



COMBOIOS DE PORTUGAL

QA

CP SERVICE QUALITY AND CUSTOMER SATISFACTION REPORT - 2024

SPECIFICATIONS

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SERVICE QUALITY REPORT

Executive summary



EXECUTIVE SUMMARY

The purpose of the CP service quality and customer satisfaction report, to be published every two years (since 2021), is to illustrate the quality of service CP provides to its passengers and the passengers' assessment of the CP service.

This report covers the period from 1 January 2024 to 31 December 2024.

Before analysing the performance figures for the various service attributes, we would like to point out that in 2024 we saw:

- Approval of the launch of the public-private partnership for the concession of the conception, design, construction, financing, maintenance, and provision of the Oiã-Soure section of the Porto-Lisbon high-speed rail line (Cabinet Resolution No. 90-C/2024 of 22 July).
- In terms of demand and supply, CP carried approximately **188.3 million passengers** in 2024, which was an 8.7% increase compared to the previous year and approximately 30% more than the pre-pandemic period (2019). This increase over the previous year reflects the strikes that occurred during the first seven months of 2023, as well as the introduction of the National Rail Pass in August 2023 and the **Green Rail Pass** in October 2024. Growth was observed across all services, particularly the regional service, following the implementation of the measures mentioned above. A word also for the recovery in Porto's urban monthly tickets. **Passenger-kilometres (PK) rose by around 12.9%**, up by around 562 million PK from the previous year, to 4,928,960 PK.

- Installation of new Automatic Vending Machines, which enable the sale of all CP services, including Alfa Pendular, Intercidades, Regional, InterRegional, Lisboa, Coimbra, and Porto urban trains, as well as medium- and long-distance journeys. They will also allow the purchase of the Green Rail Pass and the booking of Intercidades journeys for this pass.

Analysing the performance values of the various service attributes, it can be seen that, in general, CP had good performance, highlighting the positive performances, as well as some aspects for improvement, namely:

- **Customer Satisfaction:** There has been an **improvement** in the Customer Satisfaction indexes **for all services**, although evaluations vary significantly depending on the service. The weighted indicators are strongly impacted by Lisbon's urban commuters, who account for around 75% of CP's transport demand;
- **Journeys made by Customers with Special Needs (CNE)** **increased by 15%**, with a total of 155,520 journeys;
- **The overall Punctuality Index (PI)** for trains was **65%** (74% in the same period in 2023), a decrease of nine percentage points (the lowest value in the 2018/2024 period).
- **The Regularity of Services** was **97.4%**, an increase of 5.5 p.p. compared to the same period in 2023 (2023-91.9%).
- **On the CRM platform, 61,661** customer requests were entered, representing a 29% decrease from 2023, and the average response time was 123 days, which fell short of the target of 30 days.





COMBOIOS DE PORTUGAL

SERVICE QUALITY REPORT

1 - INTRODUCTION



1- INTRODUCTION

We have added the company's sustainability initiatives to the public service we have always provided.

Over the last few years, we have consistently achieved a positive EBITDA (earnings before interest, taxes, depreciation, and amortisation) (interrupted by Covid-19). This document is in line with the CP strategy and aims to achieve

the following objectives:



Illustration 1 - Passenger

- Align the company's performance with customer expectations, inducing clear, transparent and understandable communication;
- Improve the company's image;
- Ensure that the company's employees are aware of the need to provide high-quality service.
- Comply with Article 29 and Annex III of Regulation (CE) n.º 782/2021 on the "rights and obligations of rail passengers".

Also under article 29, it should be noted that CP began implementing its quality management system (QMS) in stages in 2000. **All activities**



carried out by CP are certified for quality in accordance with **ISO 9001:2015**.

This means that all processes are subject to an annual internal and external audit. The external audits are carried out by an independent external organisation accredited by APAC - the Portuguese Accreditation Association.

The certification confirms that CP has policies, objectives, processes, methodologies, standards, resources, competences and systems geared towards satisfying customer needs.

This certification is also testimony to the change in attitudes, behaviour and management style, leading to the implementation of systematic and integrated improvement cycles that can occasionally be sacrificed when the company's economic situation or its shareholder does not allow it.



COMBOIOS DE PORTUGAL

SERVICE QUALITY REPORT

2 – ABOUT CP

2-ABOUT CP

The first train journey in Portugal took place on 28 October 1856.

After a period during which various state and private companies coexisted, integration occurred in 1951 with the creation of the Companhia dos Caminhos de Ferro Portugueses.

CP - Caminhos de Ferro Portugueses, E.P. was established in 1975 as a state-owned company responsible for managing the railways in Portugal and became a state-owned business entity in June 2009, following the enactment of Decree-Law 137-A/2009 of 12 June, which made it responsible for providing national and international rail passenger transport services.

In the railway sector, CP - Comboios de Portugal, E.P.E., liaises with IP - Infraestruturas de Portugal, S.A. - which is responsible, among others, for managing the railway infrastructure, and with IMT - Instituto da Mobilidade e dos Transportes - the entity responsible, among others, for regulating, promoting and defending competition in the mobility sector and in land transport.

At the beginning of 2020, following the merger by incorporation of EMEF into CP, the employees of its former subsidiary were transferred to CP. At the end of 2020, there were a total of 3,736 employees.

In 2024, CP carried approximately 188.3 million passengers, representing an 8.7% increase compared to the previous year and approximately 30% more than in the pre-pandemic period (2019).

This increase compared to the previous year reflects the strikes that occurred during the first seven months of 2023, the entry into force of the National Rail Pass in August 2023, and the introduction of the Green Rail Pass in October 2024.

The growth was evident across all services, particularly the regional service, following the implementation of the measures as mentioned earlier. A word also for the recovery in Porto's urban monthly tickets.

Passenger-kilometres (PK) increased by approximately 12.9%, reaching 4,928,960 PK, a rise of 562 million PK from the previous year.

The national railway network comprises lines and sidings, both in operation and not in operation, **totalling 3,621.6 km.**

Seventy percent (**70%**) of the **network is in operation**, corresponding to a length of **2,527 km.**

The **length of the electrified network, 1,791 km**, corresponds to about **71%** of the total network in operation.



Illustration 2 - Network operated by CP (Source: IP - Network Directory, Annex 2.2.1)



COMBOIOS DE PORTUGAL

SERVICE QUALITY REPORT

3 - SERVICE QUALITY PERFORMANCE

3-SERVICE QUALITY PERFORMANCE

3.1 – Information and Tickets

Pre-travel information

The conditions governing rail passenger transport are set out in a document approved by the Regulatory Institute and available for passengers to read at station ticket offices, customer service offices or on the cp.pt website. This document, the **General Conditions of Carriage**, outlines the rules governing the transportation of passengers, luggage, portable goods, pets, and bicycles by rail.

Train times and ticket prices are available at stations, on cp.pt, on the Customer Care Line National calls **210 900 032** (Price for a call to the fixed network according to the customer's tariff), International calls **+351 210 900 032** (Price for a call to Portugal according to the customer's tariff) and **808 109 110** (Price for a local call according to your tariff, with a maximum of €0.07 + VAT for the first minute and €0.0277 + VAT for each subsequent minute on working days from 9am to 9pm or €0.0084 + VAT from 9 p.m. to 9 a.m., weekends and public holidays, as defined by ANACOM), and on ChatBot CP at cp. pt and WhatsApp +351 962 001 210.

Regarding access conditions for people with reduced mobility, information can be obtained via the SIM service **808 100 746**, (price of a local call according to your tariff, with a maximum of €0.07 + VAT for the first minute and €0.0277 + VAT for each subsequent minute on weekdays from 9 a.m. to 9 p.m. or €0.0084 + VAT from

9 p.m. to 9 a.m., weekends and public holidays, as defined by ANACOM) and on cp.pt.

Information about incidents that cause significant disruption to train movements is displayed on station displays and communicated via audible warnings, the customer care line, ChatBot CP, WhatsApp, and staff on duty at stations and Customer Assistance Offices.

Information about major changes to the trains, for example due to strikes, is usually publicised on mass media - TV, radio, in addition to the means mentioned in the previous paragraphs.

If a train is delayed, passengers are informed at the time of ticket purchase. If they still wish to proceed, the ticket is stamped, certifying that the customer has been previously informed of the delay.

CP offers a Real-Time Information platform. The "Next Trains" feature on cp.pt enables passengers to check the real-time departure and arrival status of all CP trains.

The information pertains to delays of more than five minutes for Alfa Pendular, Intercidades, International, Regional, and InterRegional services. For Urban services, the information pertains to delays of more than three minutes.

Information during and after the journey

On the trains, where technically possible, information about the next stop or delays is broadcast using the public address system or displays. When delays are significant (especially in situations where the train has been stationary for more than 10 minutes on urban

services and 15 minutes on other services), audible information is provided at regular intervals.

In addition to verbal or written information, pictograms are displayed inside the trains, indicating, among other things, the carriage class and seat number, toilet facilities, and the location of the bar.

IP provides non-commercial information to the public at stations, as stipulated in Regulation 630/2011 of 12 December and Decree-Law 2017/2015.

If requested, CP provides the passenger with a document, validated by the regulatory body, attesting to the occurrence and duration of the delay, in the presence of the valid ticket for the route and train. This document is issued at a station, customer assistance office, or by the ticket inspector working on the train, up to two hours after disembarking or up to two hours after the journey is cancelled, in the case of a train cancellation.

