

# RFI SERVICE CHARTER

## 2023



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## Appendix

Guide to reading the RFI Service Charter

Targets and results 2022



# 1. Services, quality factors and targets

Divided into six macro areas , the most important RFI services for the public are presented in the pages below, together with the targets set for 2023 in relation to two quality factors identified by the regulations, adapted based on the specific company responsibilities and assessed by means of indicators

1. Train traffic, safety and efficiency of the network
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## Train travel, network safety and efficiency

Safety of railway travel and operation on the entire national network made available to Railway Undertakings carrying out passenger and freight transport services is one of the key services offered by RFI.

### SAFETY

Our commitment for 2023



For RFI, safety is the first factor in assessing the quality of the national Railway Infrastructure Operator's core services: train travel and the maintenance of the entire railway network.



Achieved primarily with the extensive involvement of its human capital through technological, organisational and regulatory safeguards and measures designed to reduce the risk of accidents to a minimum, the safety of railway operations constitutes RFI's first commitment to its external and internal stakeholders, and the first objective undertaken with the Service Charter.

In compliance with the Italian and international industry regulatory framework, the safety of railway operations target is in line with the **National Reference Value (NRV)** assigned to Italy for the "Company as a whole" railway risk category.

This is the most concise railway risk category of those identified by the EUAR (European Union Agency for Railways), in line with Directive 2004/49/EC as amended and supplemented, national maximum tolerable values and the Common European Safety Targets (CSTs), both ratified by decisions of the European Commission.

Specifically, the parameter adopted considers the ratio between the total number of "FWSI - Fatalities and Weighted Serious Injuries" and the total number of kilometres travelled by trains running on the RFI network during the year. As in previous years, **once again in 2022**, the ratio remained within the national reference value.

Indicator	Parameter	2023 target
Railway operations safety level	number of FWSIs resulting from significant accidents/trains x km *	staying below the NRV assigned to Italy for the railway risk category "The Company as a whole"

\* Internal/third-party monitoring

To maintain the ongoing efficiency of the infrastructure and ensure maximum travel **safety**, RFI is constantly committed to **protecting, preserving and upgrading** the infrastructure and its technological equipment, building **new lines** and systems and developing increasingly efficient **production and management procedures**.

All industrial activities that have a direct or indirect impact on the safety of train travel and railway operations are performed by RFI within its **Safety Management System (SMS)**. Accepted by the National Agency for Safety of Railways and Road and Motorway Infrastructures (ANSFISA) with the issuance to RFI of the Safety Authorisation pursuant to Legislative Decree 162/2007, renewed in 2019 and then reassessed in December 2021 with expiry in June 2024 (ref. Legislative Decree 50/2019 and Legislative Decree 57/2019), the SMS is one of the three components of the **Integrated Safety Management System (ISMS)**, which also includes the **Environmental Management System (EMS)** and the **Occupational Health and Safety Management System (OHSMS)**, which are respectively certified according to **ISO 14001** and **ISO 45001** (formerly OHSAS 18001).

In addition to striving for maximum safety, to provide ever higher quality traffic services, RFI also focuses its activities on raising other performance indicators, in particular regularity and **punctuality**. On the passenger side, the latter recorded values of over 86% in 2022 in both the long haul (15 minute threshold) and over 95% in the regional (5 minute threshold) sectors. This is partly the result of measures for **local public transport** that affect both the stations, particularly in the metropolitan area, and the urban rail nodes where infrastructural, technological and management measures are now being implemented to make rail traffic flow more better. At the same time, for long and medium haul **passenger services**, measures are being implemented to speed up the main routes and, for **freight services**, measures to increase commercial speed and performance characteristics on the most important international transport corridors are being achieved.

## Sustainability of RFI activities and services

For RFI, sustainability, taken as a guiding criterion for business strategies, is simultaneously an objective for the development and management of the railway infrastructure and the services offered on it and the way business activities and processes are conducted. In both perspectives, the aim is to work towards achieving the UN 2030 Agenda's Sustainable Development Goals (SDGs) as part of European and national programmes.

### ENVIRONMENTAL AND SOCIAL FOCUS

Our commitment for 2023



Every year the environmental, social and governance commitments stated in the Service Charter fall within the far more wide-reaching process of “internalising” sustainability in all aspects of the business. This process has been further expedited to support the role that the national rail infrastructure manager is required to perform for the sustainable transition of the country, particularly

within the framework of the Italian National Recovery and Resilience Plan, with major investments in infrastructure for the sustainable mobility of persons and freight to be achieved by 2026. The commitments made in the Service Charter are compared over a 12-month period and refer to specific measures, representing the various initiatives implemented to improve the company’s sustainability profile.

