



MESSAGE

from the Shareholder Representative

Dear partners and colleagues,

JSC Federal Passenger Company is consistently implementing measures to maintain and improve transport connectivity, attract additional passenger traffic and stimulate demand for carriage of passengers.

For the Company, improving passenger comfort and extending the range of services available is an ongoing focus. The tourism segment has received a strong impetus and the regular train route network is being improved.

Marketing initiatives aimed at reducing fares were successfully implemented during the year, enabling passengers to purchase tickets at discounts of up to 50%. An analysis of the key customer loyalty and satisfaction indices of JSC FPC confirms the effectiveness of such measures. We are grateful to passengers for the positive assessment of our activities.

I would like to thank all the employees of JSC FPC for their work and express my confidence that together we will achieve our goals and effectively develop the system of passenger transportation for the benefit of our passengers, ensuring the social and economic stability of the state and increasing the reliability of the country's transport framework. I am convinced that working together in a coordinated and responsible manner is the key to success.

Shareholder Representative

In 2021, long-distance rail passenger services were on the path to sustainable recovery: the passenger traffic of JSC FPC increased by 37.6% year-on-year. Working in the context of a coronavirus pandemic has demonstrated the ability of JSC FPC team to quickly re-engineer business processes to cope with dynamic market changes.