Buying tickets

Passengers can purchase tickets for any service, either in advance or on the day itself, from the ticket offices at the stations and from the vending machines in stations within the Lisbon metropolitan area. In the case of the Porto urban area, tickets can also be purchased from the vending machines installed in stations in the Porto metropolitan area. Some monthly passes in the Lisbon urban area can be topped up at Navegante.pt, at an ATM and on the Navegante and CARRISway App. The sale of tickets for Alfa Pendular, Intercidades, Regional, Interregional, and even Urban services in Porto and Coimbra, as an add-on to these services, is also available on cp.pt, through the customer care line, in travel agencies with a contract with CP, and on the CP app.

If the boarding station doesn't have a ticket office or any other method of sale. In that case, customers can buy their ticket on the train, at no extra charge, as long as they go to the ticket inspector immediately after boarding.

Performance

Average waiting times at ticket offices, customer assistance offices and vending machines:

Canal Avaliado	Nº Auditorias realizadas	Tempo médio de espera
Bilheteira	330	00:01:14
Gabinete de Apoio ao Cliente	15	00:01:53
Máquina Venda Automática	3	00:00:05
Total	348	00:01:04

Canal Avaliado	Área de Gestão Comercial	Nº Auditorias Realizadas	Tempo Médio de Espera
Bilheteira	Norte	88	00:01:39
	Centro	57	00:01:27
	Lisboa	140	00:00:44
	Sul	45	00:01:36
Gabinete de Apoio ao Cliente	Norte	7	00:01:07
	Lisboa	6	00:03:17
	Sul	2	00:00:00
Máquina Venda Automática	Sul	3	00:00:05

Table 1 - Average waiting times at ticket offices (Source: Mystery Shopper Audits 2024)

Service Levels (SLA's) for the telephone care line:

Linha de Atendimento	Níveis de Serviço	Desempenho	Meta
Telefone	Chamadas atendidas / Chamadas recebidas > 70%	74%	70%
Chatbot	Conversações atendidas / Conversações recebidas > 90%	84%	90%
	/ Conversações atendidas > 85%	78%	85%

Table 1 - SLA's for the telephone care line (Source: Contact Centre monthly reports)

Audible information on trains when traffic is disrupted:

In situations where traffic is disrupted, our rule is to broadcast audio information at regular intervals of **every 10 minutes** for urban services and **every 15 minutes** for other services, especially when delays are significant.

CP Site:

Following an approach to CP's Data Protection Officer in 2023, changes were recommended to CP's website, cp.pt, particularly concerning the cookie management solution, its policy and banner, and the deactivation of cookies from cp.pt and Online ticket office was requested, which has made it impossible to access statistical data (Google Analytics) from these channels since 13 February 2023. A cookie management tool is being implemented, which will ensure that the requirements of the GDPR will be met, legitimising access to cp.pt traffic data.

Social media - Facebook:

By the end of 2024, the page had maintained steady growth, reaching 269,393 fans, a 2.7% increase from 2023, and adding 7,014 followers.

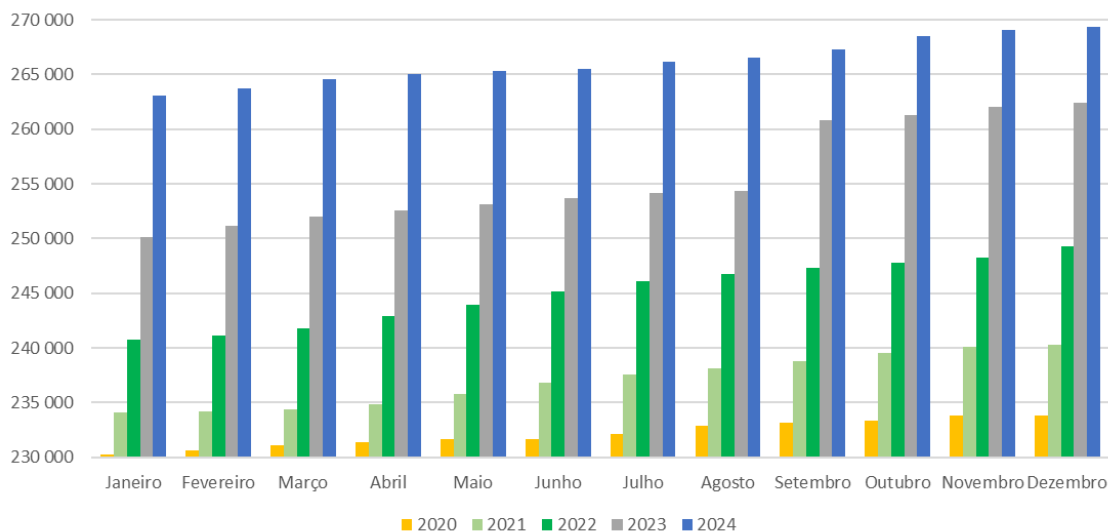


Chart 1 – Facebook fans

After changing the metric in June 2024, with only about a year and a half of historical data, the positive values in the indicator throughout 2024 are evident, with only two months having higher year-on-year data. June 2024 was the month with the highest number to date, 1,333,499 (876,938 referring to unpaid communication and 518,265 resulting from paid posts).

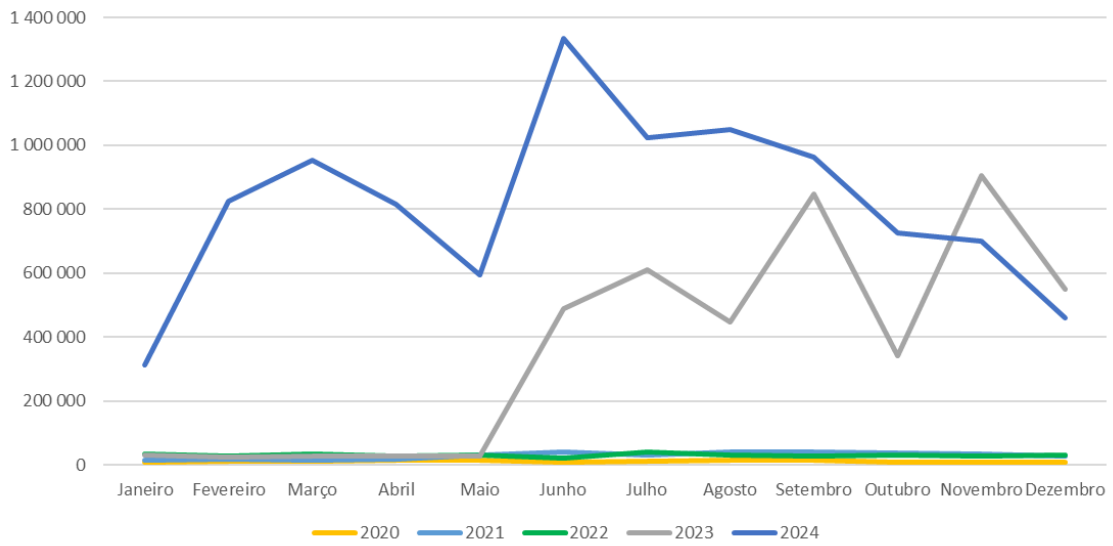


Chart 2 – Average unpaid post reach

Social media - Instagram:

In 2024, the page reached 49,931 followers, corresponding to an increase of 7,901 (+18.8%).

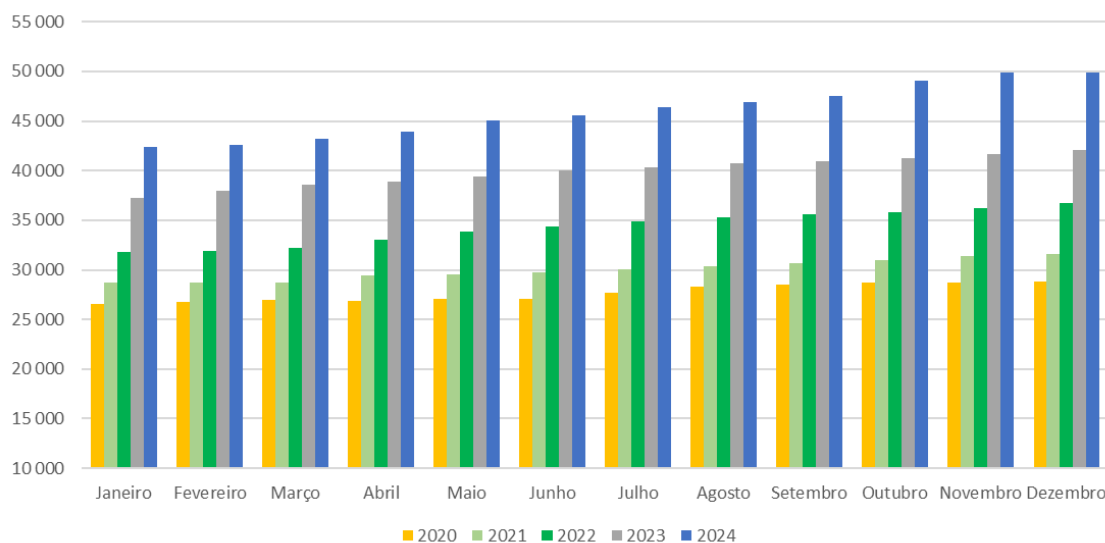


Chart 3 – Instagram followers

The average number of likes in 2024 was 441, lower than the annual target of 630 set for 2023. Until 12 June, the results on Instagram were very good, with the 'best *post* ever' in terms of likes, particularly a video of the Miradouro train provided by a follower (UGC). From 13 June onwards, a noticeable change in the algorithm was reflected in a significant drop in post metrics.