As regards governance and sustainability strategies, the commitments for 2022, which were successfully implemented, have been set in relation to the environmental and governance aspect.

For the latter purpose, the operational phase of the change management project “RFI sustainability on the go” and the related **Strategic action map for RFI’s ESG transition**, which defines the Strategic Lines of Action (SLA) to follow to expedite the integration of sustainability best practices in investment management and generally in all corporate processes, within a systemic approach. For the practical implementation of the SLAs, which affect all the various fields of activity of the Operator, 40 **ESG Construction Sites** have been planned - and entered in the structural RIF Business Plan-, as specific initiatives • focused on not only the implementation of specific projects, but also on the systematisation/formalisation of a new approach to related business processes • complemented by the involvement of the stakeholders and the definition of methodologies/guidelines, etc. that regulate their large-scale implementation.

On the environmental side, 2022 saw the start of the certification process according to the **ENVISION** protocol for the first RFI station project developed based on the Guidelines validated by the ICMQ (Institute of certification and quality labelling for construction products and services - *Istituto di certificazione e marchio qualità per prodotti e servizi per le costruzioni*) with which RFI has adapted the international protocol for assessing the sustainability of works to the Italian entity. This initiative marked the start of the systematic application to station projects of the most advanced energy, environmental and social performance standards in order to minimise the consumption of natural resources and emissions during their entire life cycle, and implement solutions geared towards a circular approach and the creation of maximum value for the territory.

For 2023 RFI has set itself two new goals, to be developed through specific ESG Construction Sites defined within the framework of the **Strategic Lines of Action (SLA) «Make the rail network resilient and contribute to the sustainability of the national infrastructure system», and ‘Make the entire supply chain sustainable»**. Both goals feature significant involvement of the stakeholders: in one case to define together with them the best ways of implementing work to reduce the network’s vulnerabilities across the territory; in the other case, to extend/share the commitment to sustainable development with the supply chain.

The former is designed to equip the company with a procedure that defines the methods of managing relations with the public and private stakeholders directly affected by the work planned in the infrastructure resilience programmes, involving them in both the identification and regular reassessment phases of the work, in order to reduce any inconvenience linked to the implementation of the programme and guarantee the proper flow of information.

The second goal involves defining, by the end of 2023, RFI’s Sustainable Procurement system, which, consistently with group guidelines, sets out the ESG criteria to be entered in the various phases of the goods, work and services sourcing process, with a particular focus on the negotiation phase – definition of technical specifications; assessment of supplier sustainability profiles – and the implementation phase – monitoring performance according to specific ESG KPIs.

Indicator	Parameter	2023 target
Preparation Procedure for sharing work programmes provided for in the ‘infrastructure network resilience plan’ with stakeholders’	commitment *	formalisation
Preparation of RFI Sustainable Procurement Preparation System for the integration of ESG criteria in all the goods, work and services sourcing phases	commitment *	formalisation

\* Internal/third-party monitoring

**Managing the railway network** according to the principles of continuous efficiency, safety and accessibility improvement automatically contributes to establishing a more sustainable transport system in which the trains, together with other means of public transport, can attract an increasing share of private traffic, thereby reducing costs for the community in terms of emissions, consumption of natural resources, accidents, traffic congestion, and increasing the capacity to meet mobility needs for passengers and freight. This goal is brought closer and more attainable by the initiatives planned to increase the integration of the railway with other modes of transport, to improve the performance and usefulness for Railway Undertakings, intermodal operators and passengers with a special focus on commuters.

For RFI, this means developing the operation, maintenance, upgrading, design and construction of lines and stations on an everyday basis and in the “field”, with a focus on reducing impacts, the rational use of resources, and the protection and resilience of the infrastructure. This means operating from a broader and more global perspective with a growing commitment to protecting, regenerating and enhancing the territory and its natural, social, economic, urban, architectural and historical-archaeological assets, in accordance with the principles and values outlined in RFI’s Environmental Policy, and in close cooperation with the entire company, its suppliers and other stakeholders.

The introduction of product and process innovations that guarantee the highest quality and safety standards and ensure the efficiency of industrial activities while creating shared value is central to the company’s approach.

