

Passenger Transport Service Quality Performance Report

2022



1 INTRODUCTION

HELLENIC TRAIN¹ 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".

HELLENIC TRAIN 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. HELLENIC TRAIN has considered the requirements of the Regulation No 1371/2007 on rail passengers' rights and obligations.

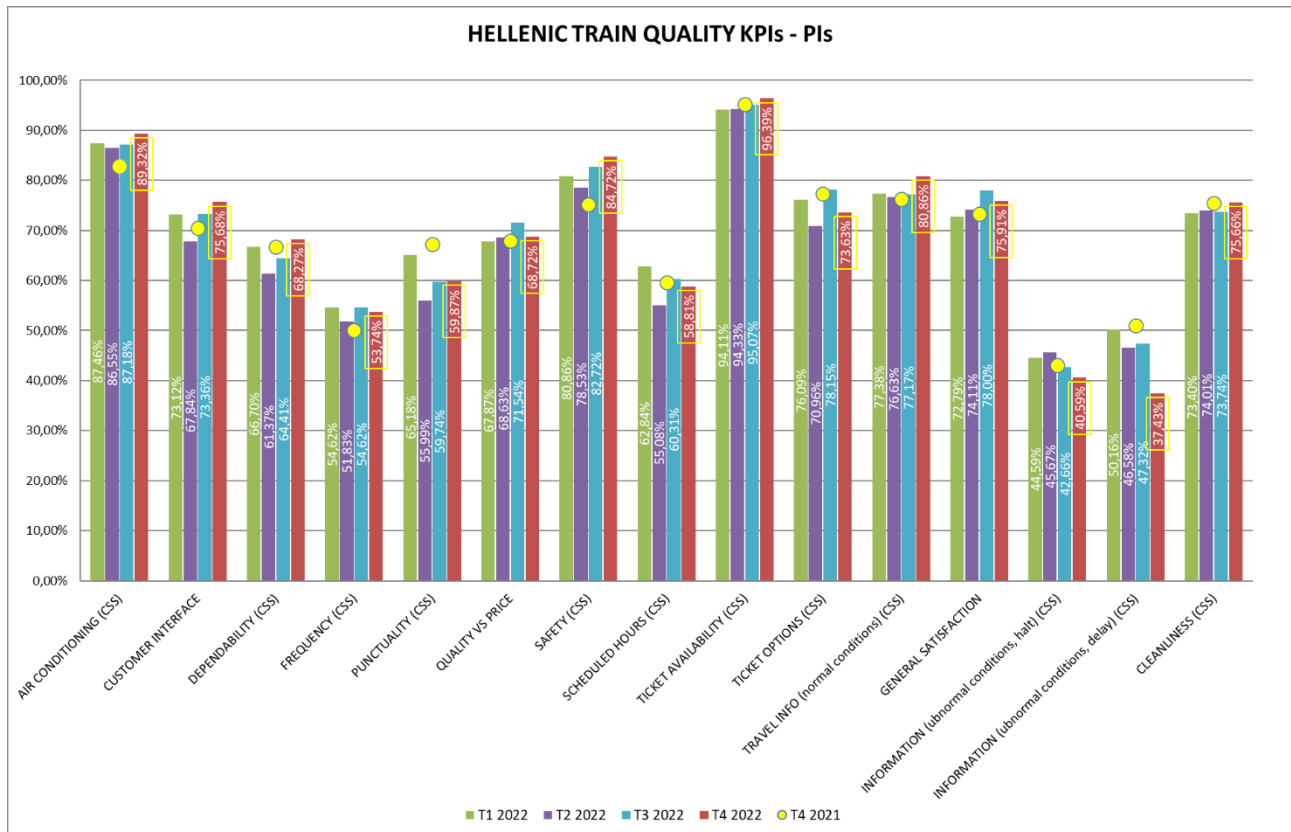
¹ **Note:**

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 S.A." 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:

HELLENIC TRAIN 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 2022 Customer Satisfaction Surveys (CSS) results

