

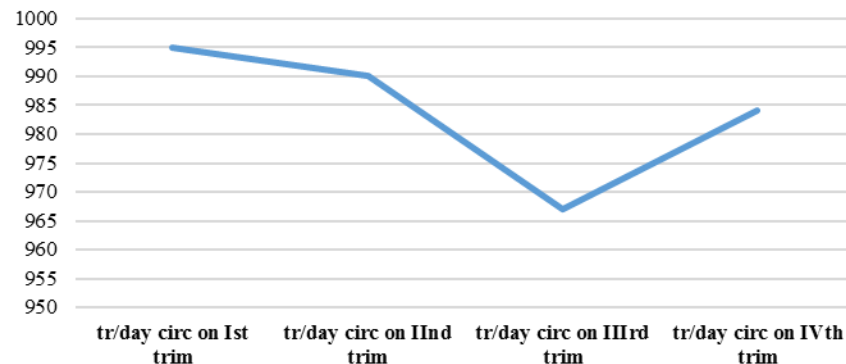
# ACTIVITY REPORT of SNTFC „CFR CĂLĂTORI”- SA for 2021

Summary for publication according to Law 544/2001, on free access to public interest information

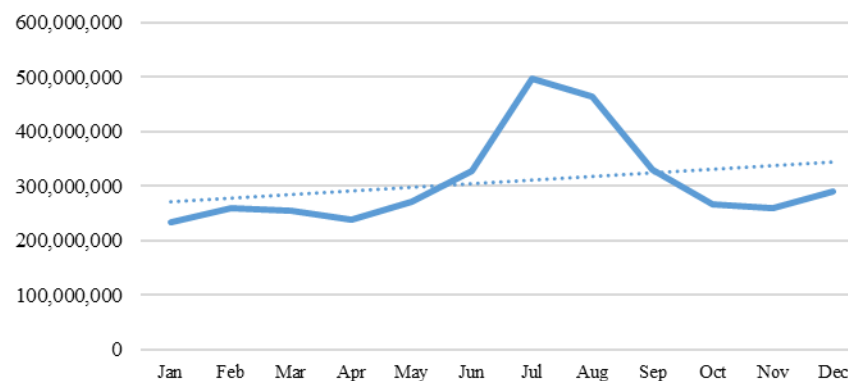




Trains running/day within the public service obligations for 2021



Evolution of passengers-km for 2021



In 2021, the passenger traffic (expressed in passengers.km) increased by 13% compared to 2020. At the company level, adequate measures have been adopted and implemented in an operative way to better satisfy the transport need, in line with the public service obligation assumed for 2021.