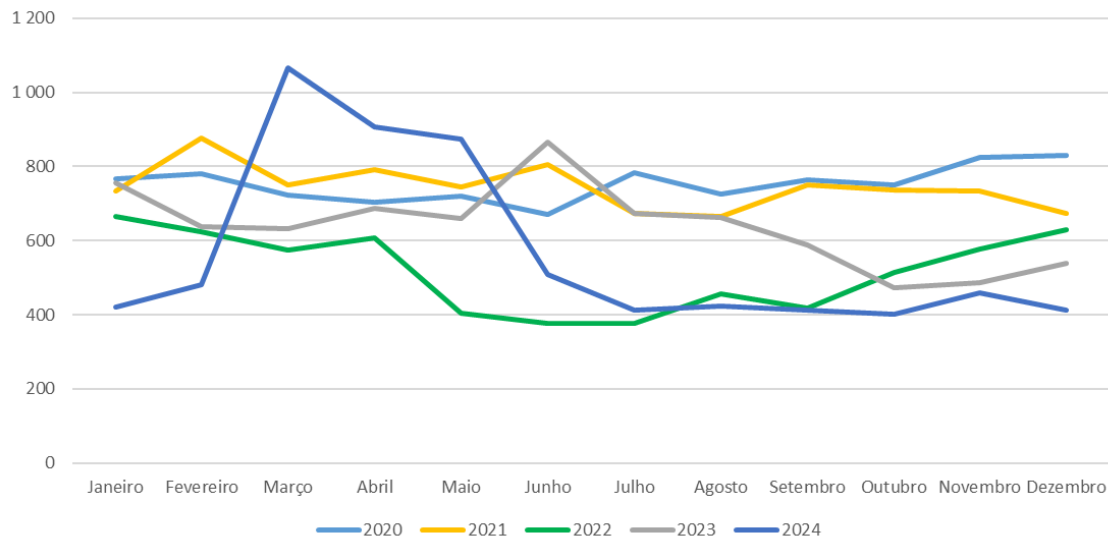


Chart 4 - Instagram - Average likes per post

Social media – LinkedIn

On 22 September 2021, CP's LinkedIn page was (re)launched. The number of followers increased due to increased activity on the page, as well as the integration of followers from the former EMEF page into CP on 2 October (+1,692), totalling 10,165 followers by the end of the year. By the end of 2024, the number of followers had grown to 27,062.

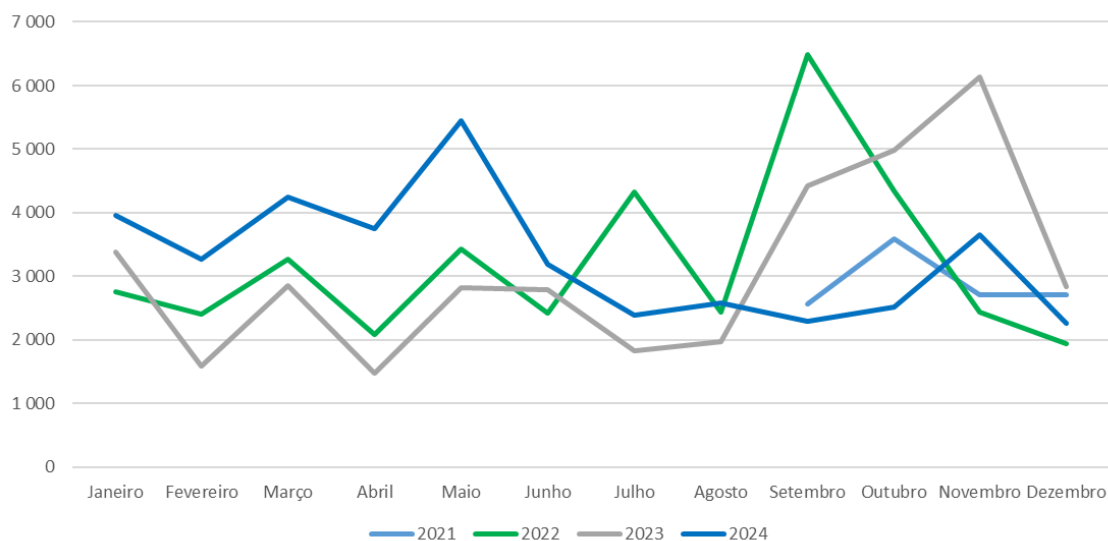


Chart 5 - LinkedIn – Page views

Social media – YouTube

In 2024, we reached 5,673 subscribers, an increase of 791 followers (+16.2%) from the previous year.

In 2024, 13 videos were published, garnering a total of 157,826 views, representing a 29.5% increase over the previous year. The average viewing time was 1:09, the same as in 2023.

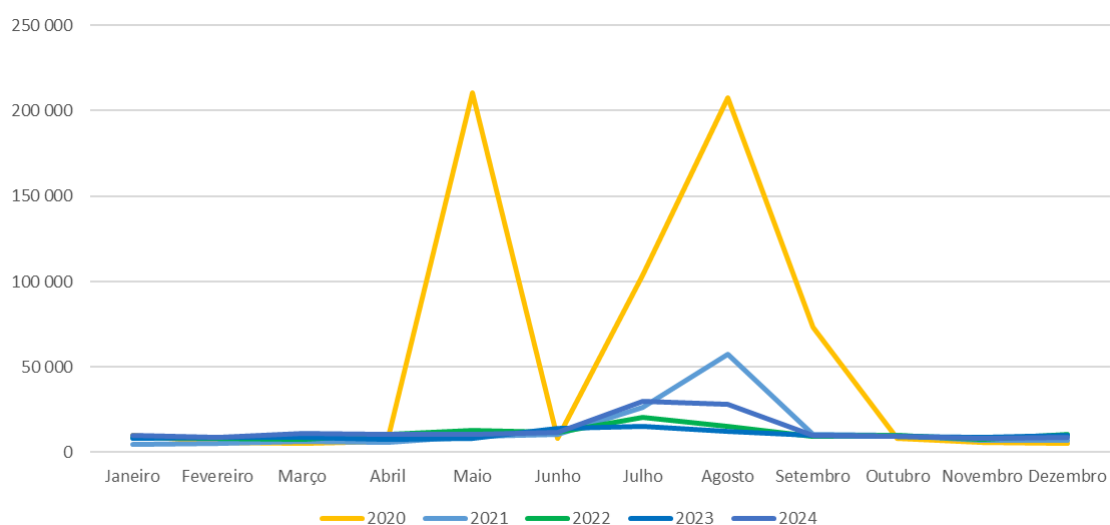


Chart 6 – YouTube views

3.2 – Train punctuality

In 2024, the Global Punctuality was 65% (74% in the same period in 2023), which means a decrease of nine percentage points (the lowest value in the 2018/2024 period).

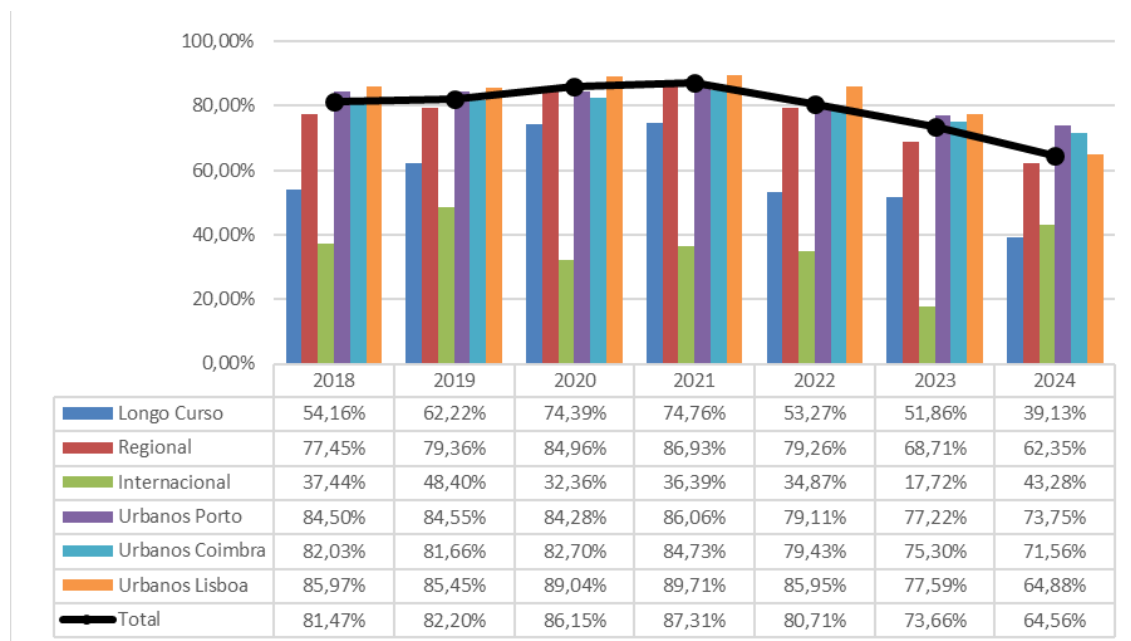


Chart 7 – Annual Punctuality Index 2018-2024

Serviço	IP (≤ 3 min)	IP (≤ 5min)	IP (≤60min)	IQS (entre 60 e 119 min)	IQS (≥ 120 min)	AMO (min)	AMD (min)
Alfa Pendular	-	33,24%	98,5%	1,31%	0,19%	2,0	13,5
Intercidades	-	41,55%	98,2%	1,58%	0,25%	4,0	12,4
Internacional	-	43,28%	98,9%	1,03%	0,07%	4,1	9,4
Interregional	-	45,19%	99,2%	0,69%	0,16%	2,9	9,4
Regional	-	64,87%	99,6%	0,40%	0,05%	3,6	5,9
Urbanos Lisboa	64,88%	82,14%	99,9%	0,07%	0,00%	1,2	3,1
Urbanos Porto	73,75%	85,81%	100,0%	0,03%	0,01%	1,4	2,2
Urbanos Coimbra	71,56%	82,37%	99,9%	0,08%	0,02%	0,9	2,8

Table 2 - Punctuality Index, Quality of Service Index and Average Origin and Destination Delays in 2024 (source: DW)

All traffic contributed to the nine-point drop in the overall punctuality index for 2024.

