

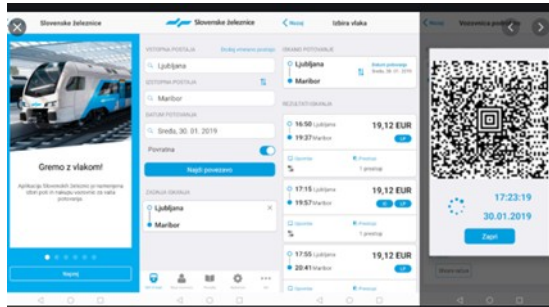
QUALITY REPORT FOR 2024 (Passengers Rights Regulation (EC) No. 2021/782)

New Stadler trains



Ljubljana, 6th May 2025

1. Information and tickets



- Information about rail transport services can be obtained on the Slovenian Railways website www.potniski.sz.si on the toll-free phone number 080 81 11 (call centre), at railway stations and on trains.
- In 2024, a renovated contact centre was established, combining both an information centre and a centre for receiving complaints, compliments and claims. The renovated contact centre allows monitoring the operation of the contact centre via the modern Nexios information system.
- Passengers can obtain information about timetables and possible traffic emergencies (delays, obstacles on the route) via a mobile application on Android and iOS; in 2024, we worked on development of an online subscription portal through which passengers will be able to subscribe to receive SMS messages or e-mails about delays and traffic emergencies on specific routes and in a specific period.
- Tickets can be purchased at ticket offices at railway stations or on trains, online or via a mobile phone application, and at a self-service ticket vending machine (ticket machine).
- In 2024, a project was underway to establish a CRM system for user management, which will enable user monitoring, sending e-newsletters, measuring user satisfaction, etc.

2. Punctuality

- In 2024, passenger train delays amounted to 6.7 minutes per 100 kilometres. Delays are slightly higher compared to 2023, when delays amounted to 5.8 minutes per 100 kilometres.
- The increase in delays is largely due to numerous maintenance and investment works on the railway infrastructure, which causes slow runs of the trains and delays.
- We promptly publish any extraordinary traffic events on the website and on the mobile application.



3. Service cancellations

- In 2024, 83 trips were cancelled (0.0406 percent of all trips in passenger transport).

4. Cleanliness of the rolling stock

- Cleaning of trains is conducted daily, on most frequent trains even a few times per day; trains are being cleaned more thoroughly at least once a week.
- The vehicles were washed in Ljubljana train car wash, renovated in 2021, which ensures higher quality and environmentally friendly cleaning.
- In order to improve the air quality in the trains, air-conditioned vehicles are equipped with appropriate filters, and non-air-conditioned vehicles are ventilated between two trips.
- There are toilets on all trains; on most trains, they are also available for people with reduced mobility.
- In recent years, we have renovated the rolling stock of rail passenger transport, and 52 new Stadler multiple units have been delivered so far. In 2025 and 2026, additional 20 new Stadler diesel multiple units will gradually be introduced to the market, replacing the existing worn-out vehicles. With the new passenger trains, we have significantly increased the quality of our services, as the new passenger trains are more spacious and comfortable, allow the transport of bicycles, and are adapted for the transport of people with reduced mobility, because they are low-floor with adapted toilets. The new passenger trains are equipped with additional equipment necessary for passenger comfort, such as timetable displays, Wi-Fi network, station announcements, etc., and are also equipped with ETCS safety devices.

5. Customer satisfaction

- Customer satisfaction is measured by online survey on SŽ website. In the last analysis (in 2024), the answers from the online questionnaires from 11th December 2023 to 10th December 2024 were included, and the results are as follows:

Service quality elements	2022	2023	2024
Timetable	3.62	3.46	3.09
Train punctuality	3.44	2.91	2.31
Travel speed	3.26	3.01	2.55
Cleanliness of train	3.78	3.83	3.57
Comfort on the train	3.73	3.79	3.52
Appearance of the staff	4.37	4.39	4.35
Helpfulness of the staff	4.21	4.28	4.16
Cleanliness of the stations	3.32	3.39	3.12
Service on the stations	3.20	3.18	2.81
TOTAL	3.66	3.58	3.28

- The average score of quality service elements is 3.28, considering scores from 1 – completely unsatisfied and 5 – completely satisfied. The average score is lower than in previous years. The quality elements in which the greatest decrease is observed, according to the respondents, were mainly the result of numerous maintenance and construction works on the public railway infrastructure and consequently numerous, daily repeated slow runs of the trains, replacement bus transport and consequently longer delays in traffic. The mentioned elements are also associated with lower satisfaction with the timetable and services at stations (prediction of train arrivals/departures and delays). Unfortunately, we have no direct influence on the lowest rated

elements, because they are under the jurisdiction of the Slovenian Railways Infrastructure. The punctuality and speed of trains are also the elements that are of greatest importance in the eyes of passengers, which is why they probably influenced the decrease in the ratings for all other services as well.