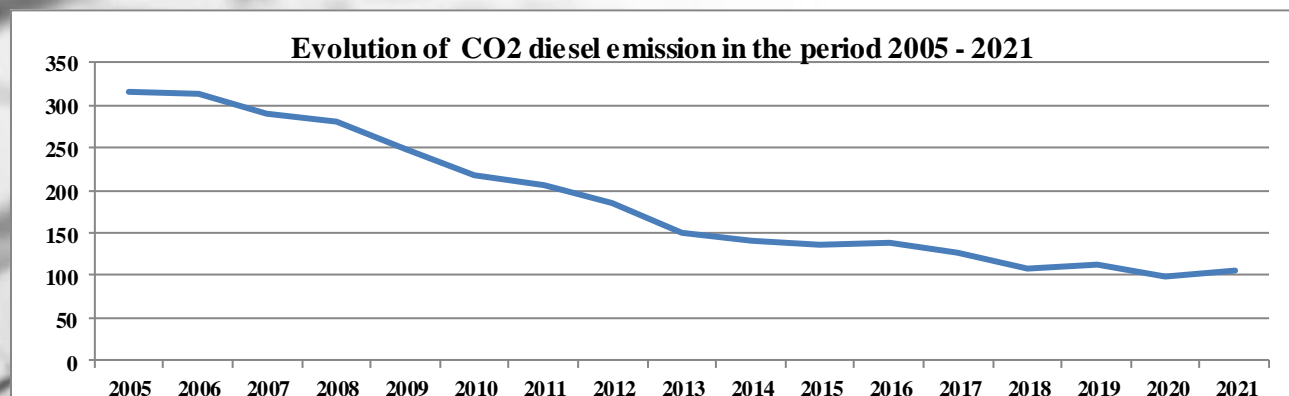
**MOBILITY SAFE!**



In 2021, the activity of CFR Călători was influenced by the evolution of the COVID 19 pandemic. As a result of the reduction or gradual cancellation of the restrictions imposed by the authorities through Presidential Decrees and Military Ordinances to prevent the spread of COVID-19, in the first half of 2021, starting with March, at CFR Călători there was a increase in traffic, during the second half the evolution of the pandemic state leading, however, to a decrease.

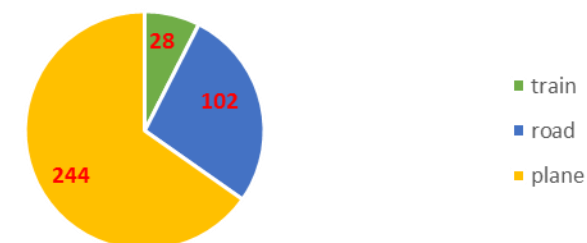
**TRAIN ► 9 times less CO2 emissions than other means of transport.**

The company's management has started several programs aimed at reducing the consumption of electricity and diesel in the activity of maneuvering and towing passenger trains, by optimal management of motor rolling stock and by continuing to apply measures to eliminate overconsumption.

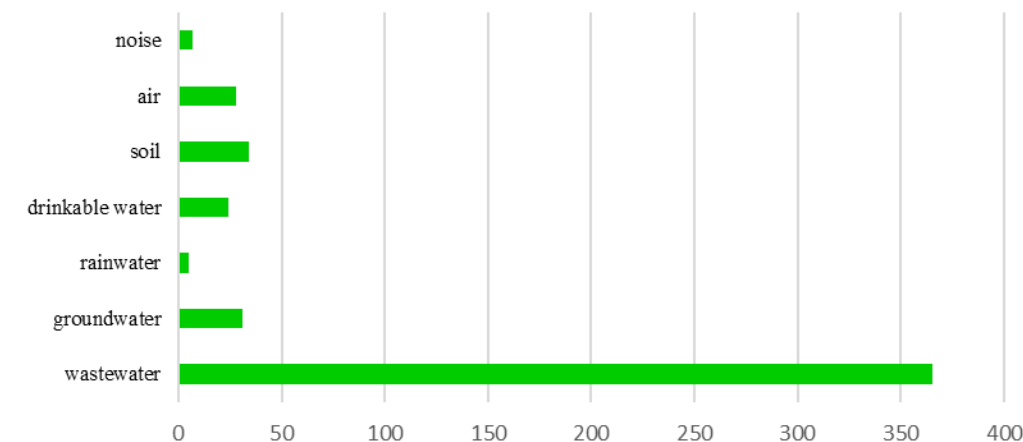


Monitoring the environmental factors is performed by analyzes on the physic-chemical indicators imposed by the environmental permits of the company's work points. In 2021, 493 analyzes were performed, out of which 365 analyzes of wastewater, 24 analyzes of drinking water, 31 analyzes of groundwater, 5 analyzes of rainwater, 34 analyzes of soil samples, 28 analyzes of emissions and 7 analyzes of noise.

**Emissions CO2 grams/pass.km**



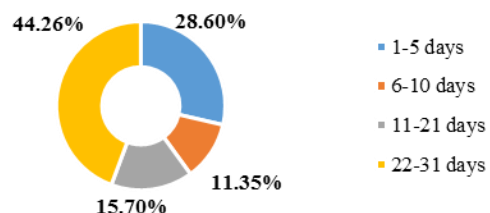
**Monitoring analyses of environmental factors for 2021**



We communicate efficiently and permanently with the passengers on several channels, electronically [petitii@cfrcalatori.ro](mailto:petitii@cfrcalatori.ro); [contact@cfrcalatori.ro](mailto:contact@cfrcalatori.ro); [bileteonline@cfrcalatori.ro](mailto:bileteonline@cfrcalatori.ro); [office@cfrcalatori.ro](mailto:office@cfrcalatori.ro); and also by mail or fax.