The greater number of works by IP and the resulting restrictions on CP's service - especially those operating on the Douro, Minho, Norte Oeste, Sul and Algarve Lines - contributed to this situation, which is highly penalised in terms of punctuality by the speed limitations

introduced by IP in response to the need to carry out works and infrastructure deficiencies.

Part of the Beira Alta Line remained closed to traffic from April 2022, initially for an announced period of nine months, with the Celorico da Beira - Vilar Formoso section reopening on 25 November 2024.

Operations on the Oeste line were also interrupted between Meleças and Torres Vedras from 9 April for an announced period of four months, with a replacement bus service.

On 19 March 2024, a fire at the Cais do Sodré traction substation severely impacted the operation of the Cascais line, preventing more than two trains from running simultaneously on the Belém-Cais do Sodré section and necessitating a reformulation of the line's timetable, including the cancellation of fast trains to Cascais during rush hour.

It should also be noted that rolling stock breakdowns and incidents involving people (boarding/deboarding, missed connections, sudden illnesses, injuries, among others) are also issues to consider.

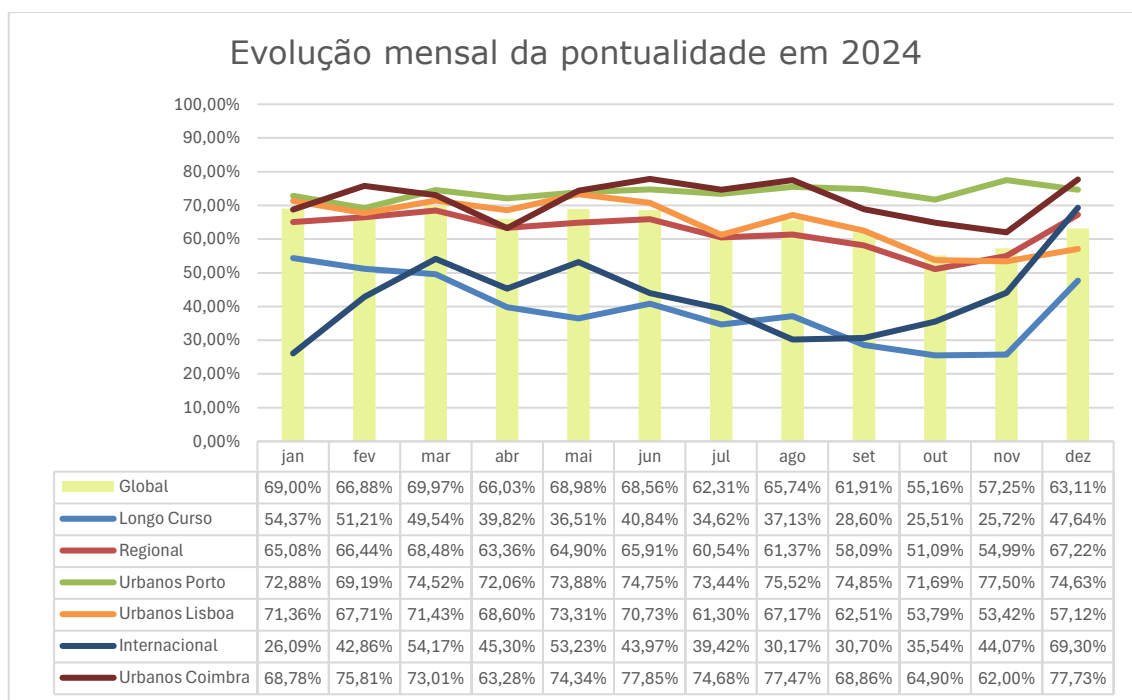


Chart 8 – Monthly punctuality

3.3 – SERVICE REGULARITY

CP's overall Regularity Index (RI) in 2024 was 97.4%, an increase of 5.5 p.p. compared to the same period in 2023 (2023-91.9%).

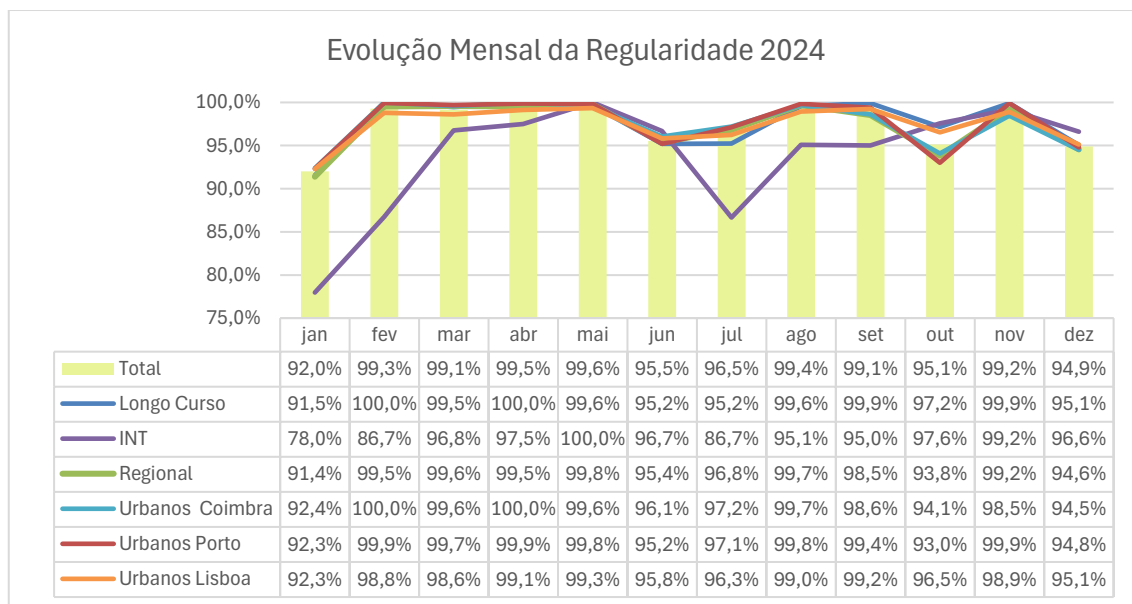


Chart 9 - Monthly CP train regularity

The lowest regularity values occurred in the months when strikes took place (January, June, July, October, and December). Around 77% of the cancellations throughout the year are attributed to the 'external causes' group, which includes those resulting from strikes.

Also to be considered are cancellations due to rolling stock breakdowns (12%), infrastructure constraints (5%) and the impediment of the service for reasons external to the system, but with a major impact on the service (4%). These include accidents involving people, such as those hit by trains, as well as collisions with vehicles and animals. This remains a serious issue, with a significant impact on CP's service and image, as well as on our crews.

In 2024, the primary cause of cancellations was External Causes (77%). This group includes strike-related cancellations, which are the main cause of cancellations, as has been the case in recent years. The second most problematic group of causes is Rolling Stock

(12%, specifically multiple unit and locomotive problems), followed by Infrastructure Facilities (5%), as shown in Chart 10.

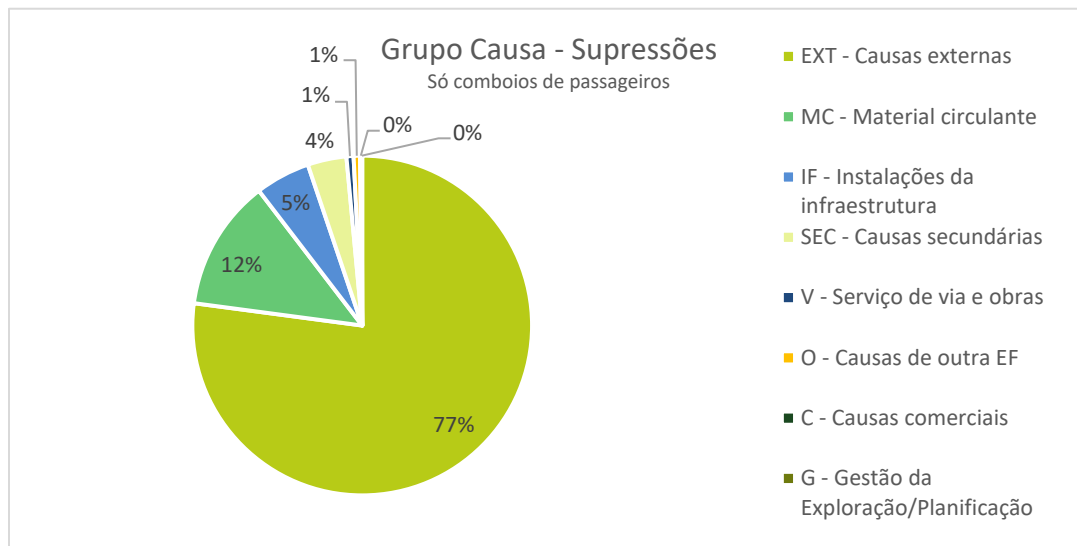


Chart 10 – Cancellations by Cause Group (source: SIGO/Services)

3.4 – HYGIENE AND CLEANLINESS OF ROLLING STOCK (AIR QUALITY IN CARRIAGES, CLEANLINESS OF TOILETS, ETC.)

