



Passenger Transport Service Quality Performance Report

2023



1 INTRODUCTION

HELLENIC TRAIN¹ is committed to achieving the satisfaction of its passengers and to fully meeting the requirements of legislation, regulations, and quality standards as well as the needs and expectations of its customers.

Our goals are:

- ✓ the satisfaction of our customers, including the meeting of the legal and technical requirements related to our activities
- ✓ raising staff awareness of understanding and meeting customer requirements and needs
- ✓ the careful selection and assessment of our partners according to the above criteria
- ✓ the reduction of failures and omissions
- ✓ the continuous improvement of our passengers' services as well as the effectiveness of the quality control system of the provided services

The generic objective is "up to 70% and improvement".

HELLENIC TRAIN uses Customer Satisfaction Surveys performed by specialized company on a quarterly basis to assess the service quality and the perception of its passengers. We measure the achievement levels, and we analyze the results to identify any weakness points. In addition, we use mystery shopping surveys and direct measurements to determine the causes of the weakness points and initiate corrective actions to improve the quality of our services.

The above system has been developed and implemented according to the European Norm EN 13816 "Transportation - Logistics and services - Public passenger transport; Service quality definition, targeting and measurement". The system conformance to the requirements is certified by the Certification Body TUV Nord. HELLENIC TRAIN has considered the requirements of the Regulation No 782/2021 on rail passengers' rights and obligations.

¹ **Note:**

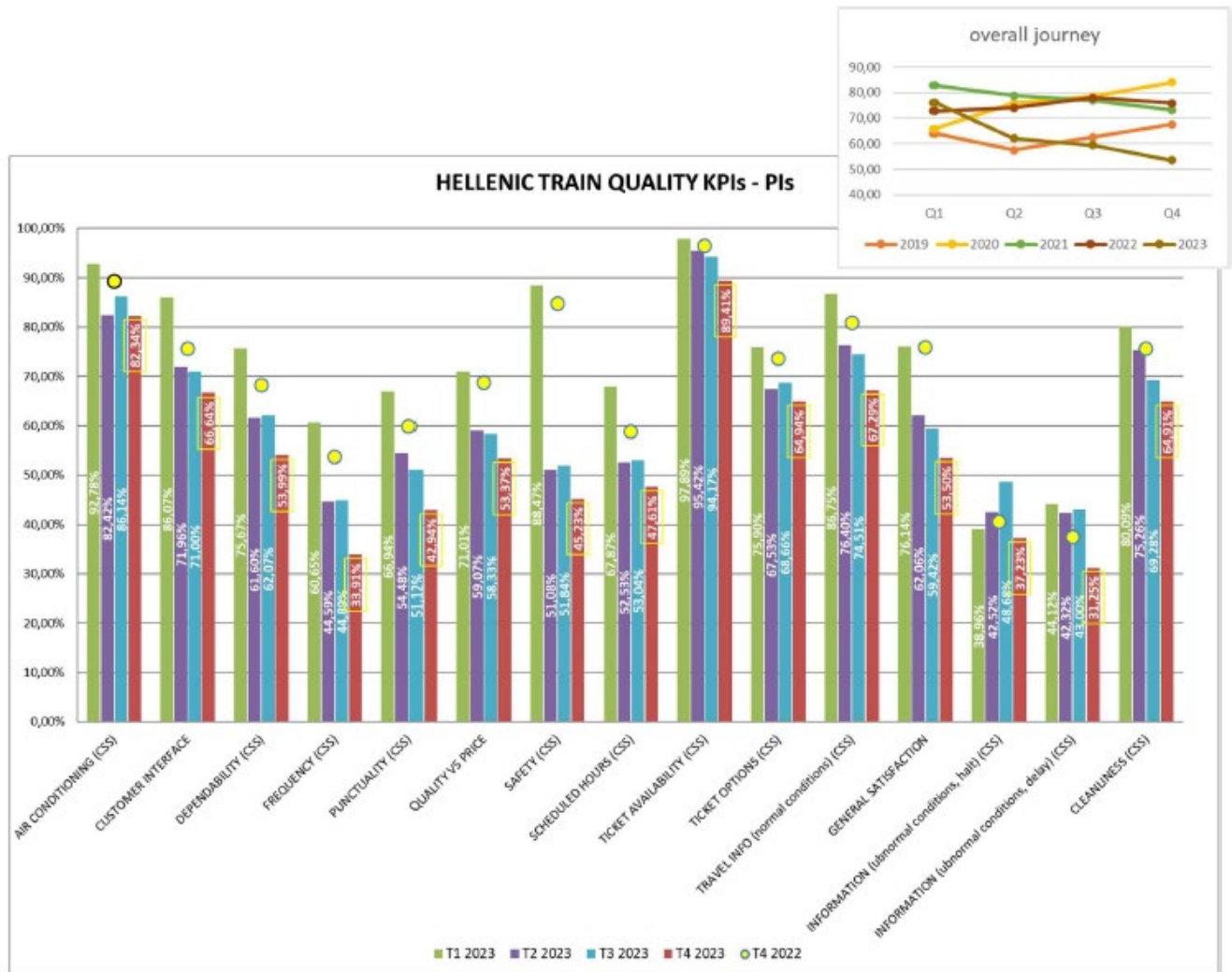
From 01/07/2022 onwards, Company's corporate name (i.e. the company with the ex corporate name "TRAINOSE TRANSPORT - PASSENGER AND FREIGHT TRANSPORT SERVICES RAILWAY S.A." and with the ex distinctive title "TRAINOSE S.A."), is being changed and, in particular is in force the following new name: Corporate name: "HELLENIC TRAIN- RAILWAY COMPANY SOCIETE ANONYME". Distinctive title: "HELLENIC TRAIN S.A.".