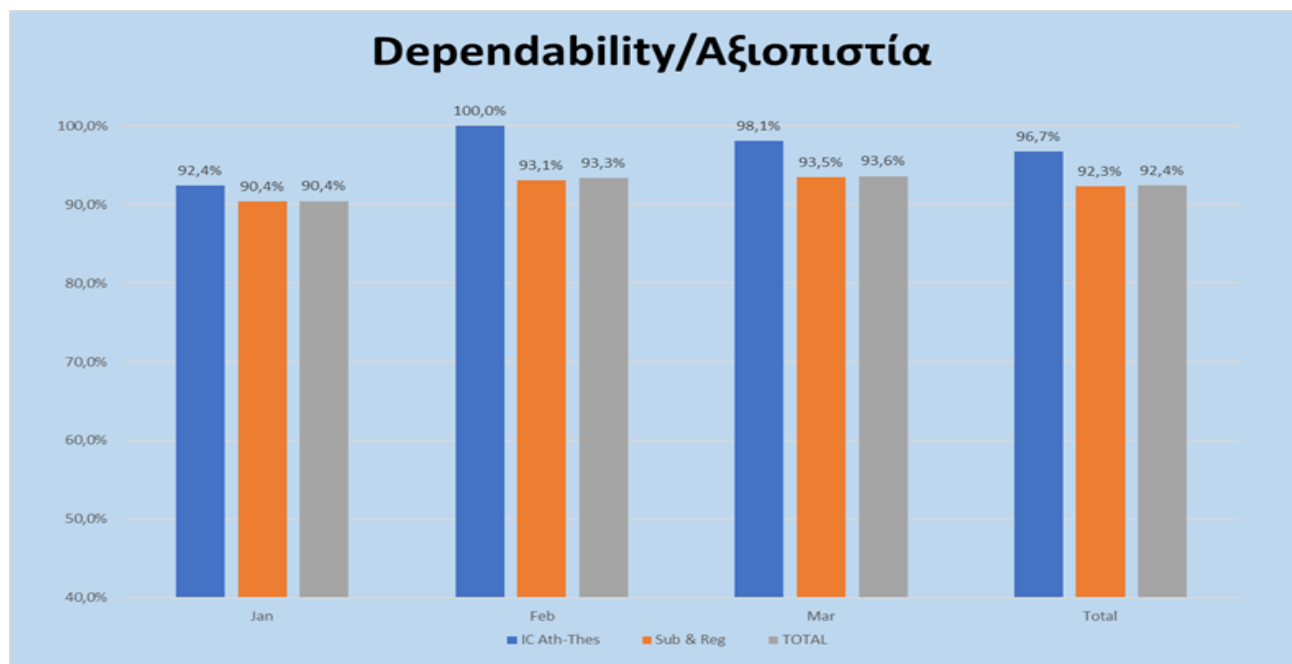


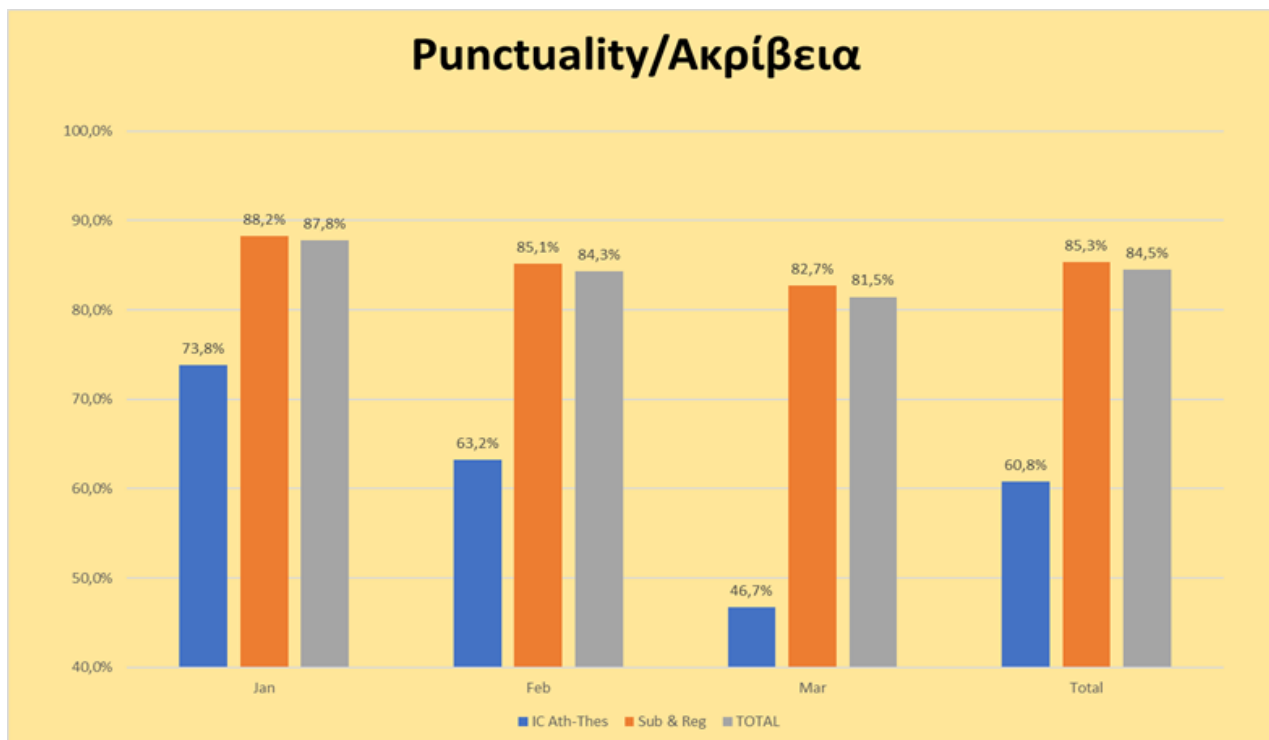
3 2022 Direct Performance Measures (DPM) results

3.1 Dependability - Punctuality

JANUARY - MARCH 2022

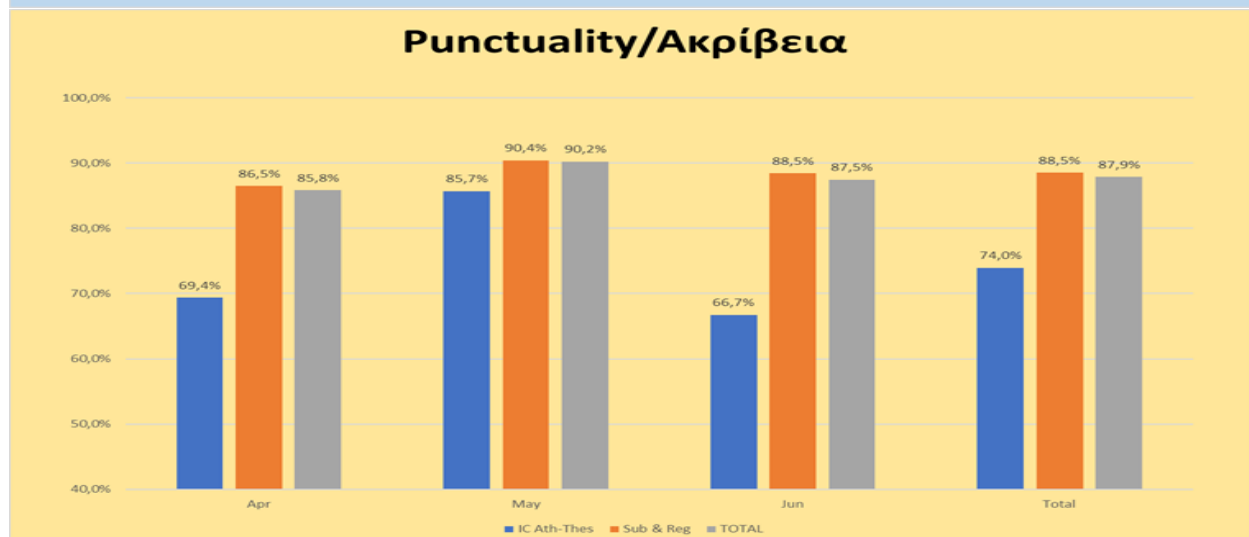
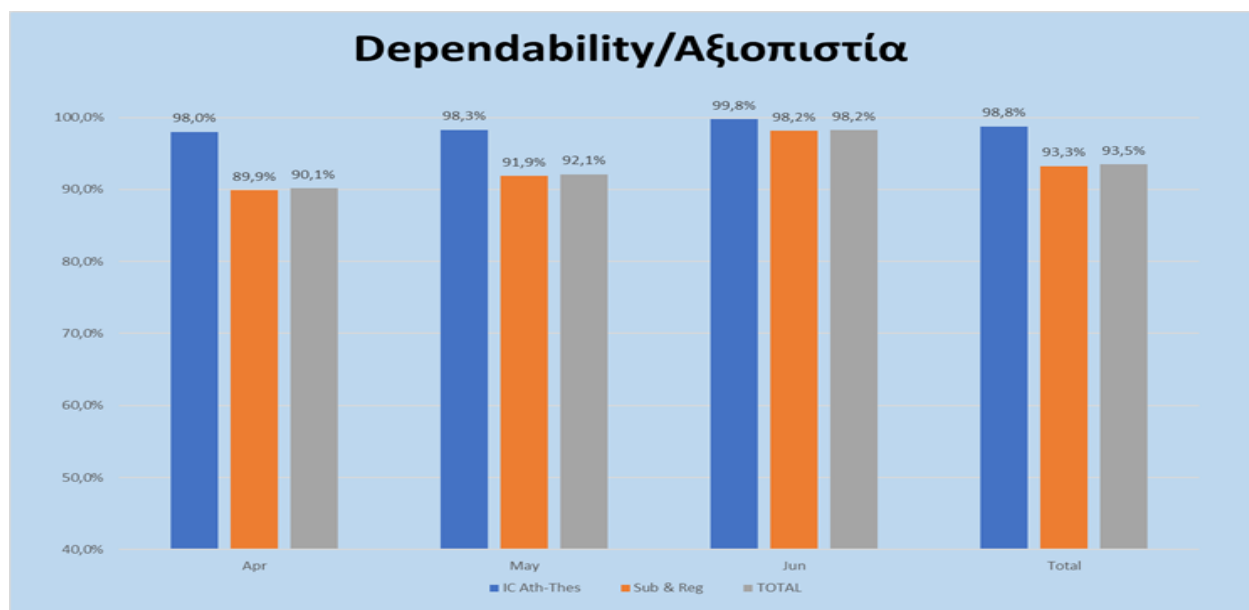
	January			February			March			A' Quarter		
	IC Ath-Thes	Non IC	TOTAL	IC Ath-Thes	Non IC	TOTAL	IC Ath-Thes	Non IC	TOTAL	IC Ath-Thes	Non IC	TOTAL
Programmed Events	310	9.182	9.492	280	8.276	8.556	310	9.194	9.504	900	26.652	27.552
Cancellations (Total)	12	840	852	0	410	410	6	441	447	18	1.691	1.709
Cancellations (Partial)	23	90	113	0	322	322	0	320	320	23	732	755
Αξιοπιστία - Dependability	92,4%	90,4%	90,4%	100,0%	93,1%	93,3%	98,1%	93,5%	93,6%	96,7%	92,3%	92,4%
Realised Events	275	8.252	8.527	280	7.544	7.824	304	8.433	8.737	859	24.229	25.088
Delays > 5 min	0	961	961	0	1.116	1.116	0	1.442	1.442	0	3.519	3.519
Delays > 15 min	72	10	82	103	6	109	162	16	178	337	32	369
Total Delays	72	971	1.043	103	1.122	1.225	162	1.458	1.620	337	3.551	3.888
Ακρίβεια - Punctuality	73,8%	88,2%	87,8%	63,2%	85,1%	84,3%	46,7%	82,7%	81,5%	60,8%	85,3%	84,5%