The trains are cleaned by external suppliers whose contracts specify the quality-of-service standards, including penalties, bonuses, and mechanisms for assessing the state of cleanliness through specific cleaning audits.

The air conditioning systems on the rolling stock comply with UIC 533, which establishes air renewal rates. The approved maintenance plans also establish the periods to be observed. The new rolling stock (22 Stadler railcars being purchased and the 117 Electric multiple

units being tendered for) will comply with the TSIs (Technical Specifications for Interoperability) in force and other applicable and mandatory standards and legislation, since the equipment will have to be certified and homologated by ERA (European Union Agency for Railways) before it can be put into service.

The infrastructure manager, IP, S.A. is responsible for cleaning the railway stations.

Performance and the quality standard (goal)

In **2024**, **15,835** audits were carried out on rolling stock (cleaning per vehicle), and the assessment made of the state of cleanliness under the quality requirements demanded of outsourcing service providers was as follows:

Indicator	Performance	Goal
Train audits with compliant assessment (Unit: Vehicle)	15,153	na
Average annual assessment of the cleanliness of trains	95.7 %	=> 85%

Table 3 – Train cleanliness

3.5 – CUSTOMER SATISFACTION INQUIRY

The Customer Satisfaction Study, made in partnership with IP Infraestruturas de Portugal SA, was carried out during the last quarter of 2024, mainly to gauge the qualitative perception of

passengers regarding the services provided by CP and to identify and prioritise improvement actions to be introduced by the company.

A total of 5,029 interviews were conducted across the various types of service, including Alfa Pendular, Intercidades, Regional, Lisbon, Coimbra, and Porto urban trains, broken down by the respective lines.

The distribution of the sample by service in this study was as follows:

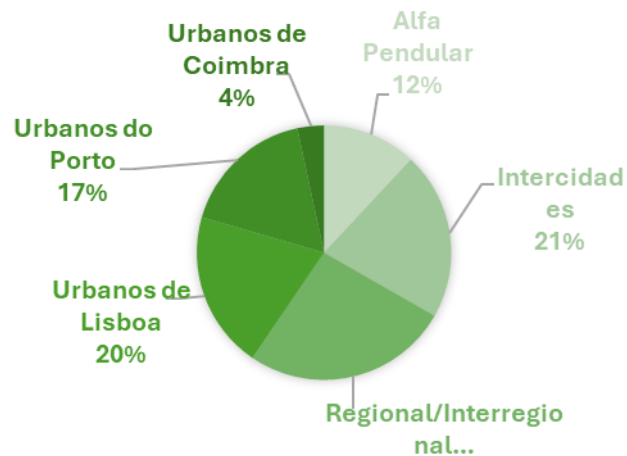


Chart 11 - Breakdown of the sample by type of service

In addition to the satisfaction factors evaluated:

- Overall satisfaction with the service
- Recommendations
- Image
- Loyalty
- Evaluation of different components of the service

Socio-demographic information was also collected from the surveyed individuals, allowing for the segmentation of different customer profiles and their expectations of the CP services.

Overall, a weighted Overall Satisfaction score of 6.9 (on a scale of 0 to 10) was obtained, which is higher than in 2023 (6.5) but still lower than in 2021 (7.48).

The graph below shows the satisfaction index per service:

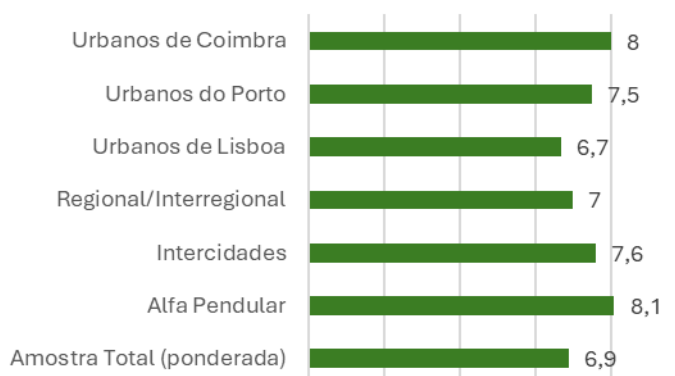


Chart 12 - Customer satisfaction index (overall and by service)

In terms of image indicators, it can be seen that customers of the Alfa Pendular and Porto and Coimbra urban trains are those who most associate positive values, such as Trust, Modernity, and

Concern for Passengers. Lisbon urban train passengers are the least likely to associate these values with the CP brand.

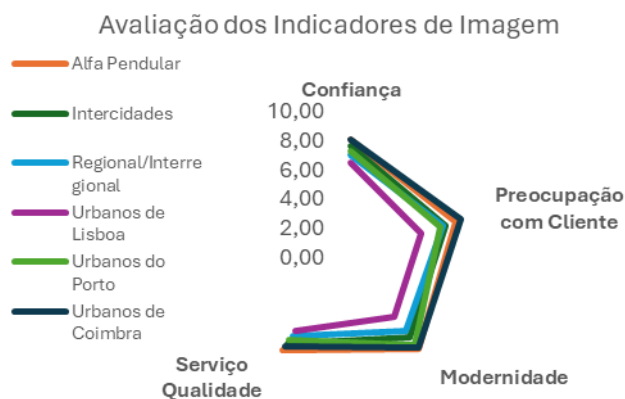


Chart 13 - Evaluation of values associated with the CP brand

• Evaluation by Service Dimension

In the various components of the service, the evaluation of the attributes that comprise them is differentiated by the type of CP product. The values shown are the weighted average assessment of the overall sample. The evaluation scale used is from 0 to 10.

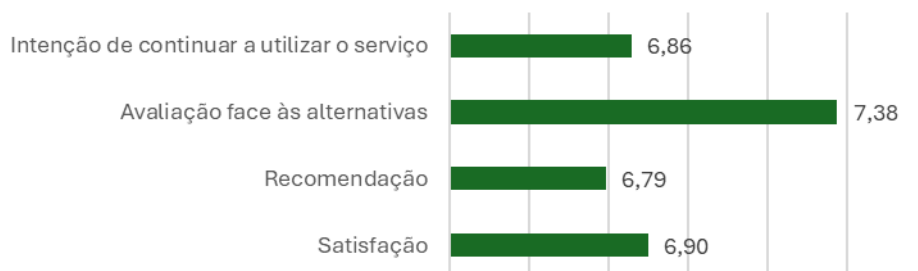


Chart 14 – Satisfaction and loyalty

- **Assessment of offer**

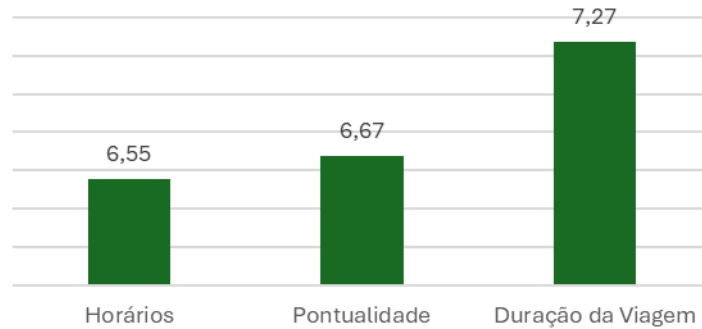


Chart 15 – Assessment of offer

When asked about the stops, 77% of respondents consider the number of stops on current services to meet their needs, while around 22% called for fewer stops on the services they use.



