

## FPC PRESENTED A MODEL OF AN UPGRADED THIRD-CLASS OPEN SLEEPING CARRIAGE AT THE TRANSPORT OF RUSSIA INTERNATIONAL FORUM

At the Transport of Russia 2018 international forum, FPC presented a full-size model of a section of an upgraded third-class sleeping carriage by Vağonremmash.

The carriage's design features a new interior space solution, the main advantage of which is an option of getting personal space through partitions with built-in access ladders and personal screens which give privacy to every traveller.

The upgraded carriage has wide, long sofas with headrests, individual lights, power sockets, USB ports, and special storage compartments for personal items at the head of each berth. Tables are made of non-flammable plastic and feature built-in wireless chargers. Upper-berth travellers now have an extra table.

## WISH LIST CARRIAGE MARKETING CAMPAIGN

On 26 and 27 December 2018, the New Year marketing campaign Wish List Carriage was run on branded train No. 015, Ural Premium, en route from Yekaterinburg to Moscow. As passengers were boarding the train, they were given wish list forms and asked to specify the gifts they would like to receive on the New Year's Eve. While the train was travelling, FPC employees who acted as "helpers" for Grandfather Frost and the Snow Maiden fetched the requested gifts and brought them to the train at an intermediate stop. Then Grandfather Frost

and the Snow Maiden went through the train, handing out the gifts requested by the travellers, along with some sweet extras.

## 2018 FIFA WORLD CUP

The 2018 FIFA World Cup games were held in 11 cities of Russia.

For the first time in the Cup's history, fans were granted free rail travel to host cities<sup>1</sup>.

**Spectators were granted free travel to cities hosting the matches they were attending provided they had:**

- a valid football match ticket or a document that entitled them to receive one
- an official ID
- a hard-copy FAN ID.

During the days of the World Cup, 75 additional trains were made up by nine branches of the Company, performing 734 free train runs to serve football fans, with 318,900 fans using the free service.



### Company Profile

Development  
Strategy

Performance  
Overview

Corporate  
Governance

Sustainable  
Development

Appendices

<sup>1</sup> FPC's costs were subsequently reimbursed by regional authorities.

Train attendant teams for these additional trains were staffed with our best front-line people from train attendant teams with exemplary customer service recognised with a Trust Certificate (a corporate service quality award).

A total of 2,636 FPC train attendant team members completed the Serving Travellers during the Days of the 2018 FIFA World Cup training course, with 434 train attendants taking crash courses in English. In addition, all train attendant teams took ad-hoc professional training covering football culture, rules for effective communication, including cross-cultural communication, handling problem passengers, and the basics of stress management.

On FPC trains, the Poputchik (Fellow Passenger) multimedia portal service was made available to all travellers. The portal provides passengers with on-board access to regular internet services and multimedia (press, books, music streaming, films, games, etc.) regardless of whether 3G/4G mobile networks are available. A total of 97,700 passengers used the portal.

Transport security officers were travelling on all additional passenger trains made up to serve football fans.

The event organisers, the FIFA leadership, and, most importantly, football fans highly commended the superior customer service provided on our trains.

