

# OUR HISTORY<sup>1</sup>

## KEY MILESTONES

Carriage  
operator



Integrated mobility  
provider

### 2010

FPC was included in the Register of Natural Monopolies.

### 2012

FPC was awarded with the Company of the Year 2012 National Award by RosBusinessConsulting (RBC) information agency.

### 2014

Credit ratings were assigned to FPC by leading rating agencies.

2010 2011 2012 2013 2014

### 2011

FPC was officially admitted to the international Organisation for Cooperation of Railways (OSJD) and was made a member of the International Union of Railways (UIC).

### 2013

FPC was granted the observer status at the OSJD, enabling the representation of the Company's interests at meetings of OSJD's working bodies, which reinforced the Company's position in the international transport market.

<sup>1</sup> In December 2009, PC FPC was established; in November 2014, the name of PC FPC was changed to JSC FPC

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## 2015

FPC won the Best Loyalty Programme by a Transport Company category at the national loyalty marketing competition, Loyalty Awards Russia 2015.

A double-decker train seating 1,320 from Moscow to Voronezh was introduced into the Russian Book of Records as “the year-round scheduled long-distance train with the most passenger seats”.

## 2016

FPC won the Best Employer for Young People 2016 award in the Reliable Partnerships category.

The Year of the Passenger Programme was successfully implemented: in 2016, FPC reversed its declining passenger rates for the first time in five years, achieving a growth of 4%.

## 2018

FPC won an award for promoting corporate volunteering, granted by the Volunteer Centres Association at the International Volunteer Forum.

FPC successfully passed a QMS inspection for compliance with GOST R ISO 9001-2015 (Quality Management Systems – Requirements).

2015 2016 2017 2018 2019

## 2017

FPC won the Moscow government’s Best Employer for Young People 2017 award for Efficient Fulfilment of Student Team Potential.

## 2019

The corporate quality management system of FPC JSC has been successfully certified for compliance with the requirements of the international standard ISO 9001:2015 “Quality management Systems. Requirements”.

## STATE AND RESTRUCTURING

### 2010

Restructuring of long-distance rail passenger services was completed under Stage III of the Railway Restructuring Programme.

### 2012

Cooperative agreements were signed with the governments of the Republic of Karelia, the Komi Republic, and the Republic of Ingushetia.

2010 2011 2012 2013 2014

### 2011

Regulatory and legal framework for calculating revenue shortfall was finalised.

### 2013

The Plan to Develop and Implement a Mechanism for Long-Term Subsidising of Long-Distance Rail Passenger Transport was approved by instruction of the Russian Deputy Prime Minister Arkady Dvorkovich.

### 2014

Third-class open sleeping and fourth-class seating carriage fares were reduced following a resolution by the Federal Tariff Service (FTS of Russia).

In accordance with Resolutions of the Russian Government No. 1223 dated 19 November 2014 and No. 1044 dated 11 October 2014, FPC was entitled to subsidies covering part of its interest expenses under loans granted to purchase rolling stock (double-decker carriages) and included as a beneficiary of the Programme to Support Investment Projects in Russia Based on Project Financing Arrangements.

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## 2015

The Russian Government resolved to reduce the VAT rate from 18% to 10% for long-distance rail passenger services between 1 January 2016 and 31 December 2017.

## 2016

The Federal Antimonopoly Service (FAS) of Russia agreed to reduce infrastructure tariffs for higher-speed trains travelling at 91 to 140 km/h.

## 2018

A federal law allowing carriers to sell non-refundable tickets was adopted on 18 April 2018 with effect from 1 January 2019.

## 2017

The VAT rate applicable to long-distance rail passenger services was reduced from 10% to 0% until 2030.

## 2019

Resolution of the Russian Government No. 545 dated 30 April 2019 permitted travelling with newborns on long-distance trains upon presentation of a medical birth certificate.

Ticket offices, including those of commuter companies, self-service ticket machines, and the Russian Railways website were equipped with cash registers supporting cash and card payments. Payment receipts, along with their fiscal data, can now be uploaded to the customers' accounts at [pass.rzd.ru](http://pass.rzd.ru).

Arrangements to launch ticket sales for multimodal routes with destinations in the Kursk Region were timely completed. Tickets issued by Unified Transport Directorate Autonomous Nonprofit Organisation (main service provider) can now be purchased at FPC's ticket offices and via the Russian Railways website as part of single multimodal tickets connecting rail passenger services with bus services across the Kursk Region.

## BUSINESS DEVELOPMENT

### 2009

In December 2009, FPC was established.

### 2010

FPC commenced independent operations.

### 2011

Online registration was made available on all FPC's domestic trains.

