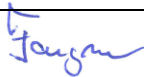

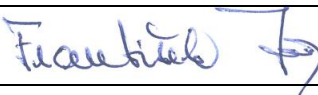


REPORT ON THE QUALITY OF SERVICES PROVIDED IN 2013 BY

GW Train Regio a.s.



	formulated by	reviewed by	approved by
Function	Sales Department Manager	Health & Safety Director	Managing Director
Name	Pavel Faugner	Tomáš Francík	František Kozel
Date	June 5, 2014	June 16, 2014	June 20, 2014
Signature			

REPORT CONTENTS

1	BASIC COMPANY DATA.....	3
1.1	IDENTIFICATION DATA	3
1.2	LINE OF BUSINESS	3
1.3	COMPANY CERTIFICATION.....	3
1.4	STATUTORY BODY - BOARD OF DIRECTORS.....	3
2	INTRODUCTION	4
3	INFORMATION AND TRANSPORTATION DOCUMENTS.....	5
4	PRECISION OF THE CONNECTIONS AND GENERAL PRINCIPLES OF PROCEDURE IN CASE OF EXTRAORDINARY EVENTS	7
5	CANCELLATION OF CONNECTIONS	8
6	CLEANLINESS OF RAILWAY VEHICLES AND OF RAILWAY STATION EQUIPMENT (QUALITY OF AIR IN VEHICLES, HYGIENE OF SANITARY FACILITIES ETC.).....	9
7	CUSTOMER SATISFACTION SURVEY.....	11
8	DEALING WITH COMPLAINTS, RETURNS OF FARE AND COMPENSATION IN CASE THE SERVICE QUALITY STANDARDS HAVE NOT BEEN MET	12
9	AID PROVIDED TO THE HANDICAPPED PERSONS AND PERSONS WITH REDUCED PHYSICAL ABILITY AND ORIENTATION.....	13
10	CONTACT DATA TO RAILWAY COMPANY REPRESENTATIVE	14

1 Basic company data

1.1 Identification data

GW Train Regio a.s.

with resgistered seat in Ústí nad Labem, Střekov, U Stanice 827/9, ZIP 400 03

ID: 28664116
TAX ID: CZ28664116
tel.: +420 475 351 542
fax: +420 972 422 153
email: info@gwtr.cz
web: www.gwtr.cz

banking connection: Komerční banka, a.s., branch Ústí nad Labem
account number 43-2269580297/0100

The company is registered in the Commercial Register kept by the Regional Court in Ústí nad Labem, section B, insert 1942, date June 19, 2008

1.2 Line of Business

- operation of rail transport under Law No.266/1994 Coll., within the scope of license issued
- road motor transport - domestic passenger occasional, - international passenger occasional, - domestic public line, - international special line
- manufacture, sales and services not stated in the supplements of 1 to 3 of the Trade Law

1.3 Company certification

- quality management system for operation of railway transport and for operation of road motor transport according to EN ISO 9001 : 2009.
- environment management system for the operation of railway transport and for operation of road motor transport according to EN ISO 14001 : 2005.
- health and safety management system for the operation of railway transport and for operation of road motor transport according to OHSAS 18001 : 2008

1.4 Statutory body - board of directors

Chairman of the Board	František Kozel
Vice-chairman of the Board	Jan Chudina
Member of the Board	Stanislav Lešák

2 Introduction

This report on the quality of services provided by GW Train Regio a.s. in 2013 was formulated in accordance with Methodology Guidelines for Service Quality Standards pursuant to Article 28 of the Regulation (EC) No. 1371/2007 of the European Parliament and of the Council on rail passengers' rights and obligations as formulated by the Railway Authority.

3 Information and Transportation Documents

- **Provision of transportation information during travel**

Train staff provide information during train travel. Some information is ascertained using personal portable cash register (PPC), tablets, including finding connections in the train timetable system. During travel, information is also provided by the posted timetables, tariff information and also tourist maps with the surroundings of the route. Special current operational information is also provided.

