



ACTIVITY REPORT of SNTFC „CFR CĂLĂTORI”- SA for 2023

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

- ❖ **The National Railway Passenger Transport Company "CFR Călători" - S.A.** was founded by Government Decision no. 584/1998 on the establishment of the National Railway Transport Company "CFR Călători" - S.A. through the reorganization of the National Company of Romanian Railways.
- ❖ **CFR Călători**, the national railway passenger transport operator, carries out its activity according to the provisions of the Public Service Contracts, concluded with the Ministry of Transport and Infrastructure through the Railway Reform Authority (ARF), in order to fulfill the public service obligation established to ensure mobility at national level.
- ❖ **The purpose of CFR Călători** is to carry out the public railway transport of passengers, to ensure mobility and satisfy the national public interest and the country's social and defense needs.
- ❖ In December 2023, CFR Călători signed the financing contract for the implementation of the investment project **"Upgrading 55 electric locomotives intended for hauling passenger trains, conversion of 20 diesel hydraulic shunting locomotives into electric locomotives with batteries and upgrading 139 passenger cars"**. This project has the direct effect of both increasing mobility around the major socio-economic centers of the country, as well as increasing the quality of services and establishing fast connections between the important territorial administrative units of the country.
- ❖ **The project is included in the National Recovery and Resilience Plan (PNRR), Pillar 1 – Transition to a green economy, Component C4. Sustainable transport, Investment I2 – Railway rolling stock** and consists of improving services for passengers, reducing the waiting times in stations, making attractive train traffic timetables and ensuring adequate programs and funds for the maintenance of railway rolling stock, integration with other modes of transport at urban/regional transport with direct and immediate impact on travel time and/or increasing passenger safety and comfort.
- ❖ **CFR Călători has constantly improved the products and services provided**, in order to closely fulfill the passengers' requirements and brought new, safe, accessible and intuitive solutions to the customers, by providing passengers with rechargeable transport cards. It was also possible to buy ONLINE monthly and weekly season passes in digital format. At the same time, passengers have the possibility to choose for the issuance of the "TrainPlus Card" offer in digital format, on a card type media.
- ❖ **The CFR Călători market share** on the public railway passenger transport in Romania is around 74% in 2023.

CFR Călători will soon operate the first EMUs (electric multiple units) purchased by the Romanian State from European funds

By awarding the contract for public railway transport services, by making available the rolling stock purchased by the CSP Railway Reform Authority Lot 1, CFR Călători will operate the first EMUs purchased by the Romanian State with European funds. As these EMUs are delivered, they will be put into operation on the following routes:

- București Nord – Constanța
- București Nord – Craiova
- București Nord – Craiova - Timișoara Nord - Arad
- București Nord – Brașov – Arad - Timișoara Nord
- București Nord – Craiova – Petroșani - Deva

Each EMU has two driving units, is composed of 6 cars, provides 351 seats and can run with a maximum speed of 160 km/h.



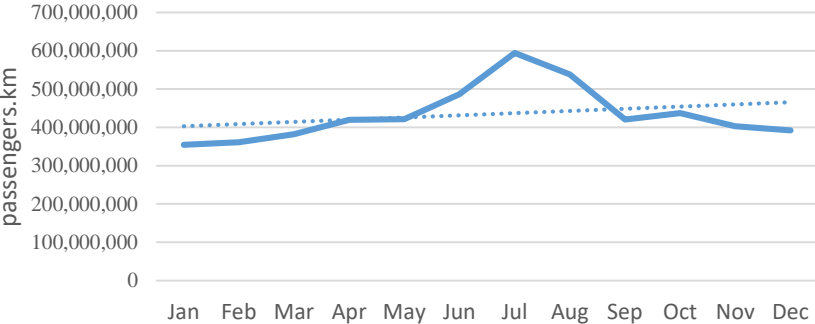
Sursa foto: www.alstom.com

MOBILITY SAFE!

Trains running/day within the public service obligations for 2023



Evolution of passengers-km for 2023



In 2023, the trains running/day within the public service obligations increased by 5% compared to 2022.

In 2023, the passenger traffic (expressed in passengers.km) increased by 6% compared to 2022.

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 2023.

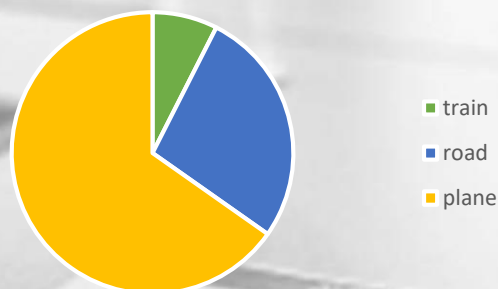
In 2023, the number of passengers increased by 5% compared to 2022



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

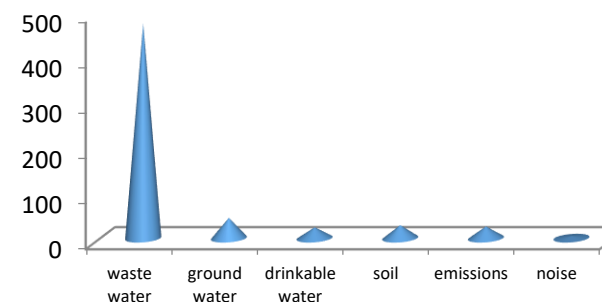


At central level, where the data regarding the total and specific CO2 emissions, responsible for the greenhouse gas effect, generated by the diesel traction, are calculated and communicated towards UIC.