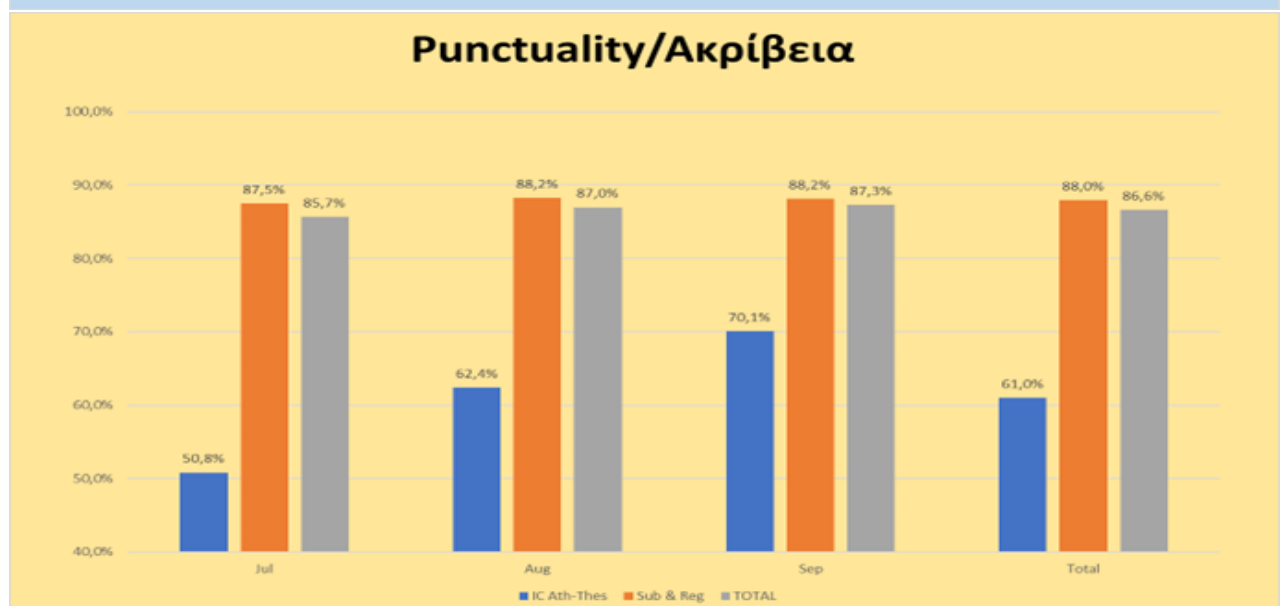
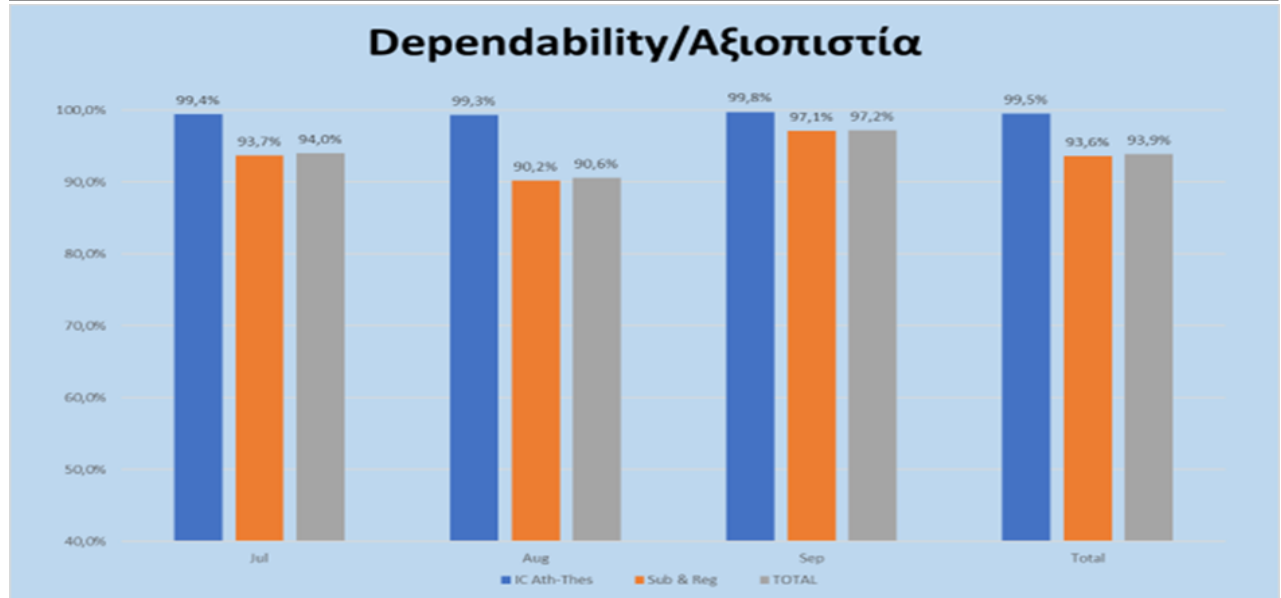
APRIL-JUNE 2022

