

Annual service quality performance report of the year 2011

Elektriraudtee AS

Tallinn
2012

Name of the company: ELEKTRIRAUDTEE AS

Registration code: 10520953

Address: Vabaduse pst 176, 10917 Tallinn, Estonia

Main activity: Passenger transportation

Phone: +372 6737400

Fax: +372 6737440

E- mail: info@elektriraudtee.ee

Webpage: www.elektriraudtee.ee

Description of the company

Elektriraudtee Ltd was founded as an independent company on the 23rd of December in 1998. As of November 15th 2000 all the shares of Elektriraudtee Ltd were given over to the Republic of Estonia, which today is represented by the Ministry of Economic Affairs and Communications.

Elektriraudtee Ltd core business is the organization of passenger transportation using electric trains in the area of Tallinn and Harju County.

Currently Elektriraudtee Ltd operates on the following lines:

- * Tallinn - Aegviidu - Tallinn
- * Tallinn - Riisipere - Tallinn
- * Tallinn - Paldiski - Tallinn
- * Tallinn - Klooga-Rand - Tallinn
- * Tallinn - Keila - Tallinn
- * Tallinn - Pääsküla - Tallinn

The overall length of the lines is 131.6 kilometers of electrified rail network.

In recent years there has been purposeful activity to enhance the quality of our service: all the furnishing in the trains has been renovated. There also was installed an electronic notification system for all of the trains and WiFi can be used in all of our trains (in the train's most Tallinn-nearest wagon). The company has also paid great attention to raise the customer service satisfaction and cleanliness of trains.

Total of 2.86 million travels were made in 2011, which is 2.3% less than the amount in 2010.

Elektriraudtee AS management systems are certified on the base of ISO 9001:2008, ISO 14001:2004 and EVS 18001:2008 (OHSAS 18001).

Elektriraudtee AS publishes its annual service quality performance report on the Estonian language as a part of its annual report of economic year. The annual economic report of Elektriraudtee AS is available on the web- site www.elektriraudtee.ee. In the present document Elektriraudtee AS presents the extract from its annual report of 2011 economic year.

A brief description of the complaints and their solutions in the year 2011

During the year 2011 there was submitted to Elektriraudtee AS 733 letters of clients, which included 317 complaints. The most of them was connected with the quality of the service and 23 of them with safety.

Most of complaints were connected with delays and cancellations of the trains. The reason of this was big amount of repair works on railway infrastructure. There were many changes of timetables; the advance notices from holder of infrastructure were made during very short time.

In the February of 2011 Elektriraudtee started using of new webpage, which greatly expanded the possibilities of passenger information. In electric trains were extended stands for posters, also passengers were informed about opportunity to use information phone (1447) free of charge.

During discussions with infrastructure holder it was pointed out the importance of deadlines of advanced notification (11 calendar days) and was followed the fulfilling of requirements by infrastructure holder (in case of mistakes arose monetary claims).

The time for answering for the clients complaints was 3 working days.

The report about quality of the service

In I and II quarter of the year 2011 were carried service audits, where was evaluated the work of customer service in the trains. During the testing period each stewardess was evaluated twice by test client in real service situation in the train.

The primary objective was to evaluate the quality level of Elektriraudtee customer service staff, which works directly with the clients, and also controlled fulfilling of good service practice rules and Elektriraudtee corporate customer service manuals.

During the autumn testing it were evaluated service- and sale abilities of the staff in usual situations 72 times (each stewardess was evaluated twice by different auditors). The testing was made by the mystery shopping method. All evaluation criterias were evaluated by the 4-point system (4- most positive, 1- most negative). General overall result for customer service employee in 2011 was 3,3 (82,5%), where proportion of components is: correct look 30%, service competence 50%, additional sale 20%. Next research of service quality will be carried out on the year 2012.

There was made clients satisfaction survey also. There was ca 600 responses, 100 from them were received in the train and others on the webpage of Elektriraudtee. The overall passenger satisfaction decreased slightly on the east and on the west has risen by 11% compared to last year results. In the May and November 2011 were made counting of the passengers.



Jevgenia Pahhutši

The head of legal services/internal auditor

Elektriraudtee AS

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