Chart 16 – Evaluation of the interfaces

• Train assessment

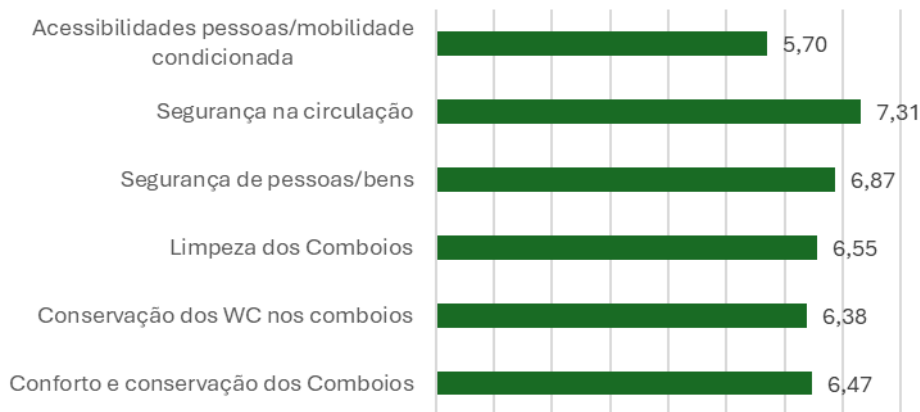


Chart 17 – Train evaluation

• Information quality

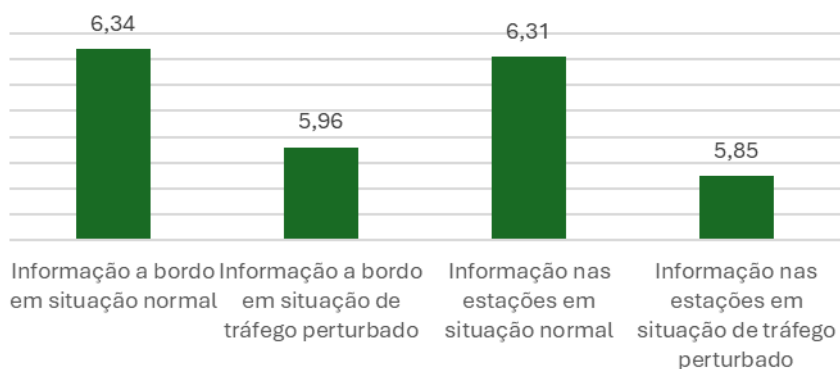


Chart 18 – Quality of the information provided

- **Information and Sales Supports**

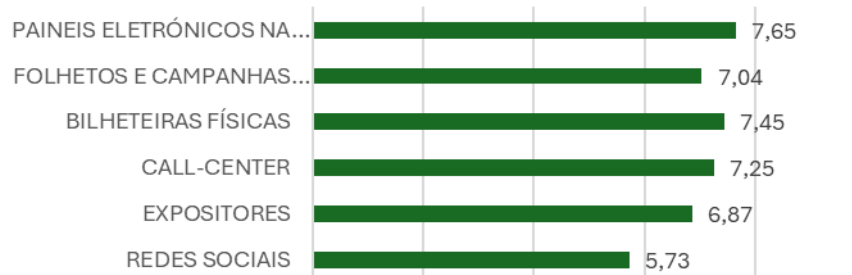


Chart 19 – Information and sales supports

- **Customer care**

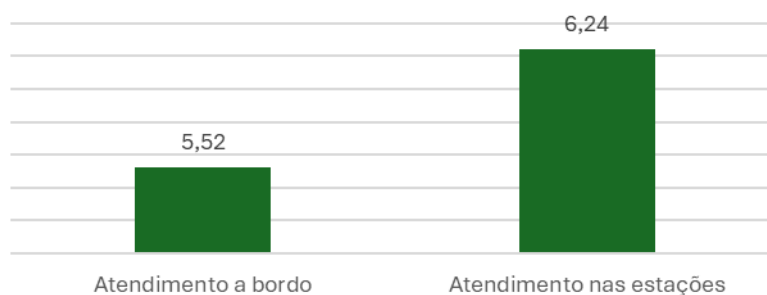


Chart 20 – Evaluation of customer care

In terms of socio-demographic characterisation, consumption habits and purchasing behaviour, the following factors should be highlighted:

• Demographics

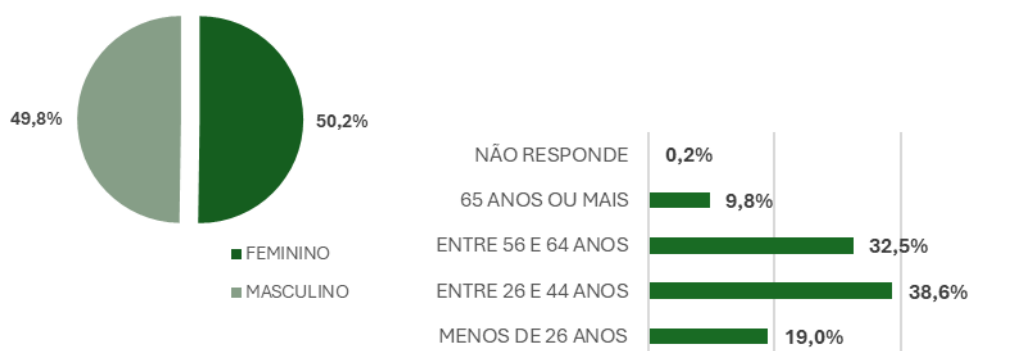


Chart 21 – Gender and age

Consumption habits

• How the passengers reached the station

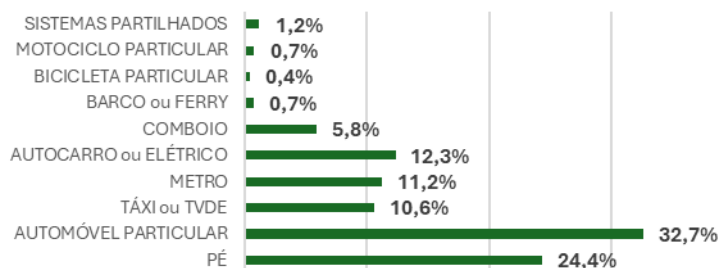


Chart 22 – How the passengers reached the station

- **Reason for travel**

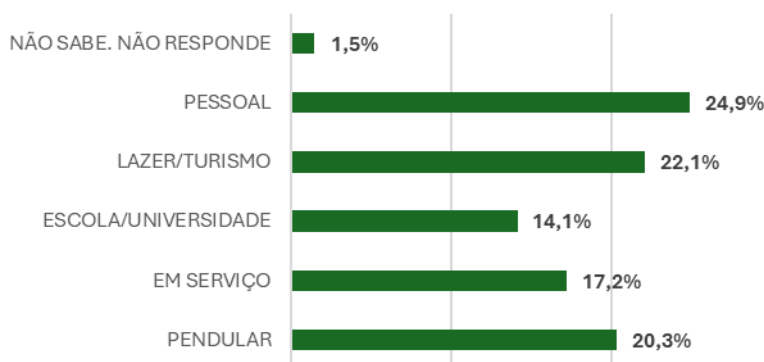


Chart 23 – Reason for travel

- **Journey frequency**

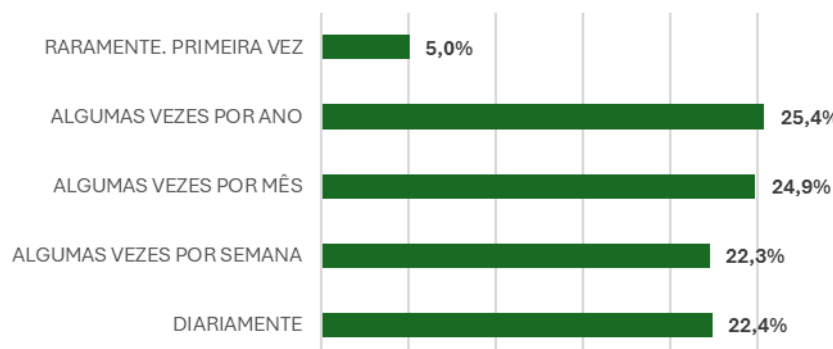


Chart 24 – Journey frequency

Buying behaviour

- **Where they bought the train ticket**

The ticket office remains the primary means of selling CP services.

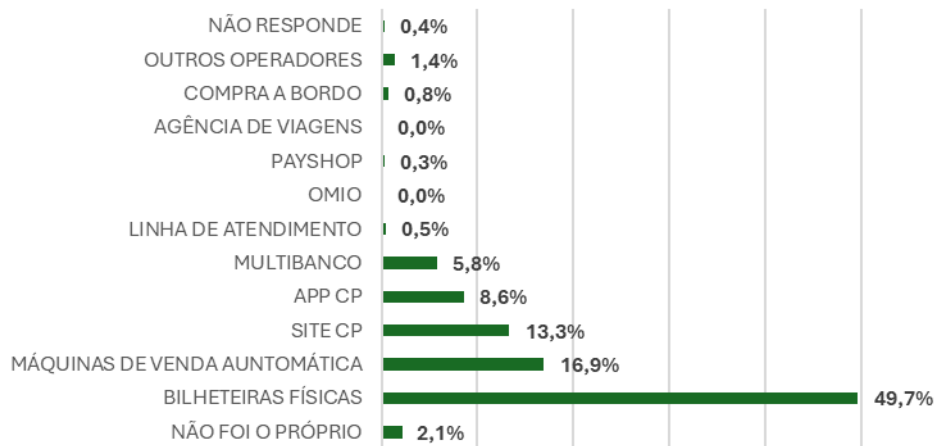


Chart 25 – Where they bought the train ticket

- **Discounts**

Discounts associated with age brackets and advance purchase for long-haul services are particularly noteworthy.