	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	300	8.866	9.166	378	9.292	9.670	420	8.756	9.176	1.098	26.914	28.012
Cancellations (Total)	6	766	772	6	676	682	0	149	149	12	1.591	1.603
Cancellations (Partial)	0	262	262	1	162	163	2	22	24	3	446	449
Αξιοπιστία - Dependability	98,0%	89,9%	90,1%	98,3%	91,9%	92,1%	99,8%	98,2%	98,2%	98,8%	93,3%	93,5%
Realised Events	294	7.838	8.132	371	8.454	8.825	418	8.585	9.003	1.083	24.877	25.960
Delays > 5 min	0	1.049	1.049	0	799	799	0	953	953	0	2.801	2.801
Delays > 15 mln	90	12	102	53	10	63	139	37	176	282	59	341
Total Delays	90	1.061	1.151	53	809	862	139	990	1.129	282	2.860	3.142
Ακρίβεια - Punctuality	69,4%	86,5%	85,8%	85,7%	90,4%	90,2%	66,7%	88,5%	87,5%	74,0%	88,5%	87,9%



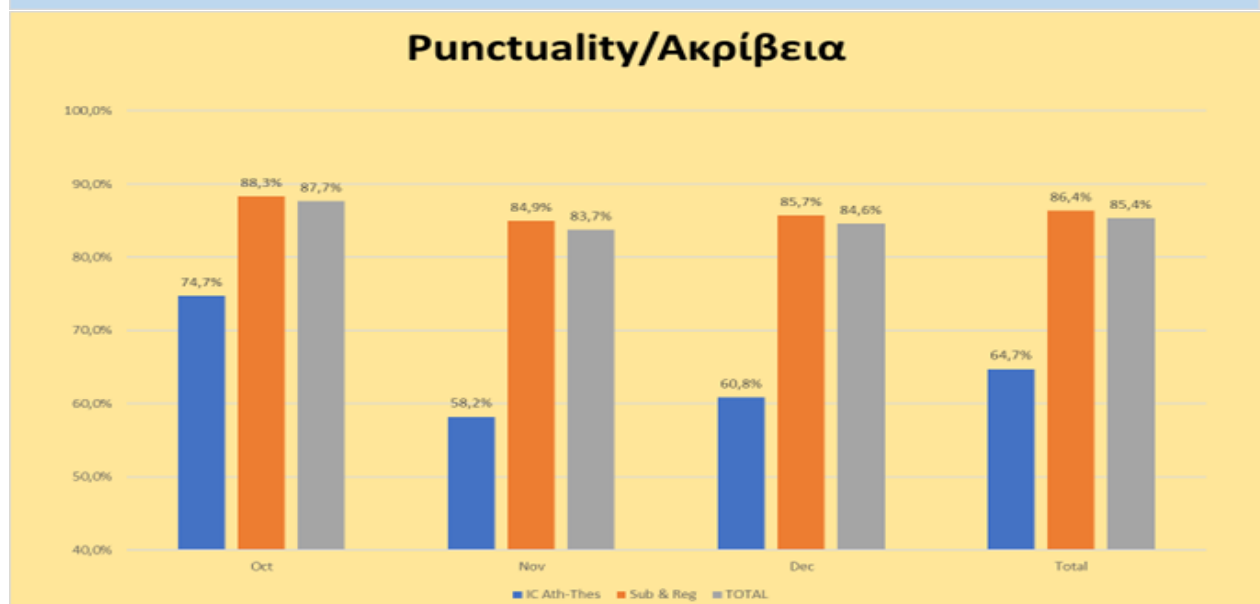
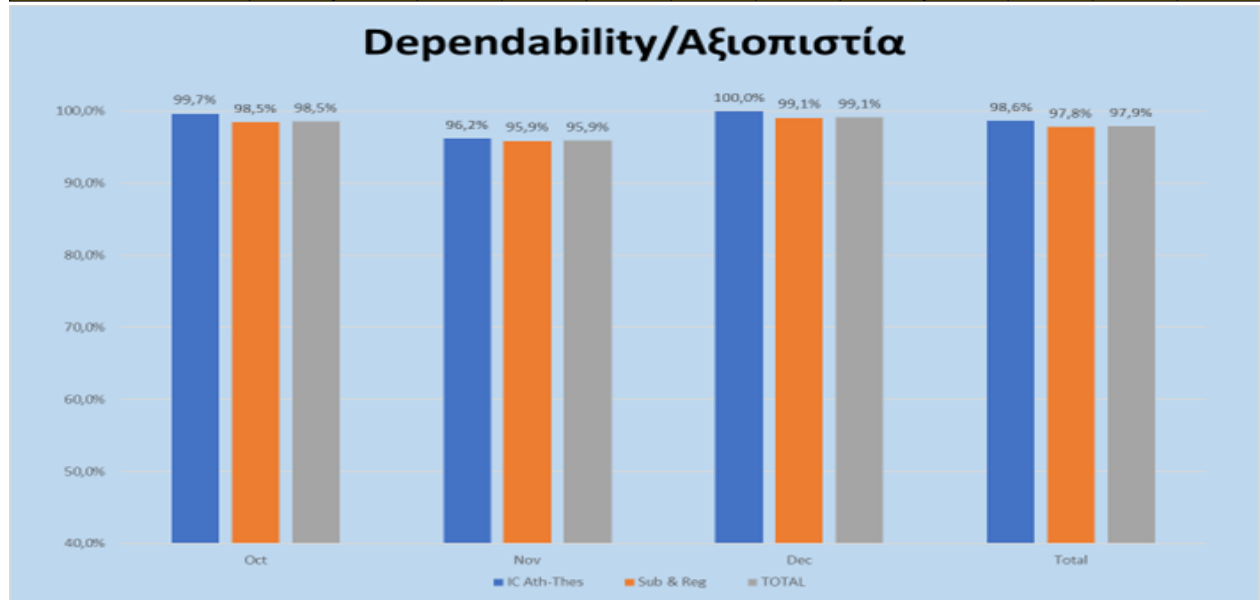
JULY - SEPTEMBER 2022

