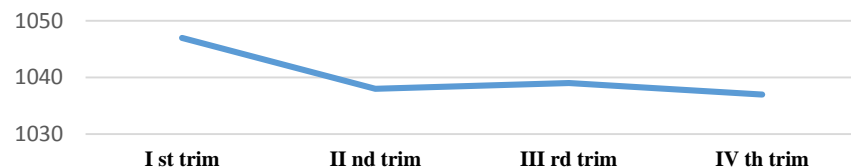


ACTIVITY REPORT of SNTFC „CFR CĂLĂTORI”- SA for 2022

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

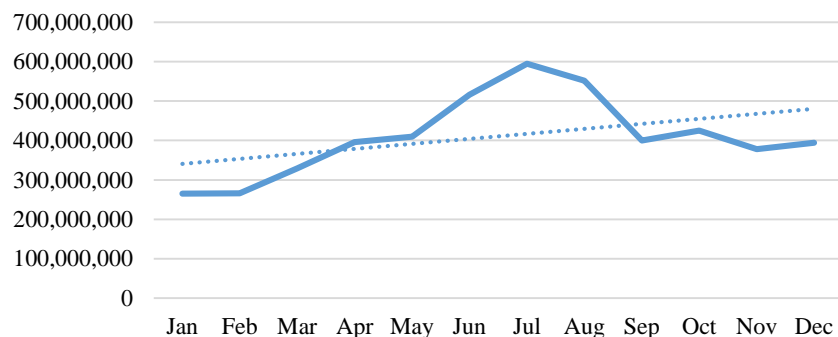


Trains running/day within the public service obligations for 2022



In 2022, the trains running/day within the public service obligations increased by 6% compared to 2021.

Evolution of passengers-km for 2022



In 2022, the passenger traffic (expressed in passengers.km) increased by 33% compared to 2021.

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 2022.

MOBILITY SAFE!

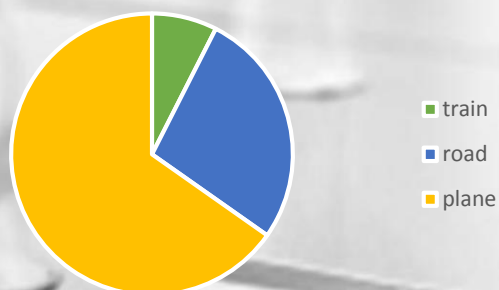


During 2022, CFR Călători's activity continued to be influenced by the evolution of the COVID 19 pandemic. Following the gradual reduction or cancellation of the restrictions imposed by authorities by means of Presidential Decrees and Military Orders, in order to prevent the spread of the COVID-19, during 2022, at CFR Călători level, a gradual traffic increase has been observed.

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.

Emissions CO2 grams/pass.km

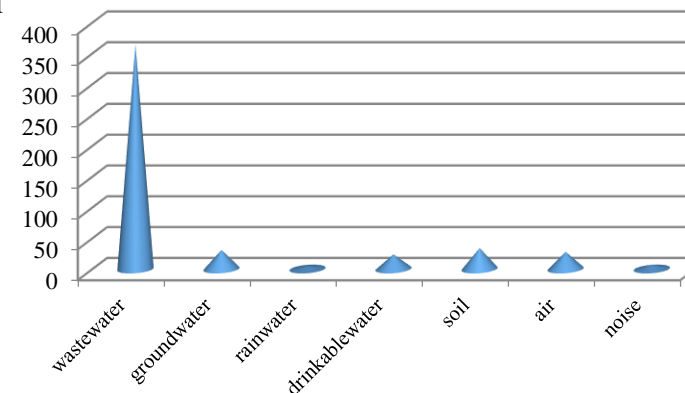


At central level, where the data regarding the total and specific CO2 emissions, responsible for the greenhouse gas effect, generated by the diesel traction, are calculated and communicated towards UIC.