The Russian Railways website was modified to enable mobile sales of e-tickets for FPC's trains.

A controlling share of LLC RZD Travel was acquired to expand FPC's presence in the rail tourism market.

### 2013

A double-decker train was launched on the Moscow-Adler route.

A co-branded card was launched with Bank VTB 24 (PJSC).

A unified maintenance facility for double-decker rolling stock was launched at the Mineralnye Vody depot.

The procedure for e-ticket purchases and cancellations was simplified, and the English version of the website for ticket purchase was launched.

The High-Speed Traffic Improvement Programme was implemented.

### 2015

The high-speed Strizh train made up of Talgo carriages was launched on the Moscow-Nizhny Novgorod route.

A double-decker train made up of carriages with seats was launched between Moscow and Voronezh.

Sales of e-tickets for multimodal routes were launched.

The Cost Optimisation Programme was implemented, bringing RUB 15.7 billion in savings.

2010 2011 2012 2013 2014 2015 2016

### 2012

The draft Development Strategy of JSC FPC to 2030 was prepared.

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### 2014

A pilot project on multimodal transport was implemented (Moscow-Valuyki).

FPC fully adopted technology for transporting baggage in a dedicated compartment.

Lastochka electric trains were launched.

The Cost Optimisation Programme was implemented, bringing RUB 15 billion in savings. Total effect in 2010-2014 reached RUB 39 billion.

### 2016

The new international Strizh train embarked on its first passenger journey from Moscow to Berlin with a travel time of 20 hours – a 4.5-hour reduction.

Booking pattern dates for domestic trains were increased to 60 days.

Trains to resort destinations were accelerated.

Passengers were provided with the option to use bank cards to pay for goods purchased on board all FPC trains.

Shower rooms were made available on 93 trains operated by FPC.

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## 2017

The draft Development Strategy of JSC FPC to 2030 was prepared.

Over 3 million customers registered to the RZD Bonus Loyalty Programme of RZD Holding.

Booking pattern dates for domestic trains were increased to 90 days.

The Russian Railways website launched sales of e-tickets for wheelchair users and their accompanying persons.

Sales of e-tickets for trains going to and from the Kaliningrad Region via Lithuania were launched on the Russian Railways website.

During the FIFA Confederations Cup 2017, 42 additional trains for 262 journeys were added to the schedule.

Free transport totalling 33% of all passenger seating was provided for 52,900 football fans, and additional stops were introduced at Vladimir and Tver.

FPC conducted its first Net Promoter Score (NPS) survey, with an overall score registered at 4.1 on a five-point scale.

## 2018

Passenger km and the number of passengers carried increased by 6% and 8%, respectively, in 2018 – the largest year-on-year increases in FPC's history.

A record-high number of passenger carriage replacements and upgrades was conducted (70% increase year-on-year).

Over 4 million customers registered with the RZD Bonus Loyalty Programme of RZD Holding (35% increase year-on-year).

Further progress was made on new online passenger services such as electronic queue management at railway stations, refund notifications through a customer's account on the Russian Railways website, e-ticket booking for subsidised categories of passengers on presenting coupons from the Social Insurance Fund.

The Russian Railways website was modified to enable the sale of electronic carriage documents for baggage, pets, and hand luggage on FPC's trains.

During the 2018 FIFA World Cup Russia, free transport was provided for 318,900 football fans, with 734 journeys run by free trains across 31 routes.

## 2019

JSC FPC's Development Strategy until 2030 was approved.

A long-term agreement was signed with JSC Railwaycar Building Works Tver (TVZ) for passenger carriage design, manufacture, testing, certification and delivery until 2025.

New-design single-decker twin unit carriages of the 2019 batch were put in operation; the new design provides for semi-automated customer service on board.

An option to reissue an e-ticket via the Russian Railways website was introduced. Over 30,000 e-tickets were reissued.

An option to purchase tickets for FPC's second-class sleeping carriages and carriages with seats at non-refundable fares was introduced.

An option to cancel e-tickets with online registration via the Russian Railways website less than an hour before the train departs from the point of origin and to claim a refund online was introduced.

Booking windows for certain domestic long-distance trains were extended to 120 days.

Dynamic pricing and marketing initiatives aimed to boost passenger traffic were for the first time extended to international services within and beyond the CIS and Baltic states.

An open-ended campaign to celebrate the 75th anniversary of the Great Victory in the Great Patriotic War was launched to offer free travel to the Great Patriotic War veterans, including disabled veterans, and persons attending the veterans. In 2019, 4,388 free tickets were issued to the Great Patriotic War veterans and persons attending them.

Passengers can benefit from a new single-window lost property service.

A new service was launched whereby passengers may order food delivery from city restaurants to the train.

2017 2018 2019