	July			Aug			Sep			3rd 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	434	8.946	9.380	434	9.174	9.608	420	8.755	9.175	1.288	26.875	28.163
Cancellations (Total)	2	538	540	0	877	877	0	217	217	2	1.632	1.634
Cancellations (Partial)	1	53	54	6	48	54	2	75	77	9	176	185
Αξιοπιστία - Dependability	99,4%	93,7%	94,0%	99,3%	90,2%	90,6%	99,8%	97,1%	97,2%	99,5%	93,6%	93,9%
Realised Events	431	8.355	8.786	428	8.249	8.677	418	8.463	8.881	1.277	25.067	26.344
Delays > 5 min	0	1.008	1.008	0	941	941	0	960	960	0	2.909	2.909
Delays > 15 min	212	39	251	161	30	191	125	42	167	498	111	609
Total Delays	212	1.047	1.259	161	971	1.132	125	1.002	1.127	498	3.020	3.518
Ακρίβεια - Punctuality	50,8%	87,5%	85,7%	62,4%	88,2%	87,0%	70,1%	88,2%	87,3%	61,0%	88,0%	86,6%



OCTOBER - DECEMBER 2022

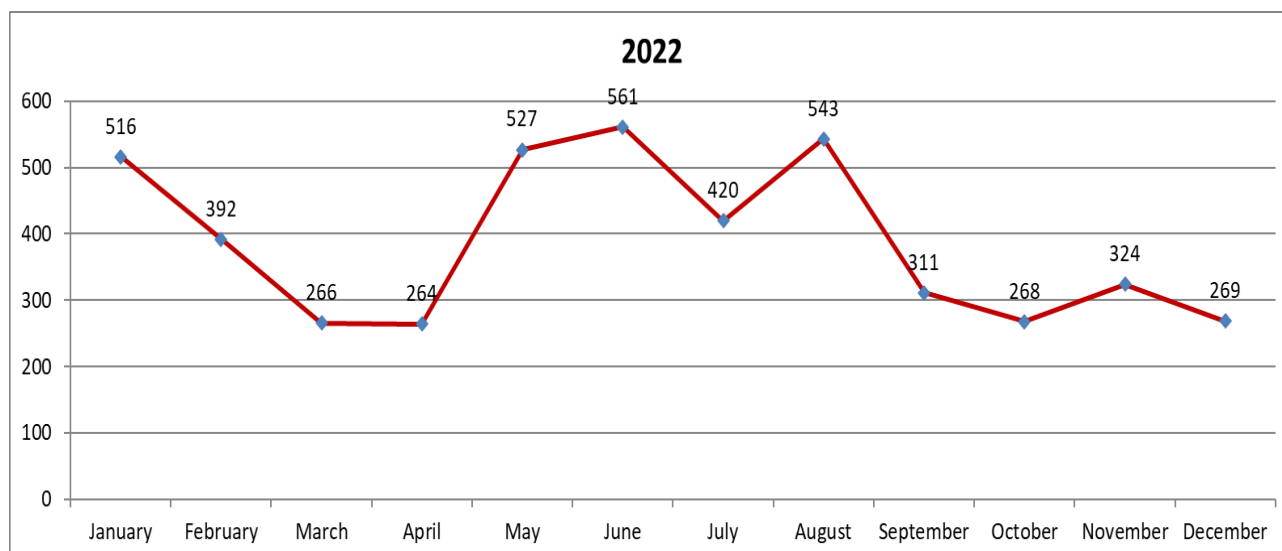
	October			November			December			4th Quarter		
	IC Ath-Thes	Non IC	TOTAL	IC Ath-Thes	Non IC	TOTAL	IC Ath-Thes	Non IC	TOTAL	IC Ath-Thes	Non IC	TOTAL
Programmed Events	434	9.008	9.442	420	8.834	9.254	434	9.115	9.549	1.288	26.957	28.245
Cancellations (Total)	0	110	110	14	328	342	0	53	53	14	491	505
Cancellations (Partial)	3	52	55	4	72	76	0	59	59	7	183	190
Αξιοπιστία - Dependability	99,7%	98,5%	98,5%	96,2%	95,9%	95,9%	100,0%	99,1%	99,1%	98,6%	97,8%	97,9%
Realised Events	431	8.846	9.277	402	8.434	8.836	434	9.003	9.437	1.267	26.283	27.550
Delays > 5 min	0	1.006	1.006	0	1.226	1.226	0	1.250	1.250	0	3.482	3.482
Delays > 15 min	109	27	136	168	44	212	170	34	204	447	105	552
Total Delays	109	1.033	1.142	168	1.270	1.438	170	1.284	1.454	447	3.587	4.034
Ακρίβεια - Punctuality	74,7%	88,3%	87,7%	58,2%	84,9%	83,7%	60,8%	85,7%	84,6%	64,7%	86,4%	85,4%



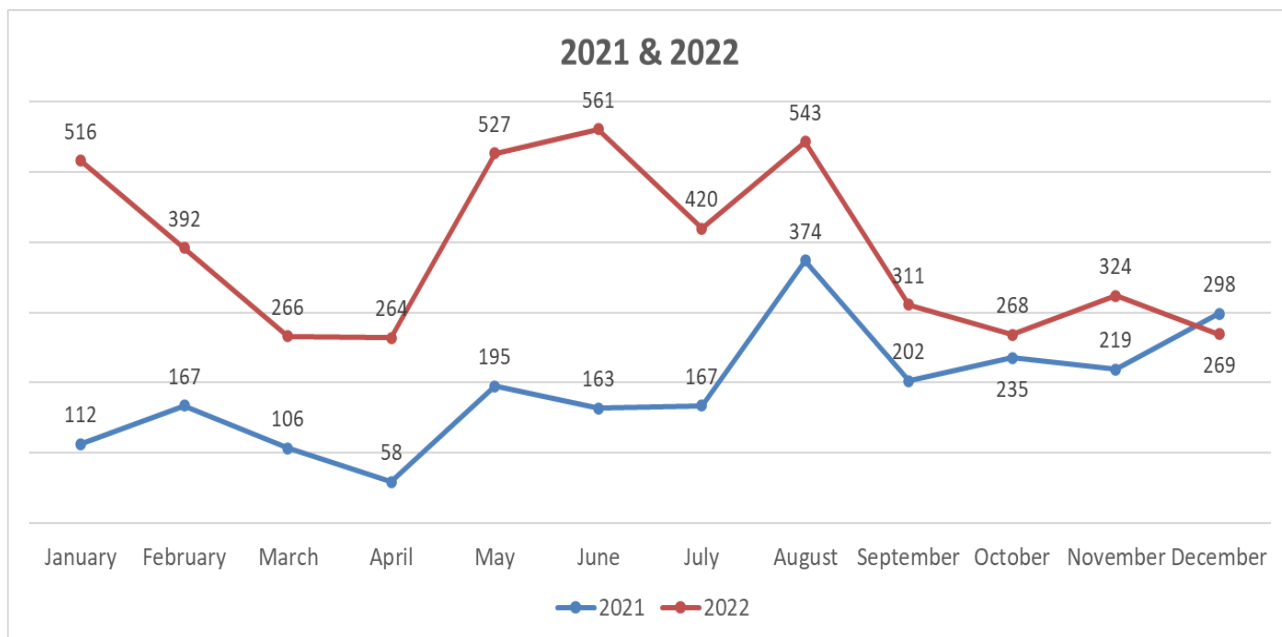
3.2 Customer complaints

COMPLAINTS – CLAIMS – PROPOSALS PER QUARTER 2022	
A QUARTER 2022	1174
B QUARTER 2022	1348
C QUARTER 2022	1273
D QUARTER 2022	866
TOTAL	4661