This same approach includes the development for social use of some of the assets no longer functional to railway operations, for example by making station spaces available for non-profit activities or disused lines for the creation of cycle paths and parkways, and through the recommissioning of tracks that are no longer in use in territories of great historical and landscape importance to offer tourist itineraries.

## Connection and interchange with other modes of transport

The widespread presence of the national railway network and its supply nodes, passenger stations and freight yards, is a decisive factor in increasing the attractiveness and accessibility of railways and other modes of transport with a lower environmental and social impact, for the establishment of a more sustainable and efficient mobility system.

### STATION MODAL INTEGRATION

Our commitment for 2023




For passengers, the integration of stations with means of transport other than rail is a particularly significant quality factor. This is particularly significant for RFI, directly involved both in the implementation within its assets of infrastructural and management measures that facilitate the interchange between the mode used by passengers to reach the station and the train, and in cooperation with local authorities and transport operators in the search for network solutions.

Although RFI is not entirely responsible for modal integration objectives and results, the company nevertheless constantly monitors the satisfaction of passengers in terms of the ease and convenience of reaching the station. Furthermore, over recent years, in order to gain the best understanding of the public's needs, in parallel with the customer satisfaction surveys, we also monitor the last mile travel of the interviewees (to/from the station). The results, combined with the analysis of catchment areas of the individual stations and related transport, road, town-planning, demographic and social aspects, etc., allow us to single out actions to be developed together with the institutions in the individual local areas to increase multimodal connectivity and the attractiveness of the stations and rail travel in general.

For 2023, as in 2022, the target value for the passenger-rated indicator was maintained at the highest level.

Indicator	Parameter	2023 target
Perception of ease and convenience of reaching station	% of satisfied customers	90%

 Quality targets that involve third parties

**On the freight side, to maximise the convenience of freight transport** for freight operators, RFI is engaged in implementing and managing intermodal terminals in strategic points across the network and to the integrated provision of network access and terminal services and in the development - organisational, performance, infrastructural - of railway connections with the major Italian ports along the main corridors of the trans-European transport network.

Similarly, **on the passenger side**, RFI works, both directly and in cooperation with local government authorities and mobility service companies, to create conditions that encourage connection and exchange between trains and other modes of transport through infrastructure, organisational, management, information and digital measures to transform stations into **MaaS (Mobility as a Service)** system hubs, with spaces and services capable of ensuring a faster, easier, more user-friendly and fluid transition from one means of transport to another.

The strategic target is to bring the station to centre stage in a mobility project that promotes shared and active public mobility to facilitate modal shift and contribute to achieving medium to long term sustainability targets. In the majority of Italian cities, stations, owing to the relevance and specific nature of transport that already characterises them, could be the **epicentre of a new mobility model**, fully functional for the development of the Sustainable Urban Mobility Plans (**SUMP**)(1) as transport planning tools integrated with the town-planning and local framework and developments.

In this regard, the results arising from **monitoring the last mile of travel to/from the station** of the passengers interviewed as part of the customer satisfaction surveys to identify, among other things, the type of transport on which they arrive at or leave the station, the relating journey times and a series of other items of information that allow the statistically significant analysis of inflow/outflow from the rail system. For 2022, it was found that once again **the main method of arriving in the station** remains **on foot**, around 40% of cases, however this is down significantly on 2021 (-3.3 p.p.). The use of **private vehicles**, at 27.4%, up by around 1 p.p. on 2021, and then **public transport**, at around 19%, confirming the slight recovery - following a drop in this value during the pandemic - in the use of public transport.

*Notes:*

*1)Italian Ministry of Infrastructure and Transport, Ministerial Decree of 4 August 2017 «Identification of guidelines for sustainable urban mobility plans, pursuant to Article 3, paragraph 7, of Italian legislative decree 257 of 16 December 2016»*

## Station accessibility and comfort

RFI operates more than 2,000 stations throughout the country, key network hubs where its operations come into direct contact with passengers and where the infrastructure comes into direct contact with urban realities and their inhabitants.

Places of arrivals and departures, of services and reception, the quality and attractiveness of which mark both the passenger's experience and the value of the areas where they are located, stations are now at the centre of a major plan to increase their role as sustainable intermodal hubs and attraction poles for territorial development.