- **The method of answering enquiries regarding transportation information at the stations**

Enquiries regarding transportation information at the stations where the carrier has offices are responded to by employees of the carrier or those of railway operator during their work hours. At the stations without staff, enquiries are answered using a phone. Train personnel also answer enquiries regarding the transportation information during the train's stop at the station.

- **How do you provide information about time schedules, tariffs and platforms**

The carrier's time tables are posted at notice boards at the stations, train personnel are responsible for information during train stops. Railway operator informs about time tables using notice boards situated at the stations' platforms. Railway operator's employees inform about time tables in person at the staffed stations and using telephone at the unstaffed stations. All information is also available at the carrier's website.

- **Devices for the distribution of transportation documents**

All ticket collectors are equipped with portable personal cash registers for sale of transportation documents of the carrier and those of other companies (e.g. of České dráhy a.s., Przewozy Regionalne, Vogtlandbahn). Company's ticket offices at the stations are equipped with local personal cash registers (PCR). Transportation documents are also issued as electronic record at a contactless chip card, also in a paper form, electronically printed or written.

- **What is the availability of staff at the station in order to provide information and sales of transportation documents**

Train staff are available at the station for the provision of information and sales of transportation documents during train's stop at the station and at the locations of

carrier's ticket offices. Railway operator's employees inform about timetables in person at the staffed stations.

- **How do you provide information for the handicapped and persons with reduced physical ability and orientation**

Information for the handicapped and persons with reduced physical ability and orientation is provided by the train personnel during the train's stop at the station. Information is also provided by the operator's employees in person at the staffed stations.

4 Precision of the connections and general principles of procedure in case of extraordinary events

- **Delay**

1. Overall average delay of connections in percent according to connection categories (international, domestic, long-distance, regional, urban/suburban) 2.21 %
2. % of delay at the departure 2.23 %
3. % of delay at the arrival 2.29 %
4. % of delay by 60 and less minutes 2.18 %
5. % of delay by 60 to 119 minutes 0.02 %
6. % of delay by 120 and more minutes 0.01 %
7. % of missed connections to other railway connections 0.31 %

- **Operational extraordinary events (extraordinary events in railway transportation)**

The carrier deals with extraordinary events in accordance with carrier's internal regulation GWTR_2012_06 "On the system of railway transportation safety and procedures in case of extraordinary events at the railway in the sense of regulation No. 376/2006 Coll., as amended". This regulation states the procedures and responsibilities of specific carrier's persons in case of extraordinary events in railway transportation including consequent assessment of such extraordinary event.

The carrier also deals with extraordinary events in case train is not operable in the following order:

- a) ensurance of substitute motor coach
- b) ensurance of substitute bus transportation

5 Cancellation of connections

- Cancellation of connections as a parts of connection according to category (international, domestic, long-range, regional, urban/suburban)

International	0.000 %
Domestic	0.000 %
Long-distance	0.000 %
Regional	0.010 %
Urban/suburban	0.000 %

6 Cleanliness of railway vehicles and of railway station equipment (quality of air in vehicles, hygiene of sanitary facilities etc.)

- **Cleaning interval**

Return cleaning - upon each return of the vehicle

- a) emptying of waste bins
- b) replenishing of waste bags
- c) replenishing of toiletries (toilet paper, soap, paper towels)
- d) wiping of the floor including toilet if necessary

Daily cleaning - 1 x daily

- a) polishing of mirrors
- b) washing and disinfection of toilet on the inner and outer side, seat, cover, wash basin, container for used towels
- c) emptying of waste bins including washing, replenishing of waste bags
- d) sweeping of the floor and washing of the tiling
- e) replenishing of toiletries, toilet paper, soap, paper towels
- f) removal of rubbish and heavy fouling
- g) sweeping of the floor including floor mats cleaning