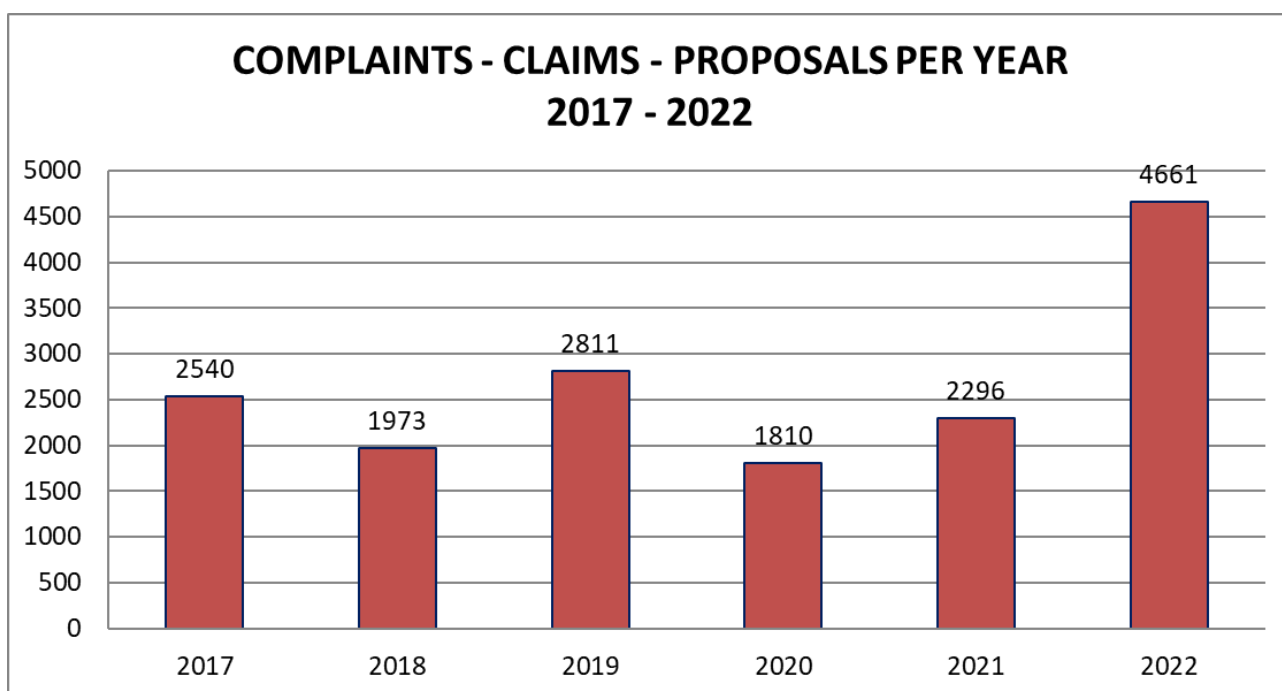
Complaints - proposals per Month



Comparison 2021 and 2022 per month complaints - proposals

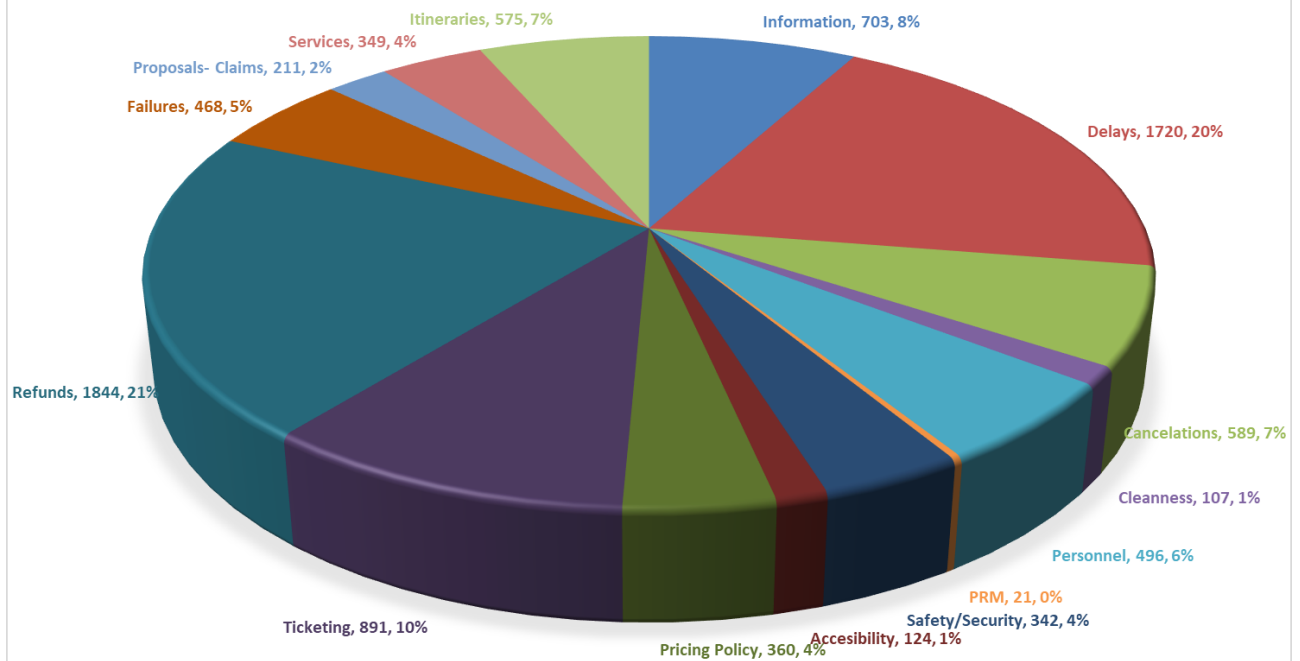


Years 2017-2022 evolution



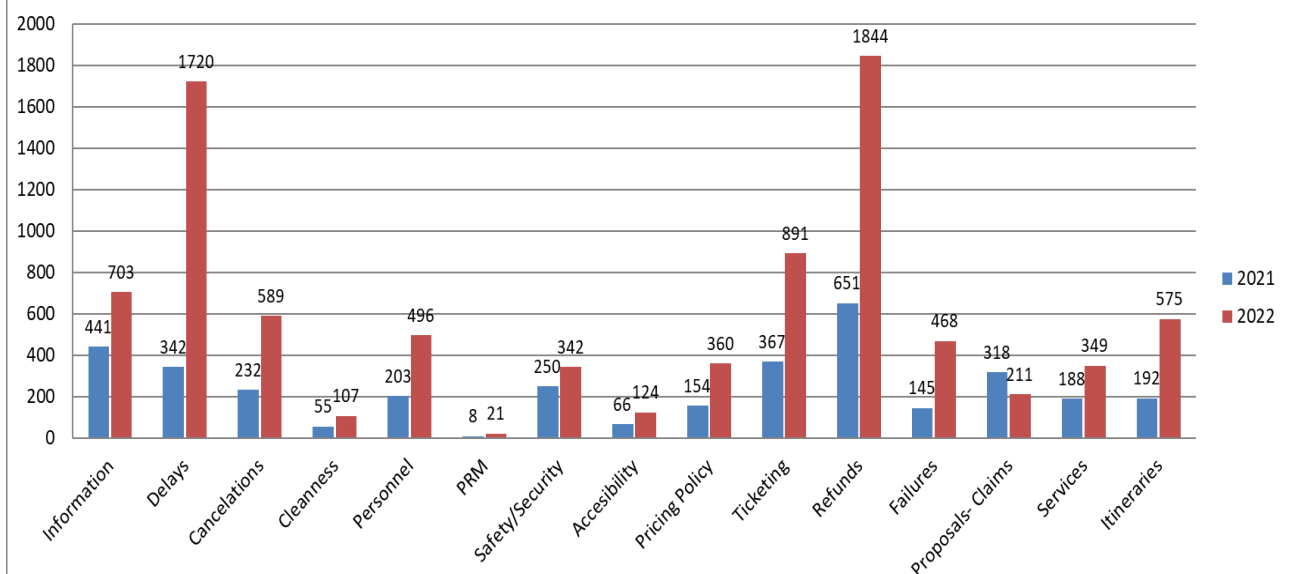
Analysis per category

CATEGORIES OF COMPLAINTS - REQUESTS - PROPOSALS 2022



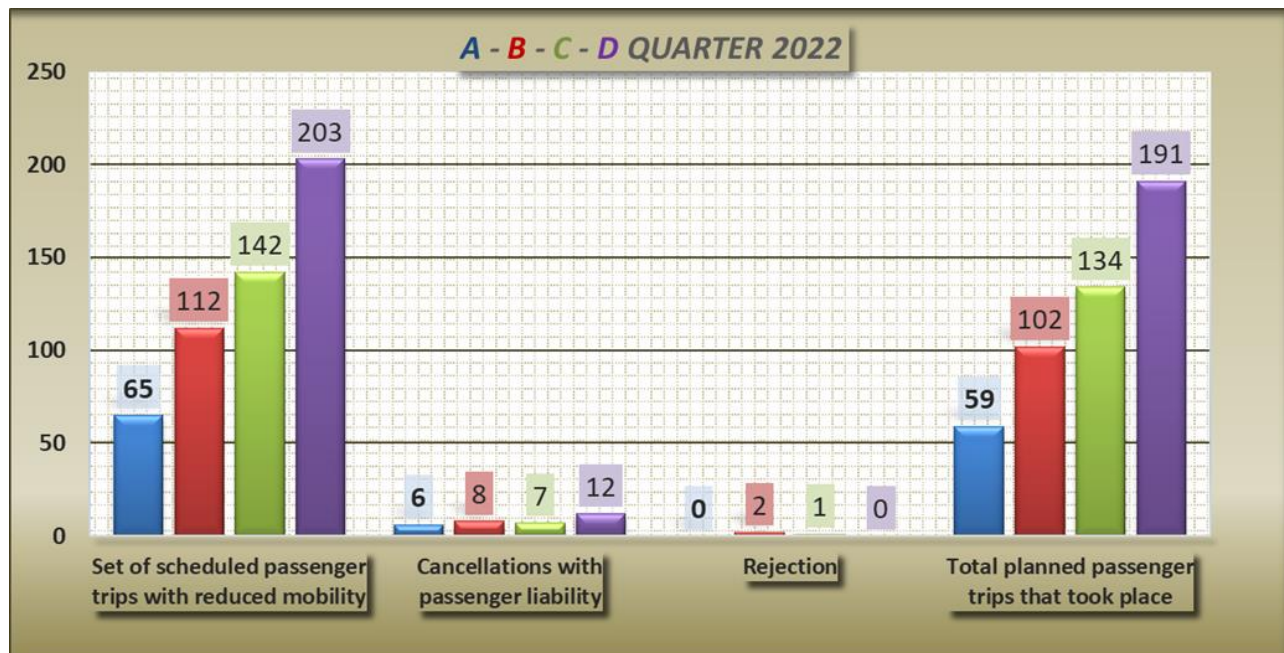
Analysis per category and comparison 2020-2022