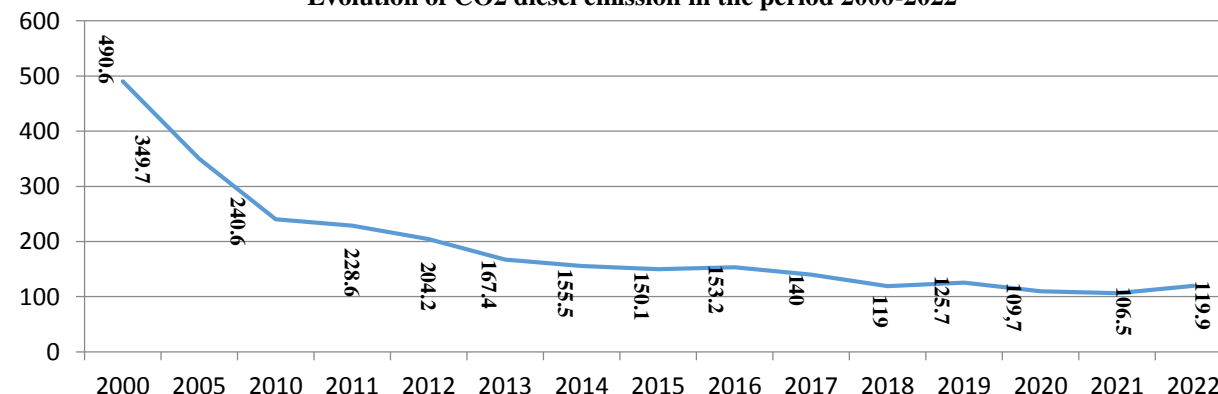
Monitoring of the environmental factors is performed by analyzing the physical-chemical indicators imposed through the environment authorizations of the company's territorial units.

During 2022, 493 analyses have been performed, of which 374 analyses of waste water, 24 analyses of drinkable water, 26 analyses of ground water, 4 analyses of rain water, 31 soil analyses, 28 emissions analyses and 6 noise analyses.

Monitoring analyses of environmental factors for 2022



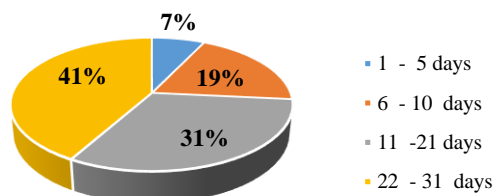
Evolution of CO2 diesel emission in the period 2000-2022



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

In 89% 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 11% were addressed by mail or fax.

Petition response time



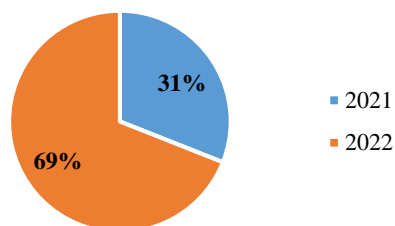
At 26% of the petitions, CFR Călători responded in a very short time, up to 10 calendar days. All petitions were dealt with in accordance with the legal provisions of the Government Ordinance. no. 27/2002 - regarding the regulation of the activity of solving the petitions.

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.

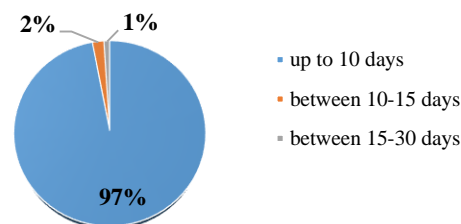
In the direct relationship with the media, within the press department, information requests are received based on Law no. 544/2001, all answers being formulated and submitted within the legal deadline.

In addition to the official communication channel of the company (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 in 2022 compared to 2021

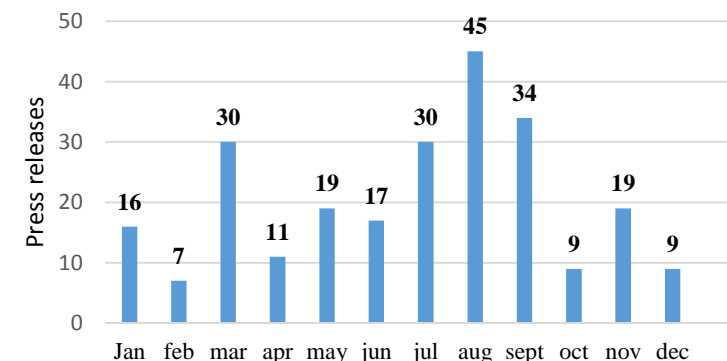


Response time in 2022 to mass-media and information requests according to Law no.544/2001



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.

Press releases each month in 2022



PROGRAMS CARRIED OUT WITH CHARTER TRAINS

After the number of passengers has registered a significant decrease during the COVID 19 pandemic, in 2022 an increase in the traffic has been observed, as well as a reorientation of the public, many people giving up traveling by minibuses or buses. They have chosen the train, considering it a safer mode of transport, which offers space and freedom of movement.

Metropolitan transport

CFR Călători actively takes part in the implementing / developing process of the short distance metropolitan transport, which helps to improve the safety of the citizens, to reduce the traffic congestion in the urban areas and the environmental impact, to increase intermodality and railway transport quality. CFR Călători operates 24 pairs of trains on the Bucharest North - Mogoșoaia Park - Patinoar PO - H. Coandă Airport.



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