Weekly cleaning 1-2 x per week

- a) washing and disinfection of toilet (inner and outer side), seat, cover, wash basin, container for used towels, replenishing of toiletries (toilet paper, soap, paper towels)
- b) emptying of waste bins including washing
- c) sweeping of the floor and washing of the tiling including toilet floor, floor mats cleaning
- d) dusting of the luggage racks, treatment of the doors including handles
- e) wiping of window frames, handles and bars
- f) polishing of mirrors and partitions
- g) polishing of toilet mirror
- h) washing of windows from the inside
- i) vacuum cleaning of seat covers, armrests and headrests
- j) wiping of seat frames
- k) dusting of ventilation grilles and other accessible heating elements

Extraordinary cleaning - as required

- a) washing of vehicle body
- b) wet cleaning of seat covers

- **Quality of air inside coaches (e.g. if the observation of values stated in TSI is ensured)**

This value is not monitored by the carrier

- **Availability of toilets (in km)**

Toilets are available in every coach. The value of distance in km is not monitored.

7 Customer satisfaction survey

The carrier performed a customer satisfaction survey at the railway route number 036 in the section of Kořenov - Harrachov - state border. The survey took place in the months of August and September 2013 in trains on the route of Kořenov - Harrachov - Szklarska Poreba Górna, addressing in particular Czech speaking passengers heading in the morning hours from the Czech Republic to Poland. 120 questionnaires were available during the traffic survey. 111 questionnaires were included in the evaluation. The first part of the questionnaire dealt with structure of passengers, frequency and purpose of travelling.

The second part of the questionnaire contained the evaluation of carrier's services with the following results:

behaviour of train staff	1.14
technical standard of the vehicles	1.75
cleanliness of the vehicles	1.29
information in the vehicles	1.27
timetable, offer of connections	1.78
tariff, price of fare	1.78

The second part of the questionnaire also contained motions and comments on improvement of the services at this route:

- payment of the fare, complicated system with several tickets in various currencies
- the necessity to change trains
- appreciation of the carrier's service and staff
- the necessity to improve information at the desks of České Dráhy a.s.
- requirement for extension of connections
- poor connection to Prague on working days
- more information about the route's history and its operation
- missing information about fare price in the section of Szklarska Poreba – Jelenia Góra
- requirement for more connections on working days in the tourist high season
- complex (unclear) time table
- change of carrier's staff uniforms
- requirement for acknowledgement of discounts for seniors from CZ also in the area of Poland
- clean and well equipped WC in the coach

8 Dealing with complaints, returns of fare and compensation in case the service quality standards have not been met

- **The way railway company informs passengers during transportation documents sale about their rights and liabilities as stated in the Article 29**

By posting the Contractual transportation conditions in the vehicles or by asking the ticket collector during ticket sale in the vehicle

- **Established procedures**

Passengers can raise claims, complaints, motions etc. in writing to the Requests Book available at the counter or at contact points, over the telephone, in electronic form to the e-mail address, in writing to the address of the carrier's seat, orally to the carrier's authorised person on the train with a specification of contact information.

The carrier responds only to claims, complaints and motions etc. that indicate the name and at least one of the following contact data:

- a) telephone number
- b) post address
- c) e-mail address

- **Number of complaints and consequences**

Types of complaints:

Inappropriate behaviour of the staff, incorrectly issued transportation document, train delay.

Received complaints:

20 complaints

Settled complaints:

9 complaints

Average period of settlement:

15 days

Adopted correction measures:

Regular trainings of the operational staff (e.g. tariff, assertive, technical)

9 Aid provided to the handicapped persons and persons with reduced physical ability and orientation

- **Aid provided**

Reserved seats identified in all vehicles.

- **Number of cases help was provided according to connection category (international, domestic, long-range, regional, urban/suburban)**

Not registered by the carrier.

10 Contact data to railway company representative

Company name	GW Train Regio a.s.
Company abbreviation	GWTR
State	CZ
Salutation	Mr
Surname	Frančík
Name	Tomáš
Email	tomas.francik@gwtr.cz