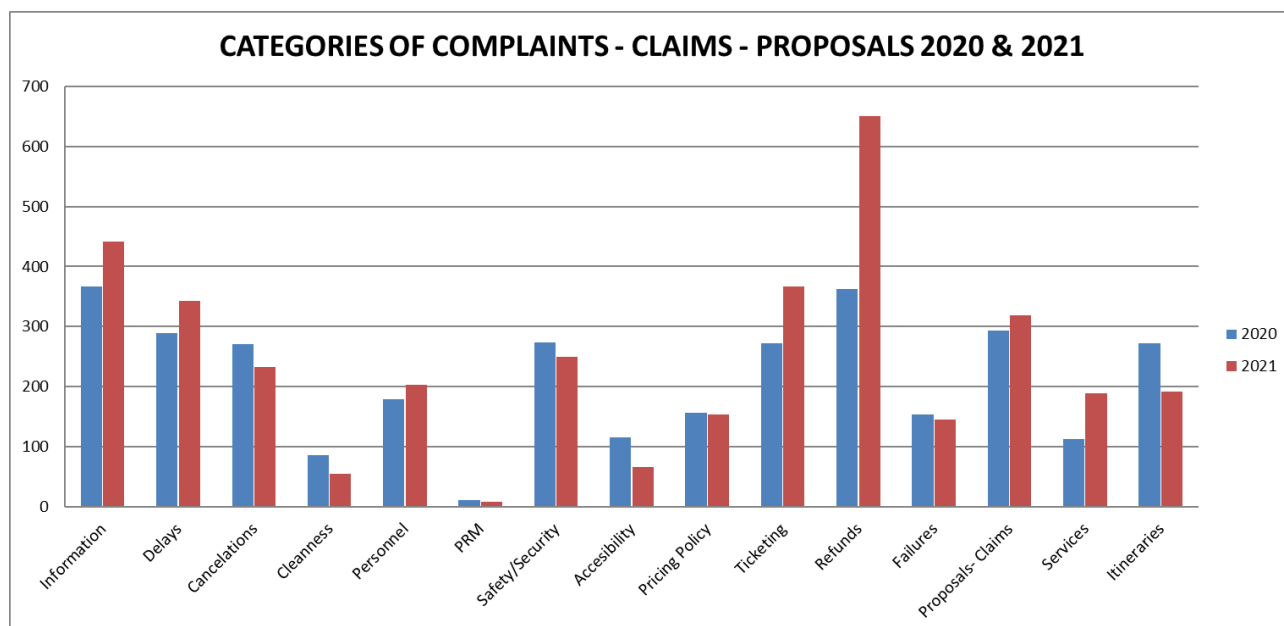
Years 2017-2021 evolution



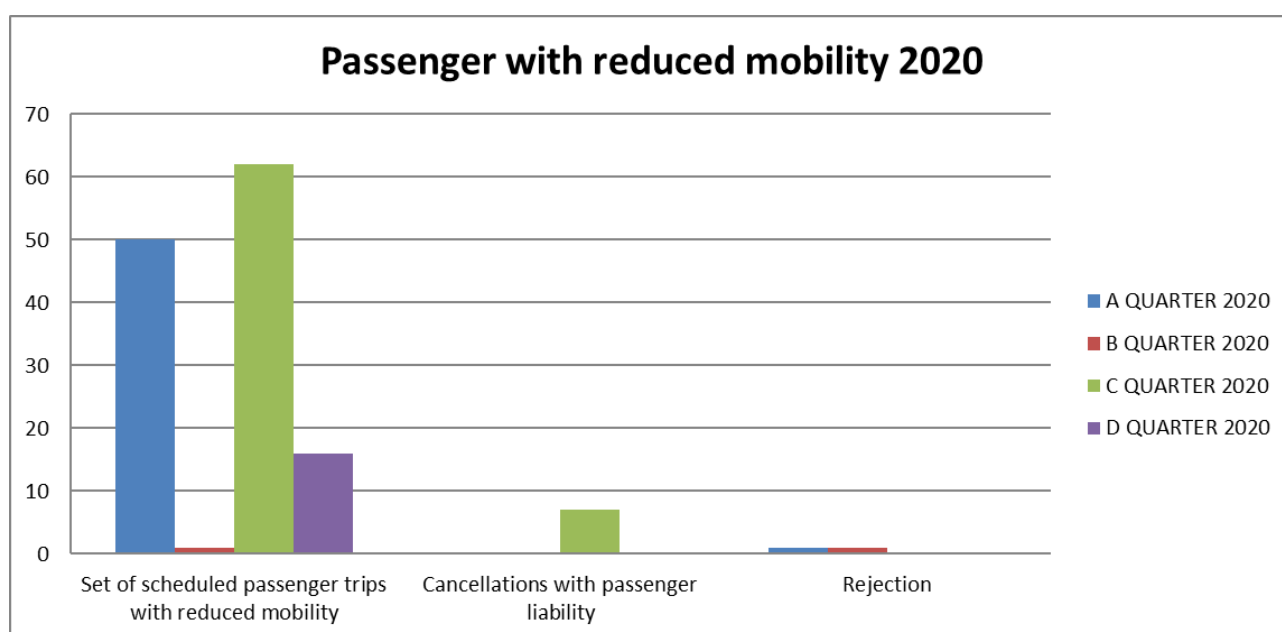
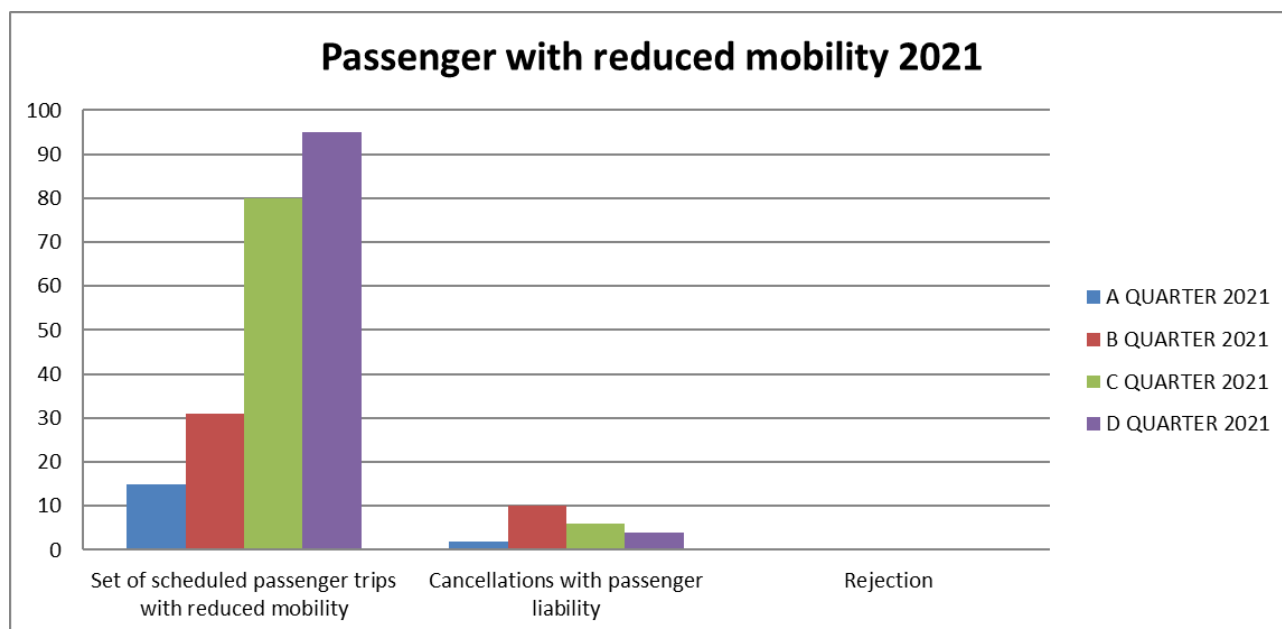