continuous improvement is our priority

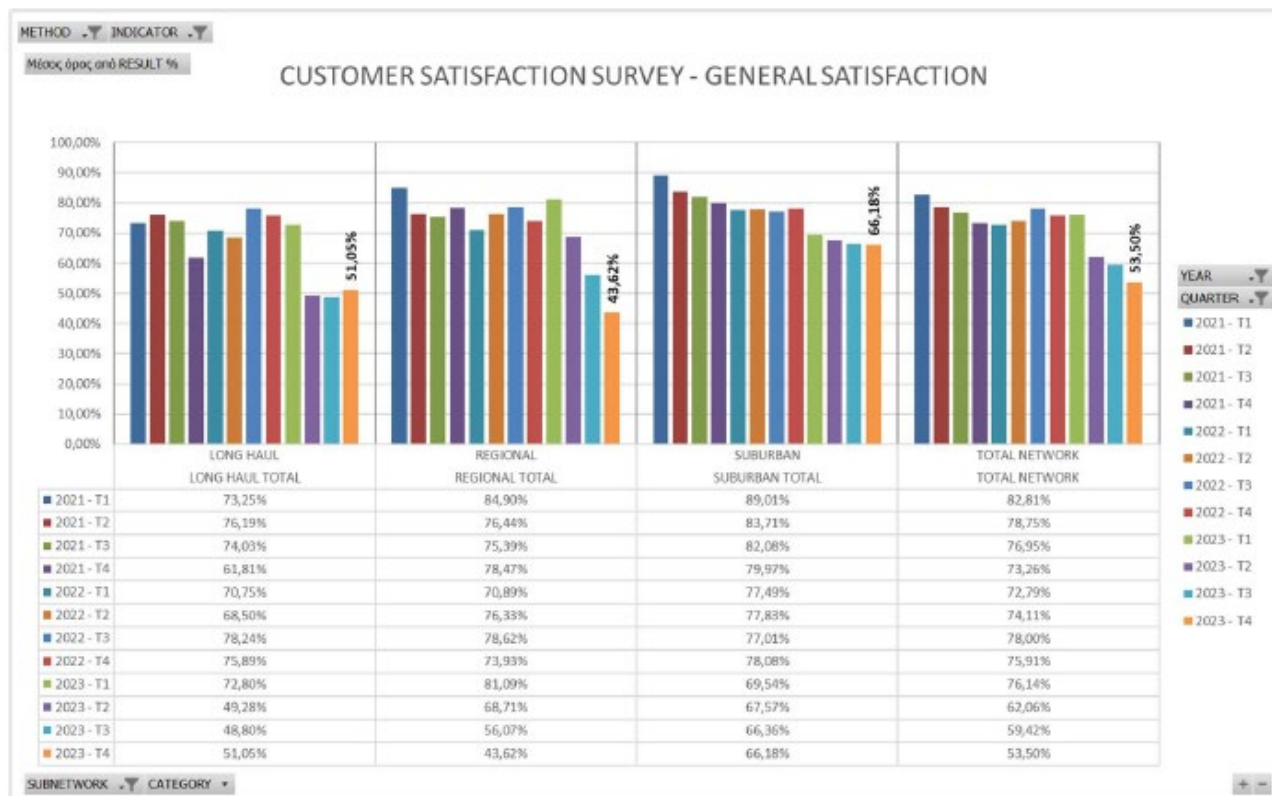
The **Key Performance Indicators** measured are the followings:

HELLENIC TRAIN INDICATORS	EN 13816 clause
Frequency	1.3
Dependability	1.5
Ticketing availability - ticket offices - web site	2.3
Travel info / normal conditions - on vehicle - ticket offices - call center - web site	3.2
Punctuality	4.2
Customer interface - handling customer concerns and complaints (response time on customer complaints)	5.2
Staff / Customer care / Interfaces - ticket offices - vehicles - call Centre - web site	5.3
Assistance to people needing help	5.4
Cleanliness Air conditioning	6.4
Safety / security perception on vehicle	7.
Energy	8.2

2 2023 Customer Satisfaction Surveys (CSS) results



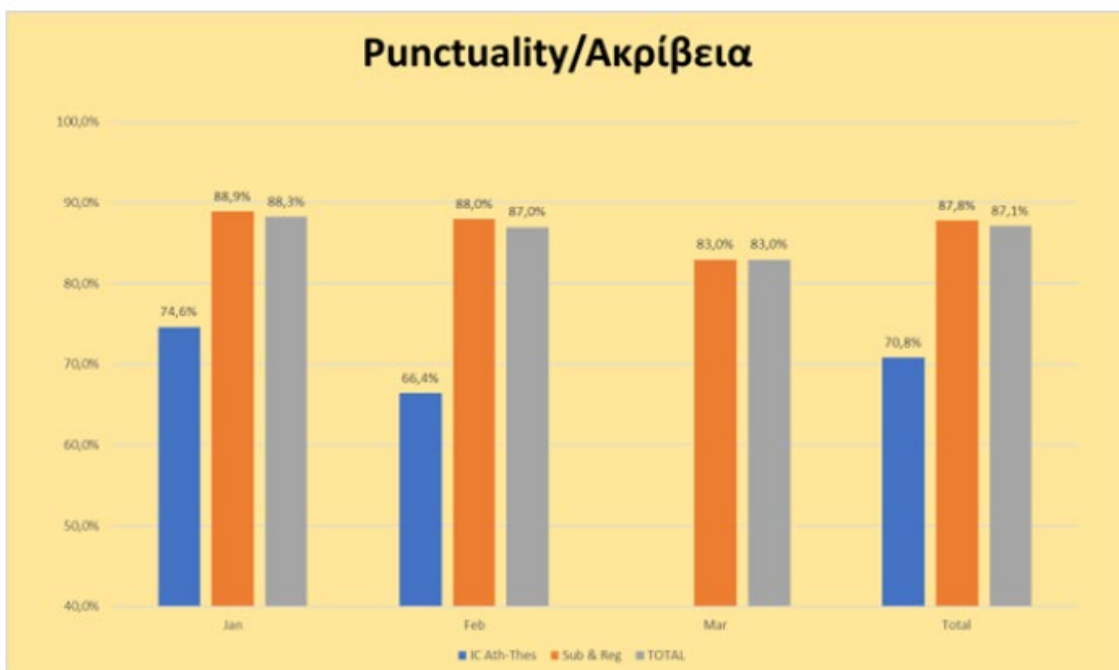
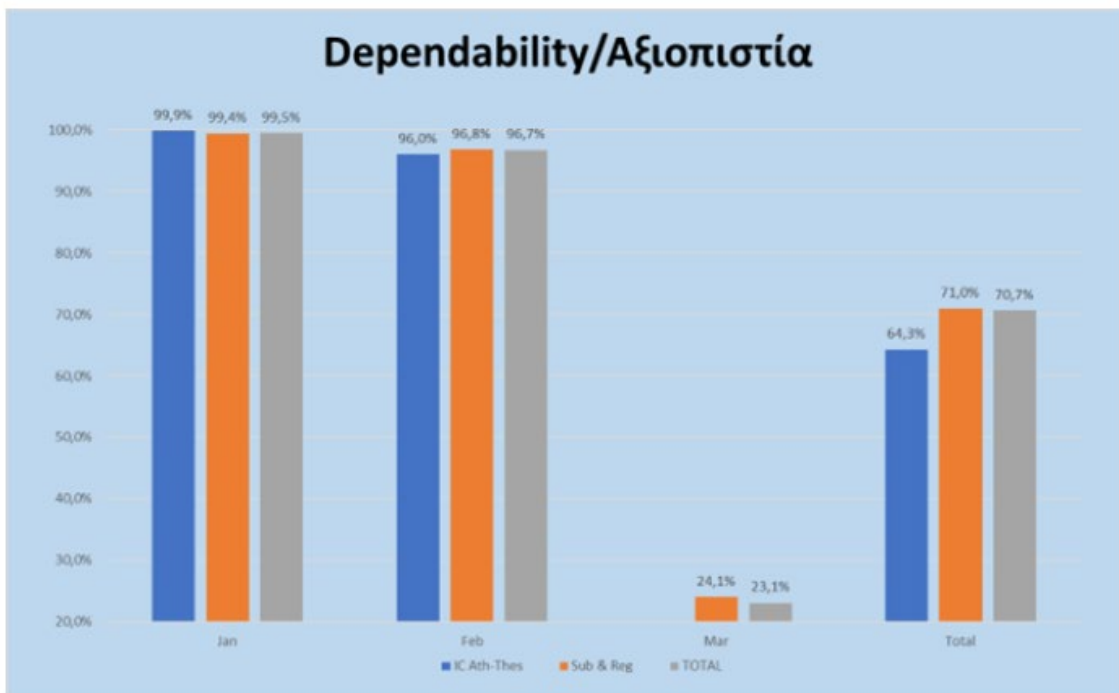
continuous improvement is our priority