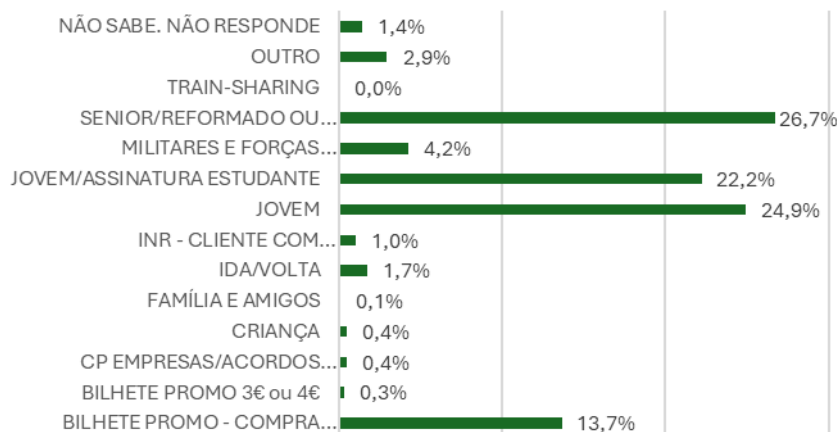


Chart 26 - Discounts

Main conclusions

- There has been an improvement in the Customer Satisfaction indices for all services, although the evaluations vary greatly depending on the service. The weighted indicators are strongly impacted by Lisbon commuters, who account for 75% of CP's transport demand
- Although there has been a reduction in the punctuality of services, largely due to engineering works on the infrastructure on various sections of the National Rail Network, this factor has had little impact on the passengers' qualitative perception.
- It should be noted that, in assessing the values associated with the brand, the only indicator that fell, in contrast to the others, was concern for the passenger, which suggests that most passengers have not yet perceived the improvements made to

Customer service with the implementation of CRM. Only 11% of those surveyed had placed orders on the CRM platform, rating its performance at 7.11.

- Customer information, whether at stations or on board, and particularly in situations of disrupted traffic, continues to have very low ratings, and the potential impact of the real-time information service is not yet visible, although 28% of respondents indicated that they were aware of it.
- The cleaning of facilities and trains also continues to get fewer positive reviews, and should be improved.
- Around 35% of those surveyed on Lisbon's urban services have already used the new vending machines and gave the new equipment a very positive rating (8.45).
- Of particular note is the generalised perception of aspects related to safety, accessibility, as well as the high level of receptiveness to the digital sales and information media the company provides.

3.6 - HANDLING CUSTOMER COMPLAINTS, REFUNDS AND COMPENSATION FOR NON-COMPLIANCE WITH SERVICE QUALITY STANDARDS

On 29 November 2022, CP implemented a CRM system that includes the handling and management of the following customer requests: Complaints, Suggestions, Compliments, Requests for Refunds for Delays or Cancellations, Fines, Information Requests and SIM Requests (integrated mobility service).

In 2024, 61,661 customer requests entered CP via the CRM platform, 29% fewer than in 2023, broken down as follows:

Pedidos Entrados Ano 2024		Volume	Peso
Reembolsos Atraso/Supressão	13352	31201	51%
Reclamações	15770		
Sugestões	448		
Elogios	142		
Multas	1330		
Resposta Processo Fechado	159		
Pedidos de informação	25803	25803	42%
Pedido SIM	4657	4657	8%
Total		61661	n.a.

Table 4 - Requests entered on the CRM platform in 2024

1. Requests regarding Complaints, Suggestions, Compliments, Requests for Refunds for Delays or Cancellations and Fines

a. Requests

In 2024, CP received 31,201 passenger requests, a 40% decrease compared with the previous year.

Pedidos Entrados Ano 2024		Peso	Var 23/24
Reembolsos Atraso/Supressão	13352	37%	-55%
Reclamações	15770	54%	-16%
Sugestões	448	2%	-22%
Elogios	142	0%	-8%
Multas	1330	5%	54%
Resposta Processo Fechado	159	1%	-89%
Total	31201	100%	-40%

Table 5 – Passenger requests

b. Breakdown of requests by service

Long-distance, Alfa Pendular and Intercidades services accounted for 54% of the year's total requests.

TIPO SERVIÇO	TOTAL	PESO
Alfa Pendular	6 529	21%
Intercidades	10 173	33%
Internacional	120	0%
Regional	4 188	13%
Urbanos de Lisboa	4 997	16%
Urbanos do Porto	3 016	10%
Urbanos do Coimbra	108	0%
Turísticos / Históricos	241	1%
Outros	1 829	6%
Total	31 201	n.a.

Table 6 - Breakdown of customer orders by service

c. **Breakdown by type**

In 2024, half of the requests received relate to Complaints, with 'Purchase and Use' and 'Travel Conditions' having the greatest proportion, with 20% and 17% respectively.

Requests for reimbursement due to delays or cancellations account for more than 42% of the total, with delays being the primary cause of these requests.

Tipologia dos Pedidos Entrados			
Categoria 1	Categoria 2	Total 2024	%
Elogios	Atendimento	92	0,3%
	Compra e utilização	14	0,0%
	Condições da viagem	7	0,0%
	Elogios	10	0,0%
	Informação	5	0,0%
	Oferta e Serviços	10	0,0%
	Outros	4	0,0%
	Total	142	0,5%
Multas	Multas	1 330	4,3%
	Total	1 330	4,3%
Reclamações	Ambiente	173	0,6%
	Atendimento	1 835	5,9%
	Condições da viagem	5 238	16,8%
	Compra e utilização	6 284	20,1%
	Multas	301	1,0%
	Oferta e Serviços	713	2,3%
	Informação	634	2,0%
	Reclamações	418	1,3%
	Proteção de dados pessoais	174	0,6%
	Total	15 770	50,5%
Reembolsos por Atraso ou Supressão	Desistência por atraso ou por supressão	7 568	24,3%
	Desistência de viagem por sua opção	1 192	3,8%
	Por atraso na chegada da sua viagem	4 502	14,4%
	Reembolsos por Atraso ou Supressão	90	0,3%
	Total	13 352	42,8%
Sugestões	Ambiente	29	0,1%
	Atendimento	10	0,0%
	Condições da viagem	87	0,3%
	Compra e utilização	80	0,3%
	Oferta e Serviços	126	0,4%
	Informação	57	0,2%
	Outros	40	0,1%
	Sugestões	19	0,1%
	Total	448	1,4%
Total Geral		31 201	100,0%

Table 7 – Passenger requests by type

d. Breakdown of requests by channel

- Digital channels are the company's main channel for receiving requests. However, in this period, paper still accounted for 18% of the total, based on the physical complaints book (9%), and other forms handed in at stations (9%);



Chart 27 – Passenger requests by channel

e. Average response time

Tempo médio de resposta (em dias)														
Categoria Pedido	SLA/dias	jan/24	fev/24	mar/24	abr/24	mai/24	jun/24	jul/24	ago/24	set/24	out/24	nov/24	dez/24	Média
Elogios	14 dias	2	52	173	99	105	120	1	276	252	236	184	134	136
Multas	15 dias	132	100	131	27	25	12	7	32	14	35	28	36	48
Reclamações	14 dias	54	69	91	102	154	117	94	133	119	190	163	115	117
Reembolsos por Atraso ou	14 dias	94	174	216	231	270	200	108	133	230	275	148	55	178
Sugestões	14 dias	61	87	175	84	123	78	125	251	122	195	170	163	136
Média/dias		69	96	157	108	136	106	67	165	148	186	139	101	123

Table 8 – Average response time to passenger requests

In 2024, the average response time for requests to CP's CRM was 123 days.

f. Requests handled

Pedidos Tratados
Ano 2024
37045

Table 9 – Number of passenger requests handled

In 2024, 37,045 passenger requests, including complaints, suggestions, compliments, requests for refunds due to delays or cancellations, and fines, were handled.

g. Requests per million passengers carried

	PEDIDOS POR MILHÃO DE PASSAGEIROS		
	2023	2024	VARIAÇÃO
Alfa Pendular	8 451	3 363	-60%
Intercidades	4 774	2 823	-41%
Internacional	3 278	1 036	-68%
Regional	566	274	-52%
Urbanos de Lisboa	52	35	-32%
Urbanos do Porto	158	126	-20%
Urbanos de Coimbra	158	96	-40%
Turísticos / Históricos	2 013	2 852	42%
Global CP	298	166	-44%

Table 10 – Passenger requests per million passengers

The overall number of requests per million passengers transported fell by 44% compared to the previous year, from 298 to 166.

2. Information requests

The information requests are dealt with/answered in writing by the CP helpline and were broken down in 2024 as follows:

Categoria 1	Categoria 2	Qtd. Pedidos	Peso
Pedidos de Informação	Alteração de dados pessoais	187	1%
	Alterações à circulação	1 030	4%
	Cartões e assinaturas	1 887	7%
	Horários e Preços	2 694	10%
	Pedidos de informação	857	3%
	Outros	2 090	8%
	Proteção de dados pessoais	47	0%
	Pagamentos	4 802	19%
	Reembolsos e Trocas	2 997	12%
	Registo plataformas CP	332	1%
	Perdidos & Achados	4 864	19%
	Serviços de conveniência e apoio ao Cliente	1 215	5%
	Viagens e destinos	2 761	11%
Total		25 763	100%

Table 11 – Number of information requests

Questions about 'Payments' and 'Lost and Found' account for the largest share of passenger enquiries.

3.7 – ASSISTANCE FOR DISABLED PEOPLE AND PEOPLE WITH REDUCED MOBILITY

3.7.1 INTEGRATED MOBILITY SERVICE (SIM)

CP offers its Customers with Specific Needs (CSN) the Integrated Mobility Service (SIM). This is a free service, geared towards CSNs and available 24 hours a day. Through this service, a CSN can:

- Obtain information on what CP has to offer, in terms of accessibility to CP trains and stations on the national railway network; accessibility of equipment; sales conditions; other services aimed at the CSN; other points of information or suggestions; assistance service when boarding, travelling and disembarking;
- Request assistance in planning the journey, offering the best conditions of comfort and safety;
- Request assistance when boarding, travelling and disembarking.