### STATION COMFORT

Our commitment for 2023



As a way of demonstrating the company's commitment to improving the services determining the liveability, usability and comfort levels of the network's stations, the Service Charter concentrates a large part of its attention on the quality perceived by passengers and monitored through customer satisfaction surveys conducted each year on the set of stations that accommodate almost 95% of train passengers.



As is customary, among the many detailed indicators covered by customer satisfaction surveys, the Service Charter is first and foremost the indicator relating to the **overall quality of the station** as a whole on which the passenger is asked to express an opinion at the end of the interview, by taking into account (all the opinions expressed for the individual aspects and areas of the station. In terms of comfort, the indicator relating to the overall **lighting** is a particularly significant aspect, as it is "expressive" of the public experience in the terminals because it is related not only to the perceived comfort of the station, but also its perceived **safety**.

For both of these indicators the target was maintained **for 2023**, set at the highest value, which was fully achieved in 2022.

Indicator	Parameter	2023 target
Perception of overall quality of the station	% of satisfied customers	90%
Overall perception of lighting	% of satisfied customers	90%

## CLEANLINESS

Our commitment for 2023



To assess satisfaction with the **cleanliness of the stations** - carried out by companies selected through a European tender that are required to guarantee precise quality standards - this indicator refers to the overall perception of the public, which is always closely related to the perception of the station as a whole.

Once again, the target, which was set at the highest value achieved in 2022, is confirmed **for 2023**.

Indicator	Parameter	2023 target
Overall perception of cleanliness of the station areas	% of satisfied customers	90%

## ADDITIONAL SERVICES

Our commitment for 2023



The satisfaction with the **quality of additional station services** is presented through the commercial services offered by third parties indicator.

Although not entirely attributable to the activities performed by RFI, the adequate presence of additional services contributes significantly to making time spent at the station more comfortable and satisfying.

For this reason, RFI monitors its performance and, **for 2023**, it maintains the maximum target value, which was fully achieved in 2022.

Indicator	Parameter	2023 target
Perception of overall commercial services	% of satisfied customers	90%

 Quality targets that involve third parties

## SECURITY

Our commitment for 2023



A decisive component in the liveability and comfort perceived by passengers in the station is **security**, which is pursued through a number of action profiles developed and implemented in conjunction with the Law Enforcement Institutions and Authorities. The actions are aimed at ensuring security and liveability in the spaces open to the public and that all the other rail assets, the protection of which is essential to maintaining the availability of the infrastructure and traffic flow, and therefore to the overall quality of the services offered to the end customers, the passengers.




In order to ensure the optimisation and synergy of the initiatives planned in the complexity of the railway system, from 2023, the security services are managed through a special FS Group firm that supports all the companies in identifying and monitoring the dangers and therefore implements specific action programmes to combat and contain risk based on the parent company policies.

Identification of the actions is continually updated based on the phenomena that affect the stations in an urban setting, rail traffic forecasts and the strategic relevance of the instrumental sites for travel. Based on the type of assets, numerous infrastructural and technological initiatives are designed and built - to support and improve the effectiveness of the operational services - such as, integrated video surveillance systems, protection structures and anti-intrusion systems, both management initiatives, such as controlled access to the platforms in the major stations, to prevent unsafe situations linked to overcrowding of the spaces.

For 2023, passenger satisfaction with the **perception of the station as a safe place** was chosen as the only reference indicator; as a target-value, it has been confirmed as 85% achieved even for recent years.

Indicator	Parameter	2023 target
Perception of security in the station	% of satisfied customers	85%

 Quality targets that involve third parties

**In synergy with the initiatives planned** for the technological and infrastructural upgrading and development of the network and its performance, RFI is pursuing a new **growth horizon for the stations**. The aim is to increase attractiveness, functionality, accessibility, security and integration with other modes of transport in order to turn them increasingly into **intermodal hubs**, protagonists of a new sustainable mobility model, but also to **hubs for amenities for the sustainable development of the area**, helping to develop the **smart city**: a simple, smart, connected, sustainable, inclusive and digital city.

With this in mind the **Integrated Station Plan (ISP)** has been defined, which, following a structured and systemic approach and looking at the station in its **internal functions** and its **relations with the external environment**, focuses on the adoption of project solutions geared towards the highest standards of environmental and social sustainability and cooperation and joint planning of initiatives with the local government institutions. Initiatives for functional redevelopment, improvement of accessibility and intermodality, renovation and development of transport hubs of particular importance and for the creation of new stops and stations are included within the framework of the ISP. A significant set of initiatives of various types is included in the Southern Railway Station Improvement Programme financed as part of the Italian National Recovery and Resilience Plan, affecting cities including Messina, Villa San Giovanni, Taranto, Lecce, Bari, Benevento and Caserta.