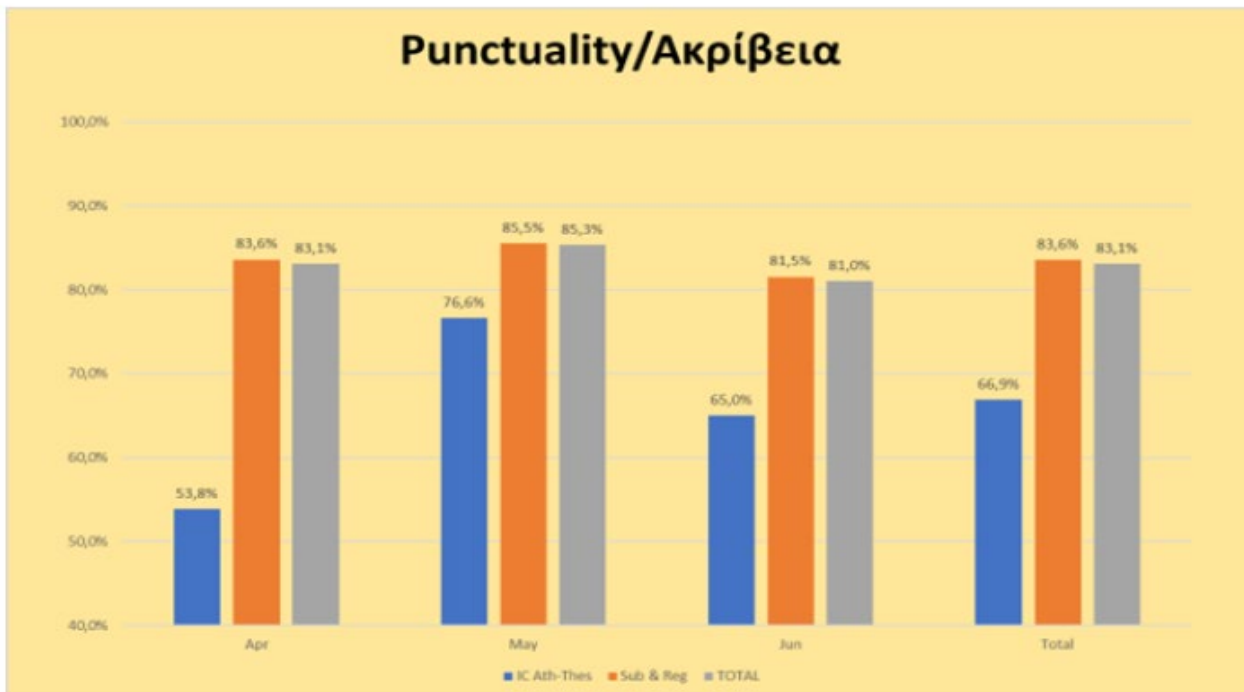
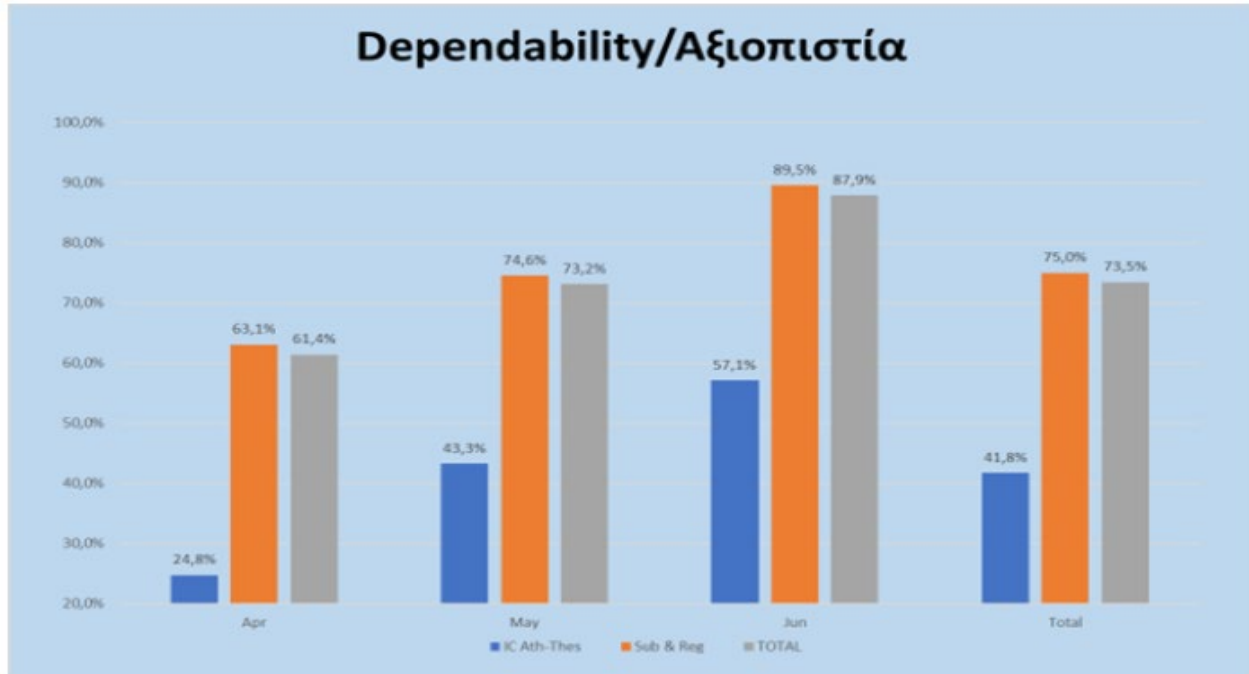
3 2023 Direct Performance Measures (DPM) results