3.7.2 CP / INR AGREEMENT

On 4 March 2016, CP - Comboios de Portugal and INR - Instituto Nacional para a Reabilitação signed a new agreement that superseded the previous ones and altered the fare conditions for CSN.

Under the terms of the new protocol, CSNs with a disability equal to or greater than 80% can get 75% off the total fare when purchasing

a ticket to travel in 2nd class on any route on CP's Alfa Pendular, Intercidades, Regional, Interregional and Urban trains.

CSNs can also obtain a ticket for their companion at 25% off the full fare, valid for the same train, class, and route.

In addition, with effect from 1 March 2018, CP and INR signed an addendum to the existing agreement on travel discounts for CSNs. Under the terms of this addendum, all individuals with a degree of disability equal to or greater than 60% and less than 80% will now get 20% off the full fare.

The following table shows the journeys made in 2024 by service under the CP/INR Agreement:

Produto	Passageiros	Receita	Desconto
Alfa Pendular	13 939	212 599 €	229 050 €
CP/INR_ACOMPANHANTE	1 670	40 769 €	13 175 €
CP/INR_CLIENTE (-20%)	4 186	106 594 €	25 193 €
CP/INR_CLIENTE (-75%)	8 083	65 237 €	190 682 €
Intercidades	20 889	193 113 €	177 660 €
CP/INR_ACOMPANHANTE	2 360	32 851 €	10 249 €
CP/INR_CLIENTE (-20%)	7 613	109 389 €	25 588 €
CP/INR_CLIENTE (-75%)	10 916	50 874 €	141 823 €
Inter-Regional	13 987	54 872 €	49 243 €
CP/INR_ACOMPANHANTE	1 820	11 035 €	3 660 €
CP/INR_CLIENTE (-20%)	5 208	31 182 €	7 785 €
CP/INR_CLIENTE (-75%)	6 959	12 656 €	37 797 €
Regional	38 293	91 904 €	74 907 €
CP/INR_ACOMPANHANTE	3 891	13 593 €	4 514 €
CP/INR_CLIENTE (-20%)	17 031	59 710 €	14 930 €
CP/INR_CLIENTE (-75%)	17 371	18 601 €	55 463 €
Urbanos Coimbra	2 304	3 130 €	2 364 €
CP/INR_ACOMPANHANTE	207	404 €	134 €
CP/INR_CLIENTE (-20%)	1 096	2 142 €	529 €
CP/INR_CLIENTE (-75%)	1 001	584 €	1 701 €
Urbanos Lisboa	17 739	16 186 €	19 097 €
CP/INR_ACOMPANHANTE	1 063	1 579 €	526 €
CP/INR_CLIENTE (-20%)	5 768	9 182 €	2 295 €
CP/INR_CLIENTE (-75%)	10 908	5 425 €	16 275 €
Urbanos Porto	48 369	67 395 €	53 166 €
CP/INR_ACOMPANHANTE	7 344	13 947 €	4 580 €
CP/INR_CLIENTE (-20%)	20 067	40 491 €	10 109 €
CP/INR_CLIENTE (-75%)	20 958	12 957 €	38 477 €
	155 520	639 199 €	605 486 €

Table 12 - CP/INR Agreement- Breakdown of journeys

Source: DW

VARIATION 2023/2024

Periodo	Tipo desconto	Quant. Viagens	Valor total	Valor desconto	Custo Cliente	Custo CP	Custo INR
jan/ dez	CP/INR_ACOMPANHANTE	18 248	142 118 €	34 565 €	107 553 €	25 924 €	8 641 €
	CP/INR_CLIENTE (-20%)	49 670	348 279 €	67 321 €	280 958 €	50 491 €	16 830 €
	CP/INR_CLIENTE (-75%)	66 735	536 949 €	399 141 €	137 808 €	299 355 €	99 785 €
Total 2023		134 653	1 027 345 €	501 027	526 319	375 770 €	125 257 €
jan/ dez	CP/INR_ACOMPANHANTE	18 356	151 022 €	36 840 €	114 182 €	27 630 €	9 210 €
	CP/INR_CLIENTE (-20%)	60 970	445 125 €	86 431 €	358 694 €	64 823 €	21 608 €
	CP/INR_CLIENTE (-75%)	76 196	648 552 €	482 218 €	166 334 €	361 664 €	120 555 €
Total 2024		155 522	1 244 699 €	605 489	639 210	454 117 €	151 372 €
Varição 2024/2023		15%	21%	21%	21%	21%	21%

Table 13 - CP/INR Agreement- Variation 2023/2024

Source: DW

The following conclusions emerge from the period analysed:

- Travel by CSN increased by 15% in 2024 (10% in 2023);
- In 2024, the CSNs and companions paid €639,210;
- The overall discount granted in 2024 was €605,489. Of the discount granted:
 - CP paid €454,117;
 - INR paid €151,372.

The variation in the breakdown of journeys by service in 2023/2024 was as follows:

Produto	Varição nº pax
Alfa Pendular	20%
Intercidades	6%
Inter-Regional	21%
Regional	16%
Urbanos Coimbra	25%
Urbanos Lisboa	3%
Urbanos Porto	20%
Global	15%

Table 14 - CP/INR Agreement- Variation in journeys by service

Source: DW

Overall, there is a 15% increase in the number of journeys. The most significant percentage increase was in the Coimbra urban service (25%), while the smallest increase was in the Lisbon urban service (3%). There was also a significant increase in the Alfa Pendular service (20%).

CONCLUSIONS

Analysing the results of the journeys made by CSNs in 2024, under the agreement signed by CP and the same period of the previous year, we can conclude that:

1. In 2024, the number of journeys made by CSN grew by 15%, with a total of 155,520 journeys;
2. The total value of journeys made was €1,244,699, an increase of 21%;
3. CP paid €454,117 of the discount, 21% more than in the same period last year;
4. Of the discount granted, INR contributed €151,372. This represented a 21% increase.

The upward trend in journeys in the segment reflects the strong recovery in demand and the impact of the improvements implemented by CP in equipment and services.

We believe that, with the prospect of an increase and the improvements made in the meantime, demand for CP's services will tend to rise, making the company a genuine partner and alternative for transporting people with reduced mobility.

IMPROVEMENTS 2023/2024

In 2023/24, various projects were continued, including those in the areas of rolling stock, improved access, facilities, and customer service. These include:

Fleet Modernisation

- Adapt Intercidades coaches to improve the cohesion of the network and the accessibility of the least served lines and to allow wheelchairs on and off the trains;
- Gradually eliminate ramps with rails;
- UTE 2240 - PMR lift - Completion of assembly on the entire fleet (55 units) - CP is now truly able to offer universal access to passengers on the regional service, on electrified lines where units of this series operate, regardless of the condition of the infrastructure;
- Installing accessible audio and visual announcement systems on all trains, as well as evaluating the introduction of inductive devices for people with hearing aids.

Integrated Mobility Service (SIM)

- Review the need to book in advance for suburban services, with the future aim of dispensing with booking for all services;
- Allow customers to manage SIM bookings via the CP website and app.

Ticket Office and CP Store Improvements

- Implement new ticket office designs that ensure greater accessibility, such as the installation of tactile flooring, inductive devices, and adjustable counters, to accommodate individuals with mobility impairments,

including those using wheelchairs. To be developed in close cooperation with IP;

- Improve the visibility of staff uniforms.

Inclusive Communication

- Encourage language that promotes human rights, eliminating stereotyped expressions;
- Encourage the use of the new website and app as a tool for better and more accessible communication (W3C WGAC standards);
- Make accessibility standards consistent across all communication platforms;
- Organise awareness campaigns on accessibility and inclusion for employees and the general public, promoting a culture of respect and support for customers with specific needs.

Training and Inclusion

- Train sales teams to offer specialised assistance to passengers with reduced mobility, ensuring service that respects the dignity and specific needs of these customers;
- Enhance workplace accessibility to ensure that employees with disabilities are fully included.

3.7.3 OTHER RELEVANT ACTIONS

ADVISOR FOR CUSTOMERS WITH SPECIFIC NEEDS

To strengthen these customers' confidence in the service, CP has created the figure of CSN Advisor and appointed an accessibility specialist for this purpose, whose duties are to advise the company on practices that promote and encourage accessibility to CP services for these citizens, monitoring to identify barriers to access and defining priorities in the adoption of measures to promote their mobility.

ADVISORY COUNCIL FOR PEOPLE WITH SPECIAL NEEDS

The existence of an Advisory Council for CSN is a distinctive feature that emphasises CP's role (and is relevant to stakeholders) in its policy of caring for these clients. CP set up this council in 2010, which includes various institutions - ACAPO, ADFA, APD, APS, CNOD, Fundação LIGA, INR, IP and ANMP - along with the presence of the Advisor for Customers with Specific Needs, to maintain a permanent dialogue with those who are aware of the real mobility needs of these customers.

This Council met on 13 November, with the presence of CP's Management and the Advisor for Customers with Specific Needs.

Performance and the Quality Standard (goal)

Indicator	Performance		Goal
	2023	2024	2025/2026
%age of multiple units prepared for access (boarding and disembarking) of transport chairs for passengers with reduced mobility	79.8 %	79.8 %	85.0 %
%age of coaches prepared for access (boarding and disembarking) of transport chairs for passengers with reduced mobility	0 %	0 %	0 %

Table 15 - Rolling stock adapted for passengers with reduced mobility

P.S. : Using station lifts and transfer wheelchairs

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