

As per Rospotrebnadzor's recommendations, disinfection procedures on trains were stepped from 23 January 2020: after each trip, all surfaces in the carriages are now decontaminated. Door handles, tables, internal walls and other high-touch surfaces are disinfected with particular care. Disinfectants active against coronaviruses are used.

After each disinfection carried out at an originating or turnaround station, carriage attendants or outsourcing contractor employees clean all spaces within the carriages. Following the carriage cleaning, all cleaning equipment and wiping cloths are sanitised by immersing in a disinfectant solution, rinsed and dried.

During journeys, disinfectant cleaning agents are used for routine carriage cleaning. At least four times a day, all door handles within each carriage are wiped with a disinfectant solution, and all toilets, as well as floors and lower wall surfaces up to 1.5 m in toilet facilities are cleaned with disinfectant cleaning agents with the same frequency. Following each cleaning, carriage attendants treat their hands with skin antiseptics.

ENHANCING MEAL QUALITY

ON-BOARD CATERING

In 2019, we continued to successfully grow our on-board catering service. Meals may be pre-ordered when purchasing a ticket at a ticket office or online, or ordered directly from a carriage attendant during the journey.

CATERING FOR ORGANISED GROUPS OF CHILDREN

To improve customer service for organised groups of children and simplify the meal ordering process for them, in July 2019, we provided children group leaders with an option to order Sanitary Rules-compliant catering services for their groups when purchasing their tickets.

FOOD DELIVERY TO A CARRIAGE DOOR

In mid-December 2019, the Company launched a new service whereby passengers can order door-to-door food and add-on items delivery from restaurants located in cities where FPC's trains have stops on their journeys.

Towards the end of December, passengers were already using the Russian Railways official website to order door-to-door food deliveries from Papa John's, the first restaurant to join the service, to trains departing from four railway stations in Moscow (Leningradsky, Kursky, Yaroslavsky and Kazansky).

~210

'000 PASSENGERS

USE THE SERVICE "ON-BOARD CATERING"

>27

'000 MEALS

WERE PROVIDED IN 2019¹

¹ Meals were provided to 6,500 pre-school and primary-school passengers.