

KEY OBJECTIVES FOR 2020

FPC's Key Objectives for 2020:

1

Consolidating the Company's position in the passenger services market through route network expansion, offering a new level of customer service, significantly expanding the range of services, rolling stock upgrades, and passenger infrastructure upgrades and modernisation

2

Implementing the initiatives outlined in JSC FPC's Development Strategy until 2030. The key initiatives of the Strategy to be implemented in 2020: design together with Russian Railways of a feasibility study for launching and accelerating Centre-South trains, expansion of the double-decker service footprint, launches of new higher-speed trains, improving the competitiveness of the existing product line and rolling stock replacement under a long-term contract for rolling stock procurement from TVZ

3

Ensuring sustainable transportation services

4

Building digital capabilities and active deployment of digital technologies to enhance the efficiency of internal processes, improve services and make customer management models more adaptable

5

Design and implementation of integrated marketing projects to develop new offerings in the passenger services market