Analysis per category



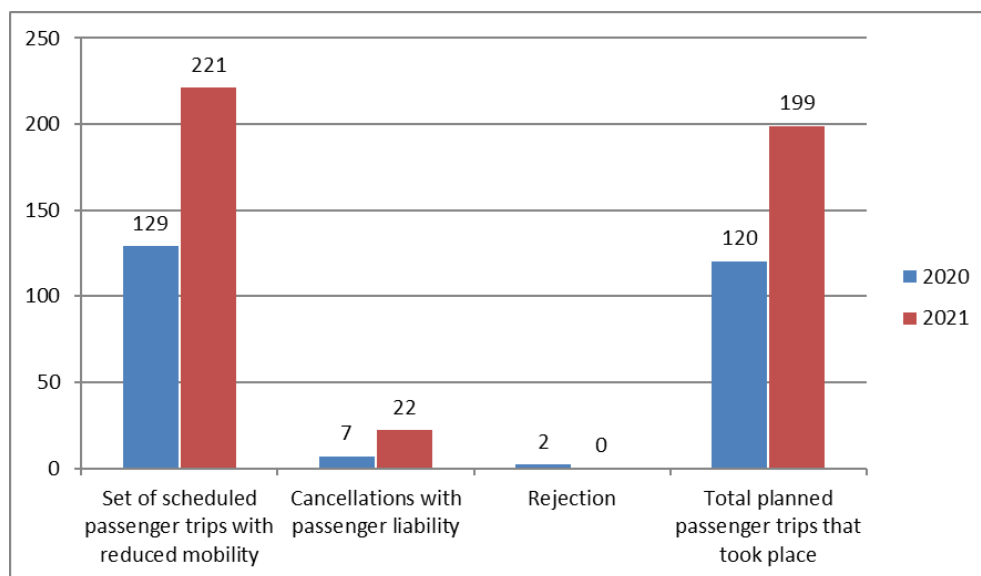
Analysis per category and comparison 2020-2021