3.1 Dependability - Punctuality

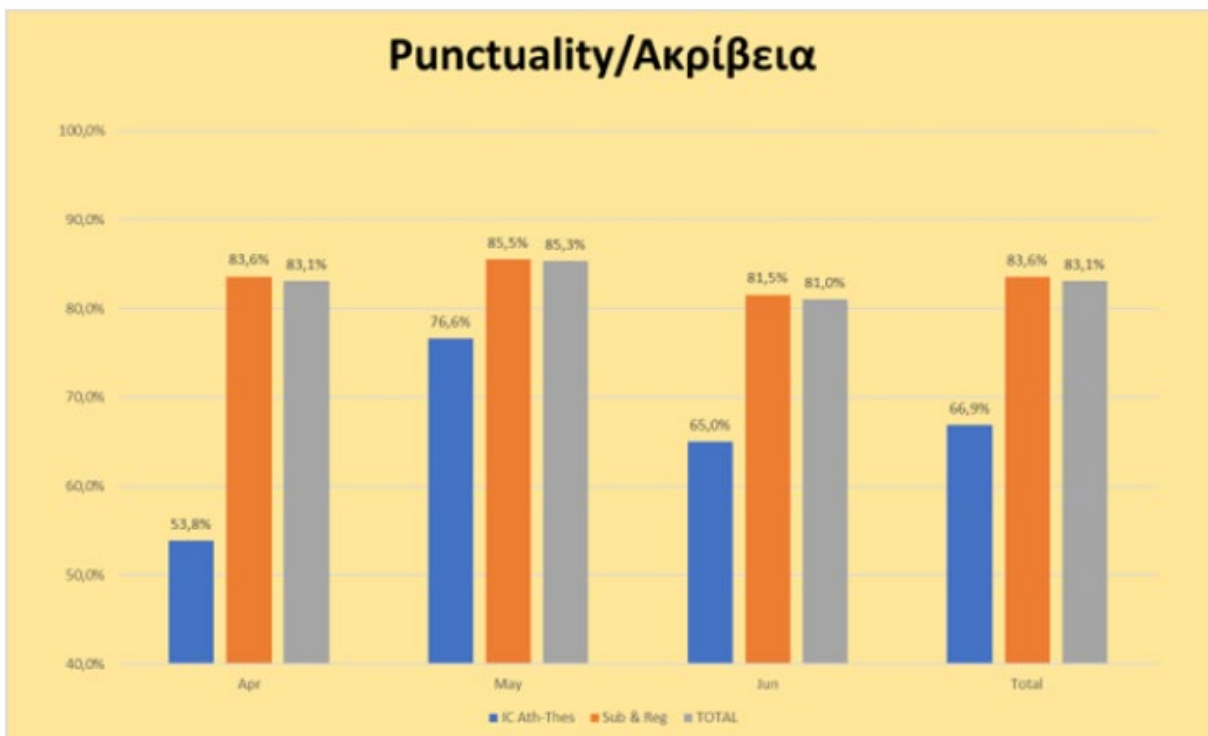
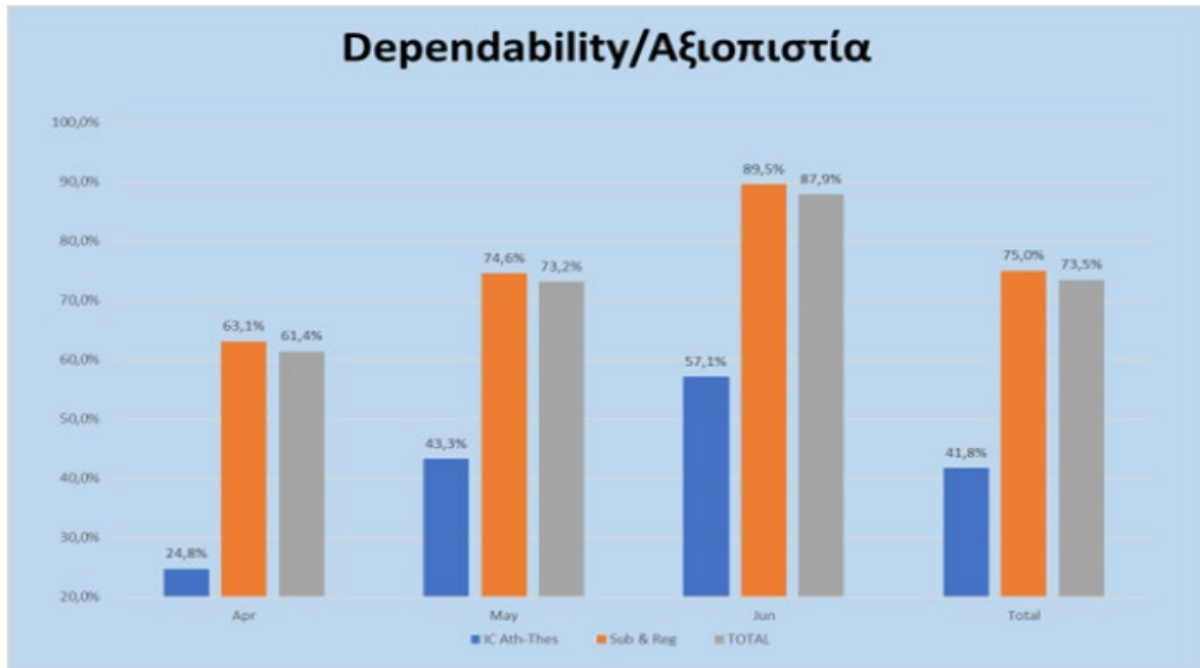
JANUARY - MARCH 2023