Work on the **station interiors** (up to now also carried out as part of the **Easy** and **Smart Station** projects) is mainly aimed at improving: ● accessibility and usability (with the construction of lifts/ramps, signage, tactile paths, adaptation of lighting, etc.); ● functionality, decorum and security (with upgrades of internal spaces, enabling the provision of additional services, delimitation of track access boundaries, etc.); ● public information (with the large-scale implementation of the new IaC (Information and Communication) system and new public information devices meeting the highest quality standards); ● sustainability of buildings and their functions, with the adoption of design solutions developed according to international protocols for the evaluation of energy and environmental performance such as Leed, Envision, Well, GBC.

The **station's relationship with the external environment** is addressed through the development of shared actions, working in cooperation with RFI and the institutions. The main lines of action include: ● the integrated design of infrastructures and services connecting the station to the city, which is also a prerequisite for the development of commercial and social services of benefit to the area; ● interventions on **station forecourts** to optimise road, cycle and pedestrian access for passengers, including through the provision of public and collective, shared (car sharing, etc.), soft and active (cycling, walking, etc.), and low-impact (electric vehicle recharging stations, etc.) mobility services; ● the integration of the railway timetable with that of other means of local public transport; ● upgrading the urban environment and improving security.

All this without forgetting the **smaller, less frequented stations**, which are spread throughout the country and are often operated through "remote" technologies. For these stations, RFI is pursuing initiatives oriented towards the creation of shared value, providing, for example, an increase in the number of spaces granted on a free loan basis to local authorities and non-profit organisations for socially valuable activities, with positive impacts on both the liveability of the stations and the area in which they are located.

## Public information

At the forefront of RFI's communication activities is the provision of information to the public on the railway timetable and train operations, disseminated first and foremost in stations and with increasing attention also on the web and digital channels, already key players in the Infrastructure Operator's information relationship with passengers, Railway Undertakings, suppliers and the community.

### PASSENGER INFORMATION ON TRAIN TRAVEL

Our commitment for 2023



RFI's commitment to public information is presented in the Service Charter in relation to the activity specifically linked to the Infrastructure Manager's core business: passenger information on train travel, distributed primarily in the station. Provided by RFI by means of visual and/or sound equipment sized according to the specific nature of various the stations, size, number of visits and types of services provided at the stations



by the Railway Undertakings. Public information performs an increasingly central role to the accessibility of rail services to passengers, particularly in the case of travel issues owing to bad weather, breakdowns, etc.

Intrinsically linked to smart technologies able to "translate" data received from the traffic control systems with which the network is equipped into audio and/or visual messages, passenger information owes its accuracy and punctuality to increasingly evolved technological systems and tools in parallel with more effective methods of management and presentation of the data for distribution.

As usual, for 2023, the Service Charter also sets goals - fully achieved in 2022 - relating to the quality of public information provided at the station under both normal and critical traffic conditions.

From this year, to measure the level of passenger satisfaction with "information in critical travel conditions" more precisely and effectively in order to identify increasingly effective actions for improvement, a new indicator has been introduced called «IaP Experience under critical travel conditions», which, over the course of the customer satisfaction interviews, is submitted solely to the opinion of passengers who state that they have had a direct experience with train delays over the last three months. From January '23, the new indicator replaces an indicator that was exactly similar but submitted to the opinion of all interviewees, more tuned to tapping in the general sentiment of passengers in relation to IaP in a critical situation, and which has now reached very high levels of satisfaction, not deemed capable of providing effective indications of public satisfaction.

For the new indicator in its first year of surveying, as it is impossible to rely on a historical series of results on the basis of which to define new goals, the 2023 target-value has been set at 75% as the percentage of satisfied passengers (rating 6-9) considered the minimum acceptable on the scale used by the Service Charter and in general for RFI customer satisfaction.

Indicator	Parameter	2023 target
Overall perception of the information	% of satisfied customers	90%
Perception of information in critical travel conditions	% of satisfied customers	75%

**Closely linked with the operation of the network, RFI has increasingly invested in public information in stations** in terms of resources and professionalism, both from a technological and instrumental point of view and from an organisational and communication strategy perspective.

