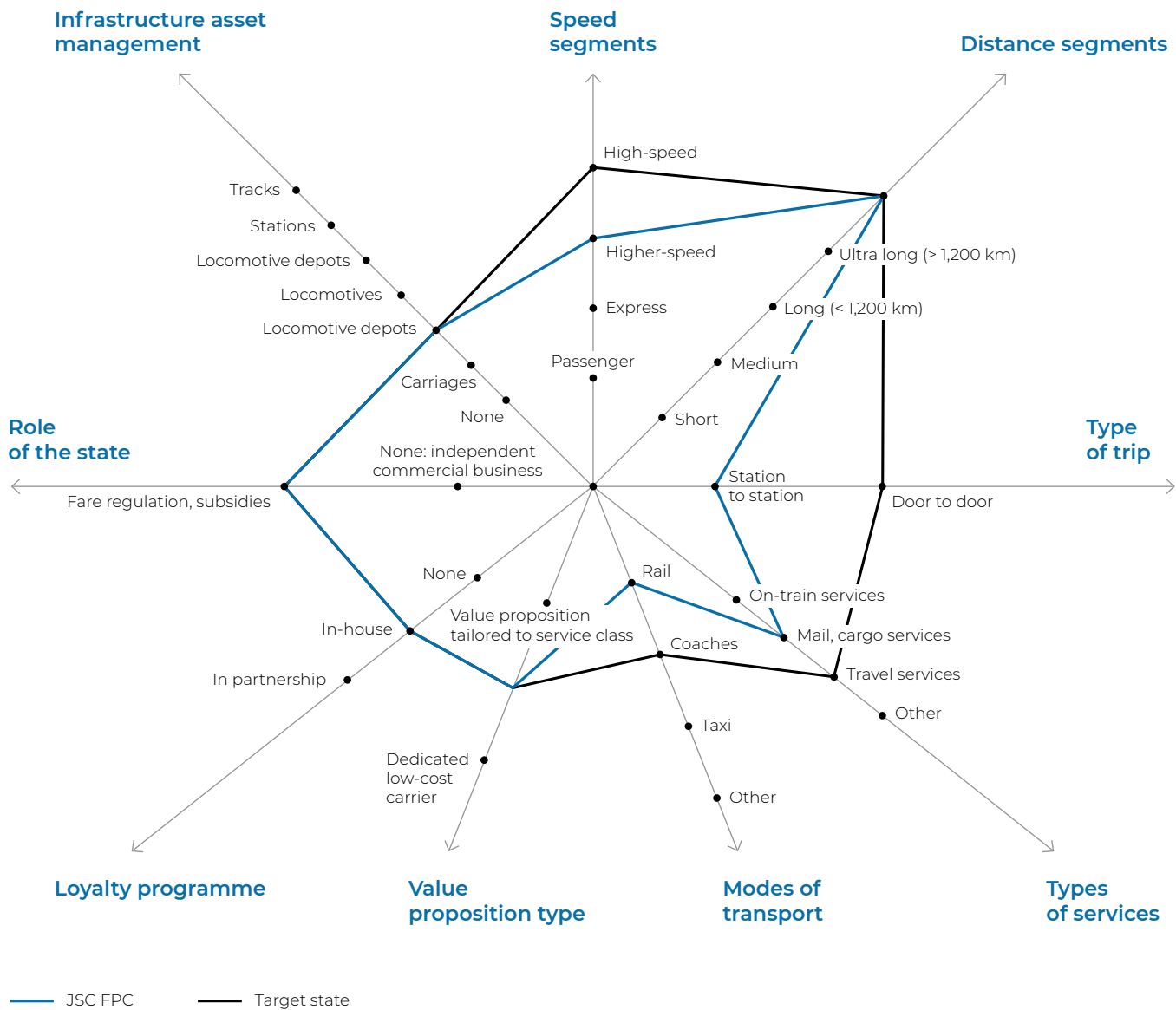


The following was accomplished in 2021:

- A cloud-based passenger identification and service system has been introduced
- An unaccompanied pet carriage service was made available
- Parcel transportation on trains has been increased
- April 2021 saw the launch of the national project Tourism and Hospitality Industry, which implies a doubling

of domestic tourist traffic by 2030. The Company has been actively involved in the development of railway tourism — about 81 thousand passengers were carried. Sochi, Zhemchuzhina Kavkaza (Pearl of the Caucasus) and Baikalskaya Skazka (Baikal Fairy Tale) are striking examples of tourist trains.

## TARGET BUSINESS MODEL<sup>1</sup>



<sup>1</sup> Draft target business model outlined for FPC in the Parent Company's Long-Term Development Programme until 2025. Elements may be adjusted.