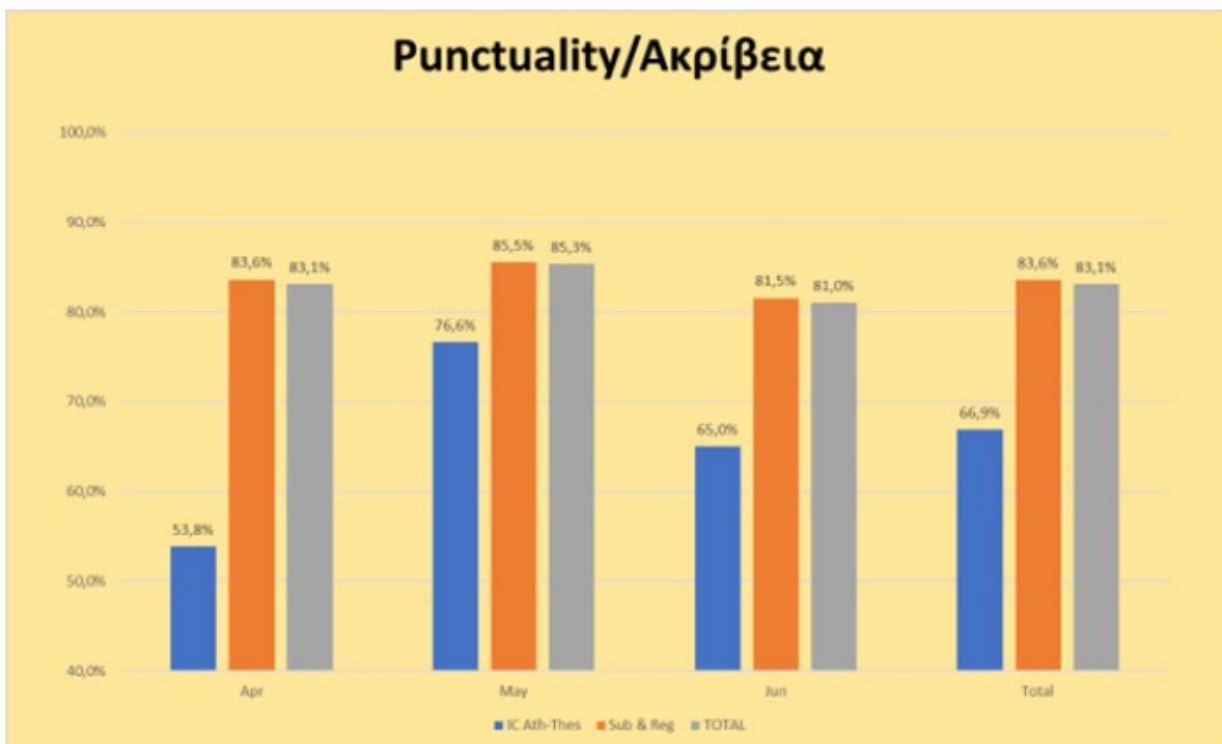
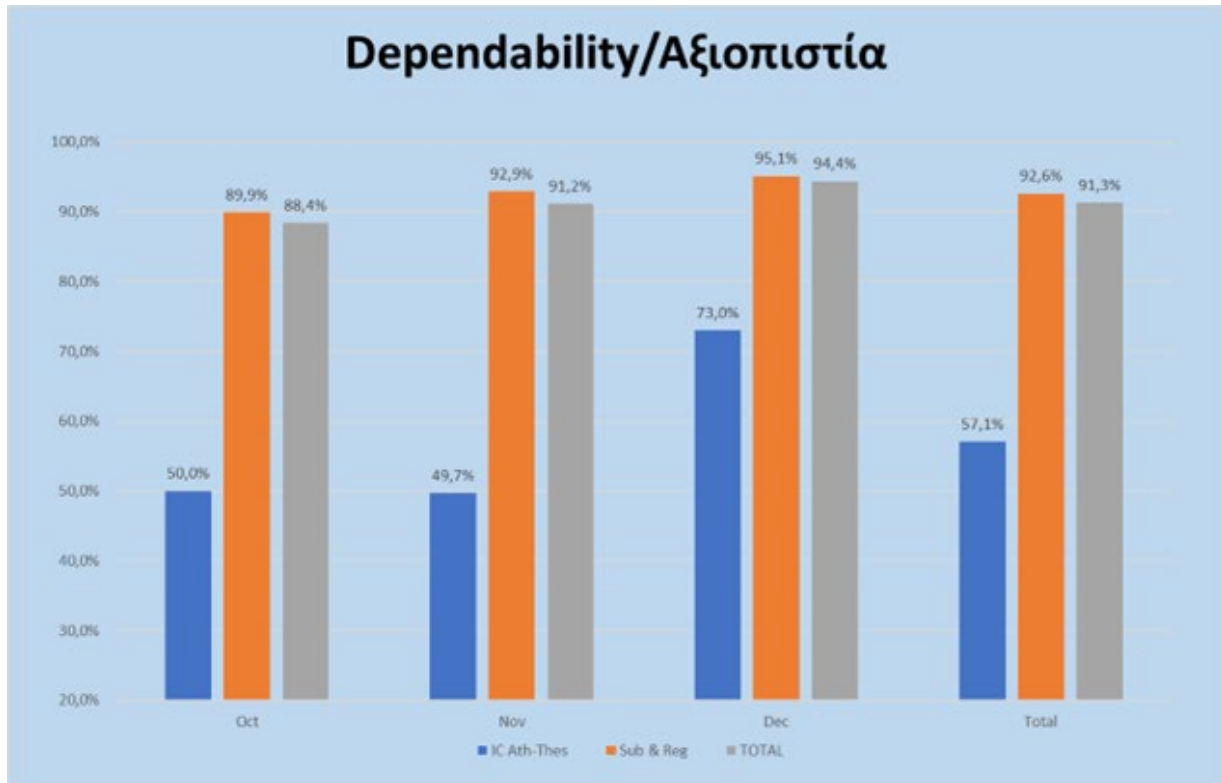
APRIL-JUNE 2023