6. Handling complaints and compensation claims

- Passengers are informed about their rights and obligations under Regulation (EC) No 2021/782 on the railway web page <https://potniski.sz.si/en/passengers-rights/>; the summary of the regulation is available on trains and at stations.
- In 2024, we received 934 claims, 190 of which were compliments about passenger service, 347 were complaints and 397 were received requests for refunds (236 for domestic and 161 for international services).
- All claims were processed according to regulation within the regulated deadline.

7. Assistance provided to disabled persons and persons with reduced mobility

- The new Stadler vehicles are adapted for travel of people with reduced mobility, namely they are low-floor, have a retractable step, a mobile ramp, a place for wheelchairs and toilets adapted for people with reduced mobility.
- In addition, special wheelchair lifts are available for people with reduced mobility at major stations across Slovenia. More about travel of people with reduced mobility is available on the website <https://potniski.sz.si/en/useful-information/people-with-limited-mobility/>.
- In 2024, we transported 124 people with reduced mobility on international trains and 633 on trains in domestic traffic.
- In 2024, activities began to develop an application for ordering transport for people with reduced mobility with references to best practices from other countries.



8. Environmental aspect

- Caring for the environment is part of the ethical code of Slovenian Railways and represents an important part of social responsibility and sustainable development. When dealing with the environment, the fundamental approach is to prevent all types of environmental pollution at the source of their occurrence. At Slovenian Railways, we want to minimize environmental and safety risks that could subsequently affect the environment.
- From 2024, we have ordered electricity from 100% renewable sources for all electric trains in passenger and freight transport, which means 100% green energy and practically zero CO₂. This means a significant additional reduction in the carbon footprint in rail transport and has an impact on reducing emissions in the transport sector, which, according to EU calculations, represents the largest environmental polluter.

Comparison of the carbon footprint per PKM in 2024: Slovenian Railways passenger train (own calculation using the market and location method), bus (European Union average) and car (European Union average).



14 gCO₂e/PKM
(tržna metoda)

23 gCO₂e/PKM
(lokacijska metoda)



80 gCO₂e/PKM



143 gCO₂e/PKM

9. Measuring sustainability

With a focus on sustainable development, we actively improve the quality of life of all citizens, encourage the use of public transport and reduce negative impacts on the environment. The users that the company directly addresses with its services are increasingly interested in ESG information and in the provision of services in accordance with strict sustainability standards.

Double matrix of importance

ENVIRONMENT			Importance	Positive or negative impact	
E1	Climate change	Renewable energy consumption and production	I	P	
		Mitigating climate change	I + FI	P + N	
		Adapting to climate change	FI	P + N	
SOCIETY					
S1	Own workforce	Job security	I	P	
		Gender equality and equal pay for work of equal value	I	P	
		Measures against violence and harassment at work	I	P + N	
		Training and skills development	I	P	
		Employment and inclusion of people with disabilities	I	P	
		Reconciling work and private life	I	P	
		Social dialogue	I	P	
		Privacy	FI	N	
		Collective bargaining, including the proportion of workers covered by collective agreements	I	P	
		Diversity	I	P	
		Working hours	I	P + N	
		Decent salaries	I	P	
		Freedom of expression	I + FI	P	
		Freedom of association, the existence of works councils and workers' rights to information, consultation and participation	I	P + N	
		S1-COC	Knowledge transfer (mentoring) of own employees	I	P
			Regular promotions of own employees	I	P
			Study alongside work (own employees)	I	P
S4	Consumers and end-users	Access to (quality) information	FI	N	
		Freedom of expression	FI	N	
GOVERNANCE					
G1	Business conduct	Corporate culture	I	P	
		Whistleblower protection	I	P	
		Cyber security	FI	N	

Legend:

COC = company's own characteristic

I = impact

FI = financial importance

P = positive impact

N = negative impact