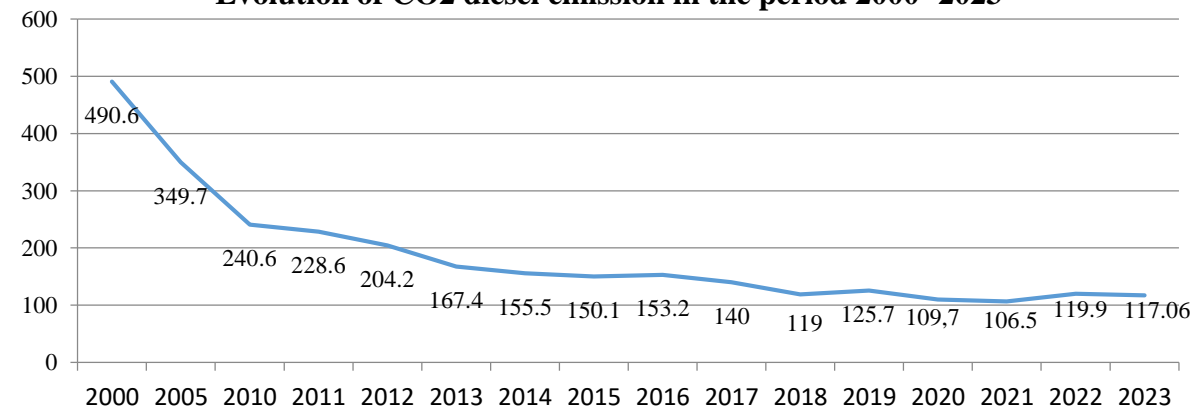
Monitoring of the environmental factors is performed by analyzing the physical-chemical indicators imposed through the environment authorizations of the company's territorial units.

During 2023, 603 analyses have been performed, of which 474 analyses of waste water, 24 analyses of drinkable water, 45 analyses of ground water, 29 soil analyses, 26 emissions analyses and 5 noise analyses.

Monitoring analyses of environmental factors for 2023



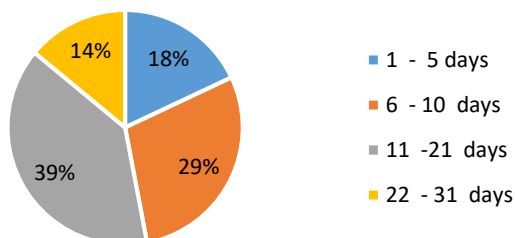
Evolution of CO2 diesel emission in the period 2000- 2023



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 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 25% were addressed by mail or fax.

Petition response time



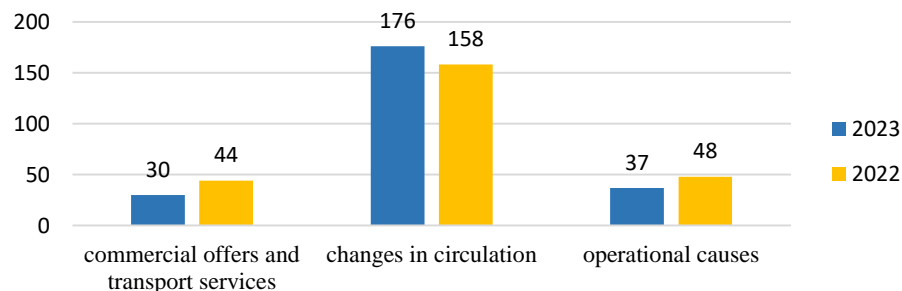
At 47% of the petitions, CFR Călători responded in a very short time, up to 10 calendar days. All petitions were dealt with in accordance with the legal provisions of the Government Ordinance. no. 27/2002 - regarding the regulation of the activity of solving the petitions.

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.

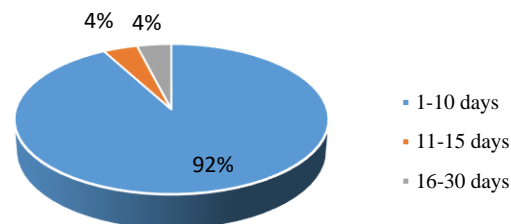
In the direct relationship with the media, within the press department, information requests are received based on Law no. 544/2001, all answers being formulated and submitted within the legal deadline.

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.

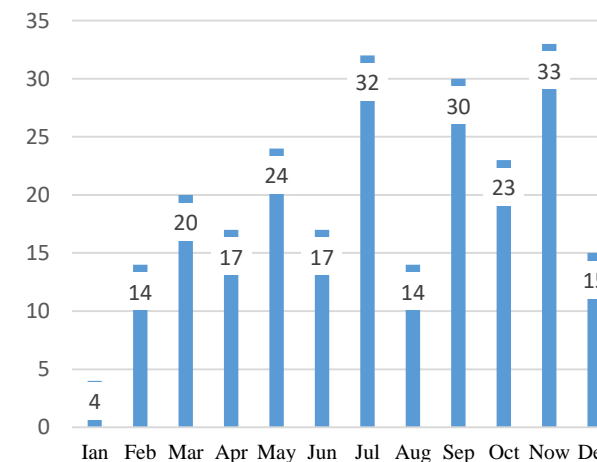
Categories of press releases



Response time in 2023 to mass-media and informations requests according to Law no. 544/2001



Press releases each month in 2023



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.

Metropolitan transport

CFR Călători actively participates in the implementation/development process of short-distance metropolitan transport, which should contribute to decongesting traffic in urban areas, reducing the impact on the environment, increasing intermodality and the quality of railway transport. Currently, CFR Călători operates 24 pairs of trains on Bucharest Nord - Mogoșoaia Park – Patinoar PO - H. Coandă Airport route. Depending on the evolution of the infrastructure modernization works, in cooperation with the City Hall of Bucharest and Bucharest – Ilfov Intercommunity Development Association for Public Transport, CFR Călători will operate railway passenger transport services throughout Bucharest - Ilfov metropolitan area.



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



ORAVIȚA – ANINA

The oldest and most spectacular railway route in South-East Europe