JULY - SEPTEMBER 2023



OCTOBER - DECEMBER 2023

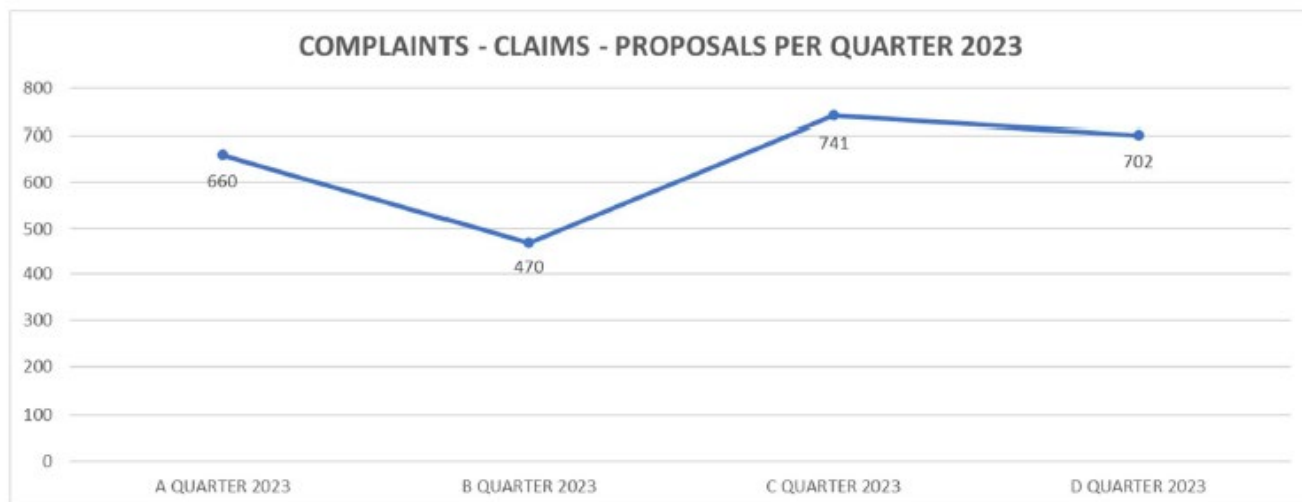


3.2 Customer complaints

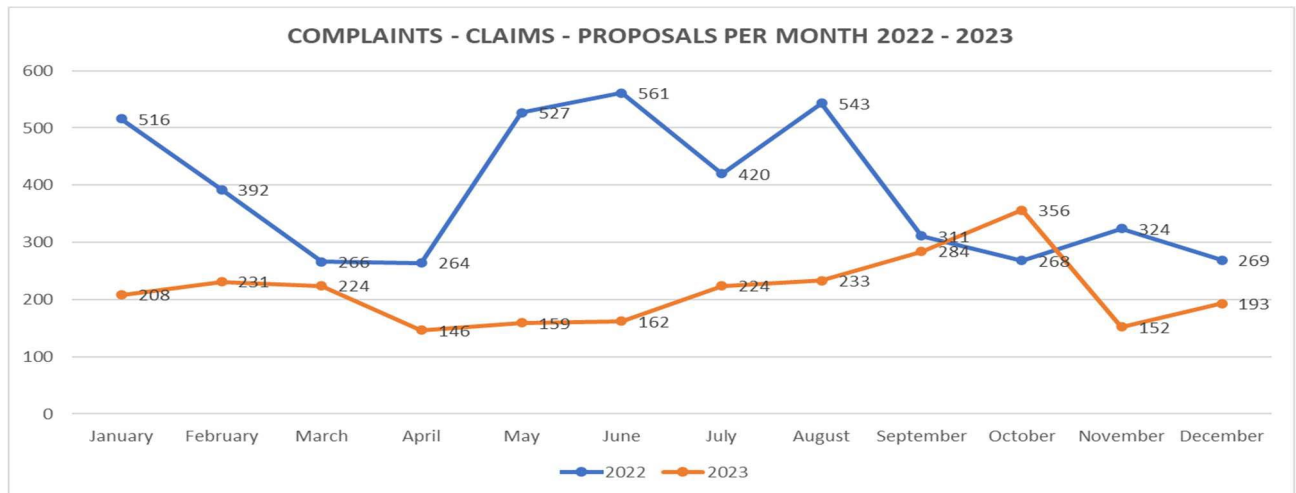
COMPLAINTS – CLAIMS – PROPOSALS PER QUARTER 2023	
A QUARTER 2023	660
B QUARTER 2023	470
C QUARTER 2023	741
D QUARTER 2023	702
TOTAL	2573