In 92.75% of cases, the way to enter petitions / requests was online, at the dedicated e-mail address and through the complaints and notifications module of our site. The remaining 7.25% were addressed by mail or fax.

### Petition response time

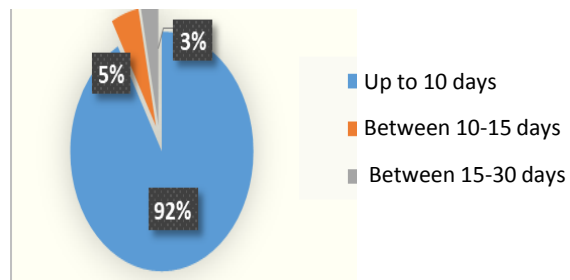


At 40% of the petitions, CFR Călători responded in a very short time, up to 10 calendar days. All petitions were dealt with in accordance with the legal provisions of the Government Ordinance. no. 27/2002 - regarding the regulation of the activity of solving the petitions.

Frequent press releases aim to inform the general public promptly and correctly, through the media, about the company's fulfillment of its mission to achieve the public rail passenger service in appropriate conditions of safety and comfort.

In the direct relationship with the media, within the press department, information requests are received based on Law no. 544/2001, all answers being formulated and submitted within the legal deadline.

### Response time in 2021 to mass-media and information requests according to Law no.544/2001

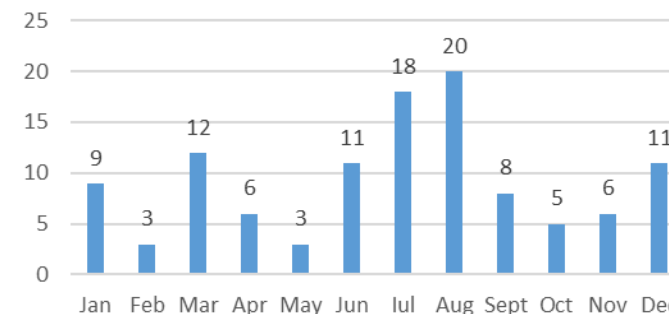


The Instagram page and the LinkedIn page are designed to facilitate communication with a wide audience and to provide information about ongoing offers and applications.

In addition to the official communication channel of the company ([www.cfrcalatori.ro](http://www.cfrcalatori.ro)), the Facebook page [CFR Călători](https://www.facebook.com/CFRCalatori) offers information of great interest. At the same time, passengers have the opportunity to express their opinion, which is very important for us.



### Press releases each month in 2021





## PROGRAMS CARRIED OUT WITH CHARTER TRAINS

After the number of passengers decreased significantly in 2020, in 2021 there is an increase in traffic and also a reorientation of the public, with many people giving up traveling by minibuss or bus. These passengers chose the train, considering it a safer means of transport, which offers space and freedom of movement..

*CFR Călători prepares, for the post-pandemic period:*  
**ROMANIA FROM THE TRAIN WINDOW!**

An interactive map, in which they will be highlighted by photo or video images, spectacular places that can be admired from the train or can be visited at the destination. There will also be opportunities to spend time, routes or stays of several days.



## PROGRAMS WITH CHARTER TRAINS / SPECIALLY ORDERED CARS / ADDITIONAL CARS AND TRAIN ACTIVITIES



*Discover  
Romania by  
train!*

- Visit a city
- Wine route
- Dracula's train



*Events you  
don't want to  
miss!*

- City day
- Concerts
- Sport events



*Gather the  
team around  
you!*

- Team building
- Rewards for employees



*Memorable  
events in your  
life!*

- Wedding parties on board the train
- Celebrations



*Children travel  
by train!*

- Themed trips for pupils
- Santa's train