CATEGORIES OF COMPLAINTS - CLAIMS - PROPOSALS 2021 & 2022

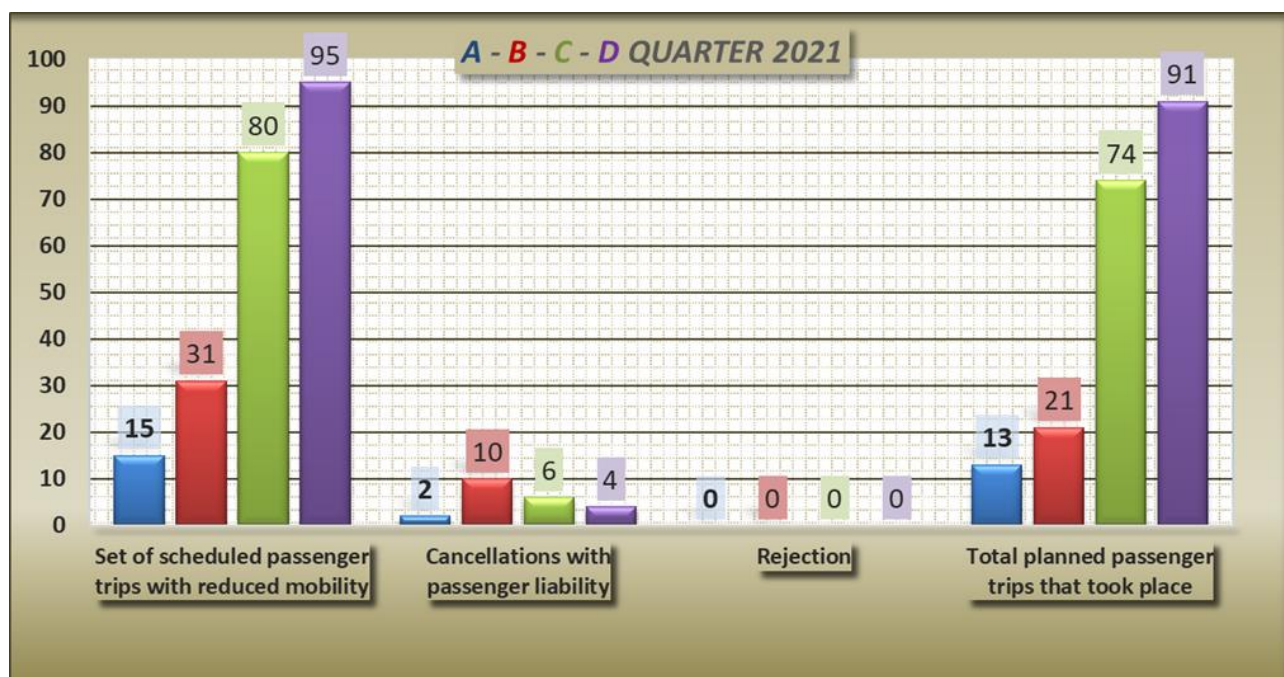


3.3 Planned transport of passengers with reduced mobility (PRM)

Per quarter 2022



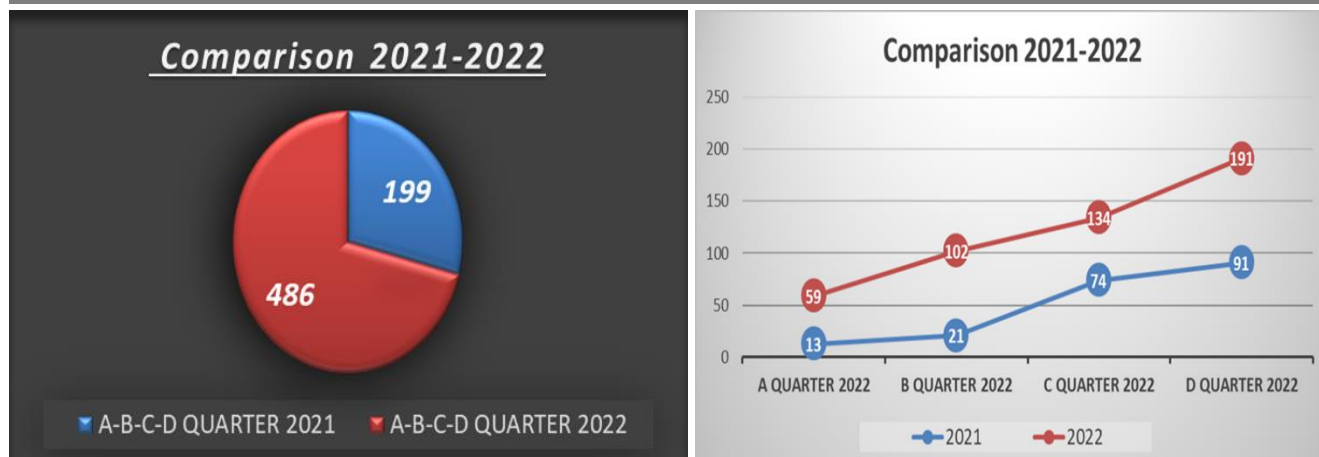
Per quarter 2021



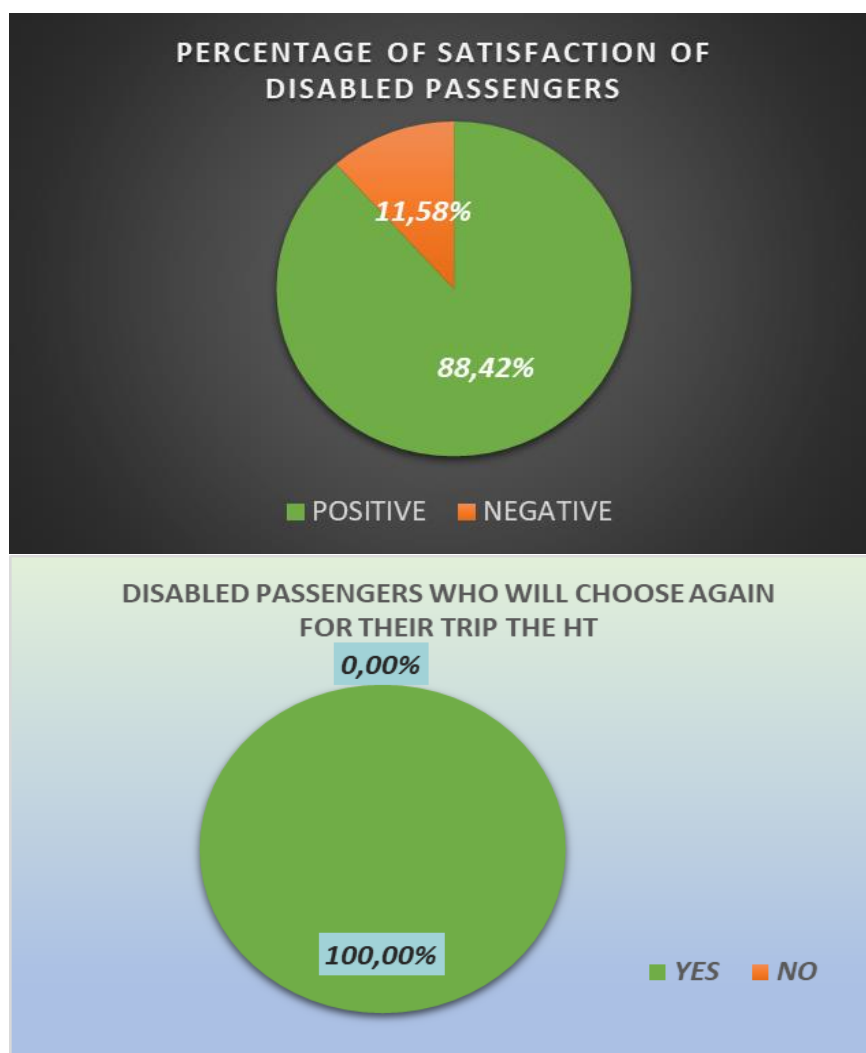
Comparison by year 2021-2022



Total planned passenger trips that took place



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 2022

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.