on time	2105	82%
delay	432	17%
in progress	36	1%
TOTAL	2573	

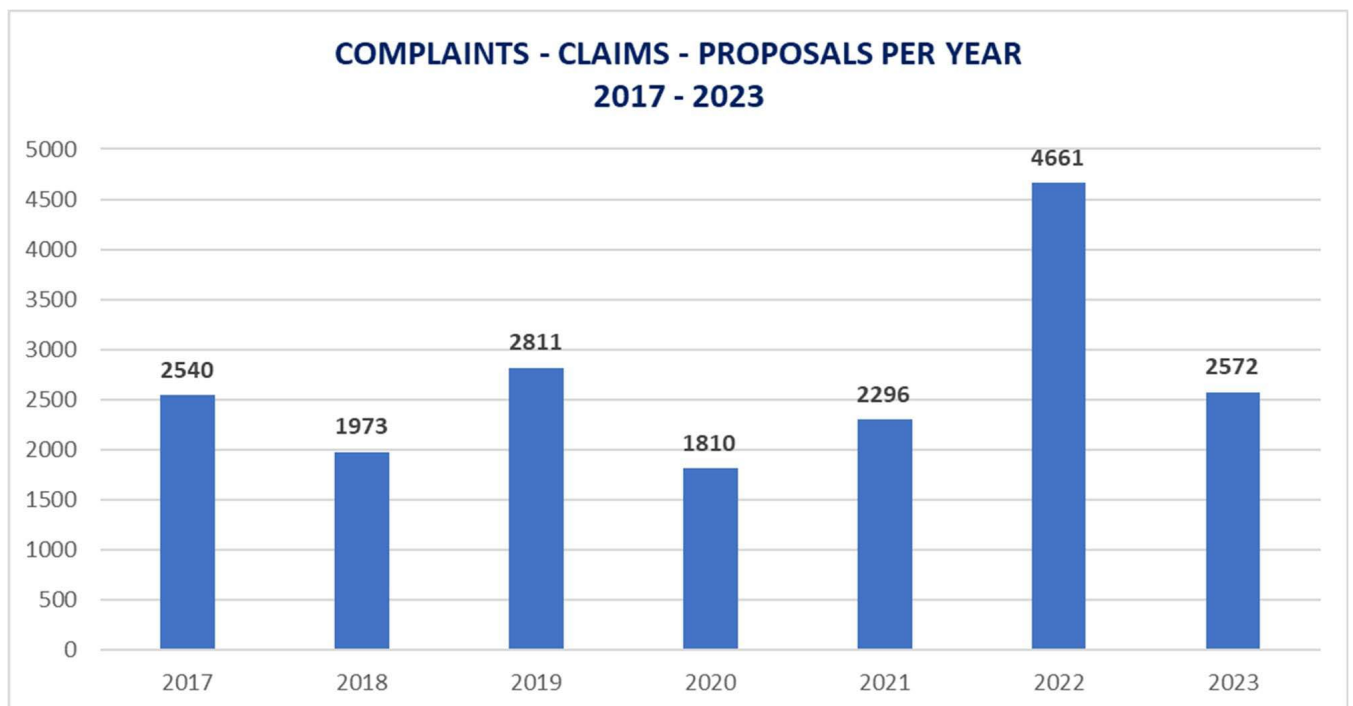
Complaints - proposals per Quarter



Comparison of 2022 and 2023 per month complaints - claims - proposals



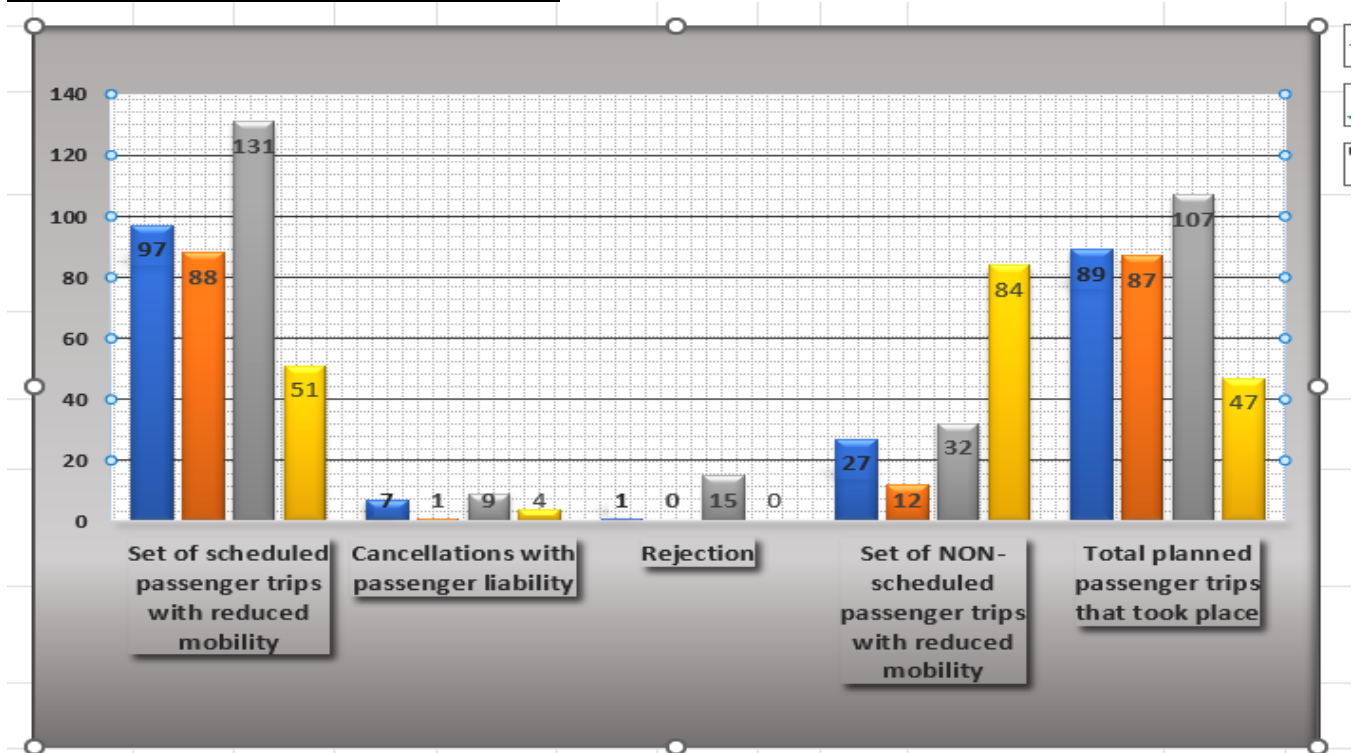
Years 2017-2023



3.3 Planned transport of passengers with reduced mobility (PRM)

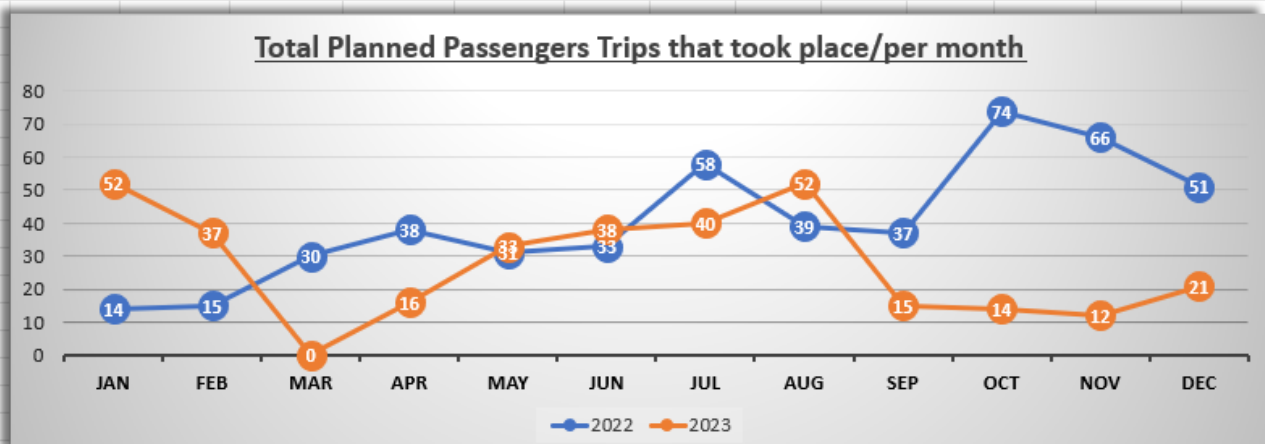
Per quarter 2023

A QUARTER 2023	B QUARTER 2023	C QUARTER 2023	D QUARTER 2023
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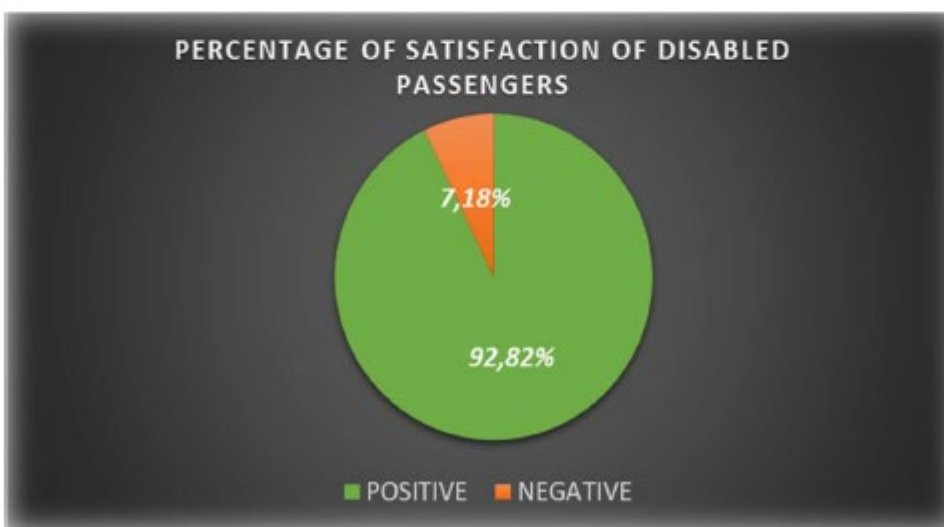
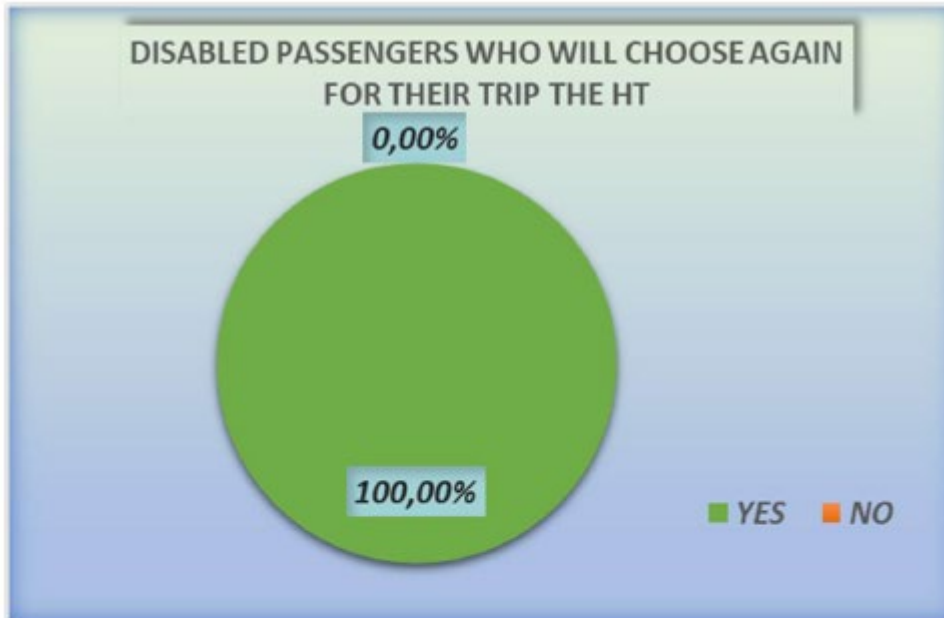