3.3 Planned transport of passengers with reduced mobility (PRM)

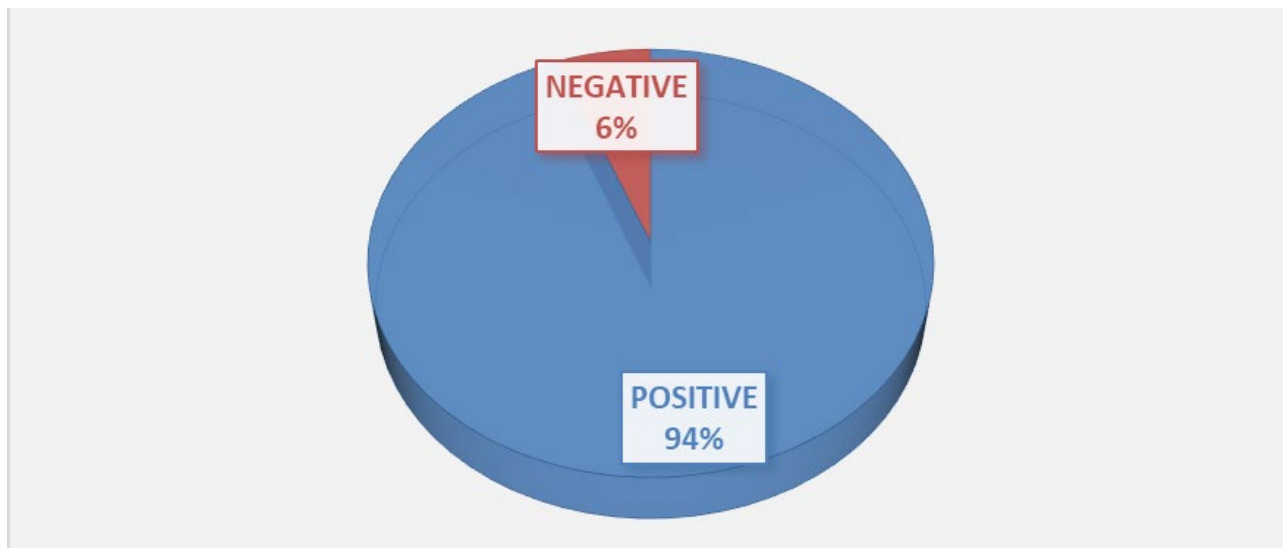


Comparison by year 2020-2021

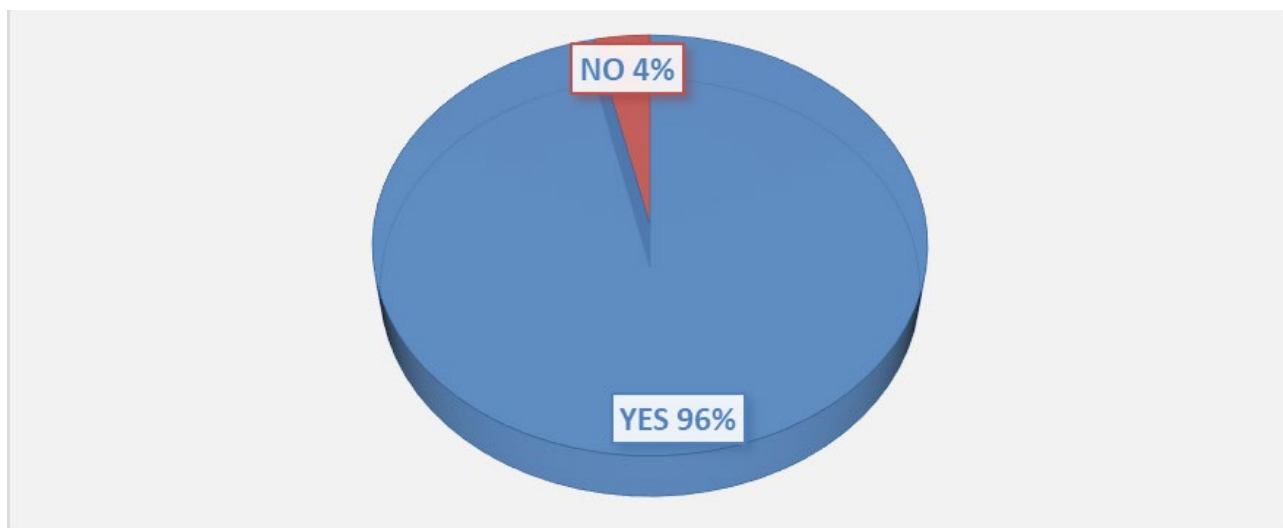


3.4 Customer with reduced mobility (PRM) satisfaction

Percentage of satisfaction of PRM passengers transported (assisted by staff and special equipment)



Percentage of satisfaction of PRM passengers transported (assisted by staff and special equipment), who will choose again for their trip the company



4 Energy measurements 2021

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. Our objective is to record our environmental and energy behaviour and establish specific goals to improve it.

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