Total planned trips of PRM passengers per month and comparison with 2022

Total planned passenger trips that took place/per month												
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
2022	14	15	30	38	31	33	58	39	37	74	66	51
2023	52	37	0	16	33	38	40	52	15	14	12	21



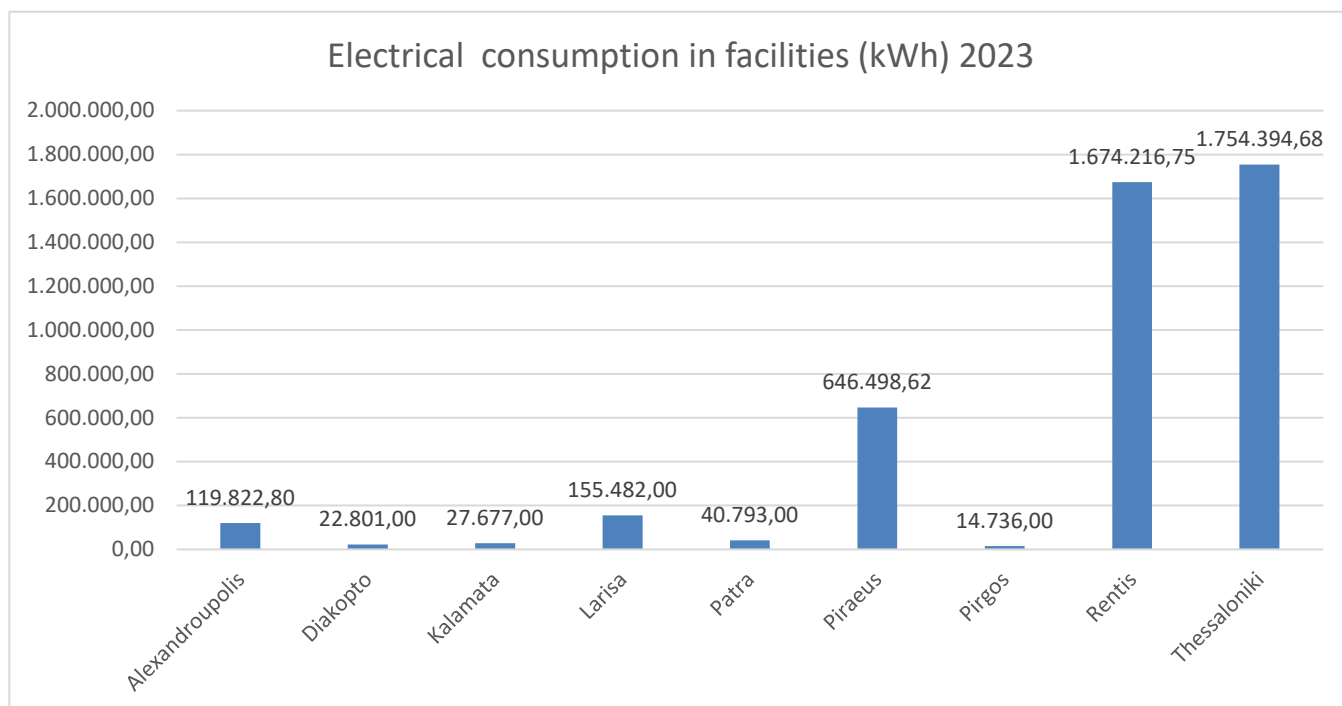
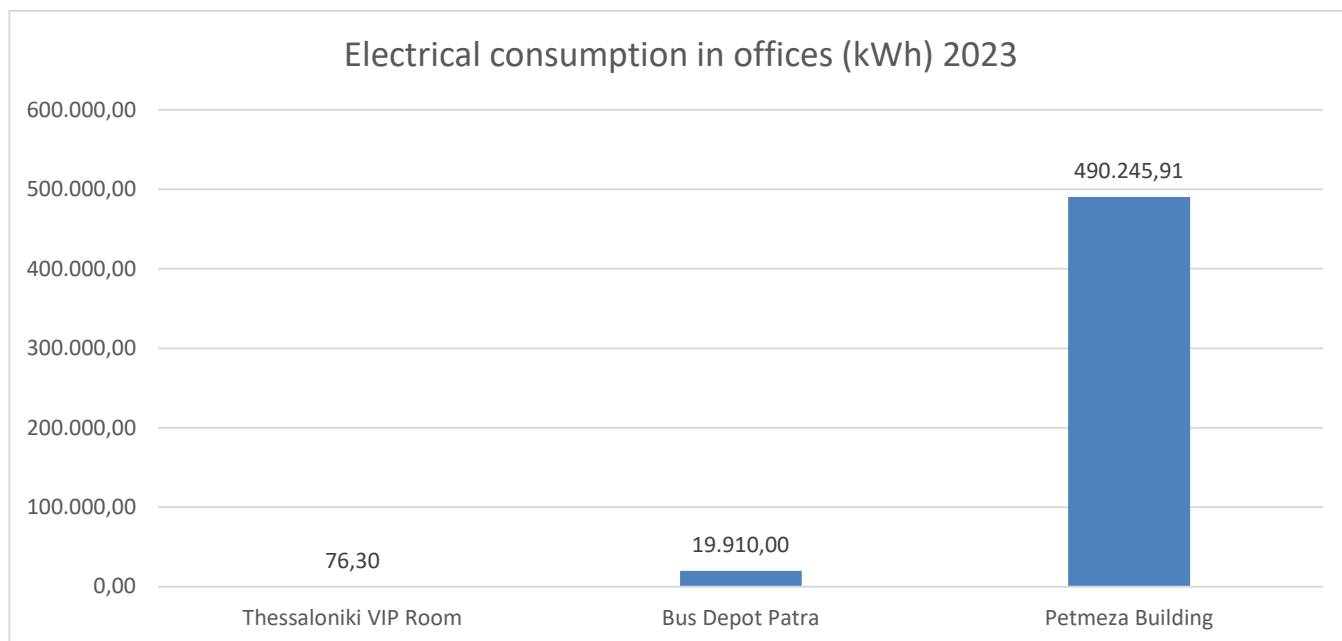
3.4 Customer with reduced mobility (PRM) satisfaction



4 Energy measurements 2023

The last quality criteria family in the standard EN 13816 concerns the environmental behaviour of the company. The development of an environmental and energy management system according to the principles of the relevant standards ISO 14001 and ISO 50001 is in progress. Our objective is to record our environmental and energy behaviour and establish specific goals to improve it.

In the above context we measure (direct performance measures) the energy (electricity and diesel) consumption as you can see in the graphs below.



continuous improvement is our priority