With regard to technology, among the many improvement measures implemented to raise the quality and methods of public information to a uniform standard, RFI has gradually implemented a **cutting-edge technological system** throughout the network, the IaC (Information and Communication) system, which, drawing on traffic management models, ensures that all information concerning the same train is distributed at the same time from a “central post” to all stations connected to it. The goal is to change over to an integrated system that is not limited to specific information linked to the individual train, but sees the rail service as a whole, guaranteeing, particularly in the case of abnormalities, the disclosure of full and consistent information. To date there are more than 400 systems on the network that have migrated to the new system and for 2023 activations in the «Bologna Hub» and «Venice Hub» stations are planned.

In addition to the development of increasingly advanced ICT systems, the Company is continuously striving to improve the **instruments and ways audio and visual messages** are presented to make them **clearer, more effective and more usable**. Work in this direction started back in 2004 with the 1st edition of the *Manuale degli Annunci Sonori* (Loudspeaker Announcement Manual) (MAS) prepared together with the Department of Linguistics of Università La Sapienza in Rome. Over the course of 2023, the 4th edition will be completed, to make information on critical traffic situations more effective, simple and dynamic, to help passengers choose between the available travel alternatives, while significantly reducing the number of ‘ordinary’ loudspeaker announcements.

Simultaneously, new methods of information management will be activated when major abnormal travel events occur. Specifically, in the main network stations, among the main **Crisis Information Management** actions in the main network stations, plans for the following are in place:

- Presence of RFI staff near the information desk areas of the various Rail Companies with the aim of managing the information on train flow on-site jointly with the Rail Companies and in conjunction with the RFI Control Rooms;
- Alteration of the audio announcements in stations, to provide more practical passenger information at crisis times.

The same efforts are also being made to improve the quality of **visual information** in stations. As well as replacing monitors and other peripherals currently under way at national level, measures are being taken which are tailored to the characteristics of the various stations. Falling within these the use of a specific configuration of certain visual devices that allows the display of a list of departing trains on two alternate pages, thus increasing the number of trains displayed, which is particularly useful in major stations in critical travel situations.

However, RFI does not limit the provision of information to stations and traditional communication channels. Increasing efforts are devoted to enriching the offer on the company website <https://www.rfi.it/en.html>. Having achieved the goal of making the information conveyed regarding trains arriving and departing in stations available on the Internet with the publication of the *A/D live Monitor*, the online information services on real-time traffic conditions dedicated to **Infomobility** have been further developed. Simultaneously, the development of online information relating to station accessibility for people with disabilities and reduced mobility is ongoing with the publication by individual station of information on accessibility services/amenities and outage and repair of lifts and access ramps to the platforms.

The aim is to make RFI's online information offer even richer and more functional, aiming at transparency and participation, to serve passengers as well as all the other company stakeholders, including Railway Undertakings, suppliers and local authorities and institutions.

## Services for disabled and reduced mobility passengers

To encourage mobility and the use of station services by all passengers, RFI is constantly committed to the progressive elimination of physical, sensory and communication barriers in stations. Within the context of EU Regulation 2021/782 on the rights and obligations of passengers on rail transport, RFI offers a station assistance service for people with disabilities and reduced mobility passengers (PRM), free for passengers, in a circuit of over 330 stations, and strengthens its commitment to accessible information for all passengers.

### ASSISTANCE AT STATIONS FOR DISABLED AND REDUCED MOBILITY PASSENGERS

Our commitment for 2023



RFI's commitment to offering assistance services to people with disabilities and reduced mobility (PRM) to guarantee their right to access railway services is presented in the Service Charter through indicators that refer both to the satisfaction expressed by passengers who have used them and to corporate actions planned to further improve them.



To date more than 330 stations are included in the assistance circuit ("Sale Blu" circuit), spread across Italy and identified by means of discussion with specialised federations and associations and local authorities, based on their accessibility, the types of trains that stop at the stations (i.e. whether the trains are equipped to accommodate PRM in wheelchairs), actual demand in the user catchment, and on dialogue with the category federations and associations and local authorities.

Over the course of 2022, according to the commitments undertaken in last year's Service Charter, various training courses were given with an aim to improve the technical-relational skills of *Sale Blu* workers; simultaneously, the acquisition of new bridge plates and ramps for people in wheelchairs to board trains, with which they can easily cross the gap between the train and the platform without having to use a forklift access platform; 180 wheelchairs have also been purchased to be supplied at stations on the assistance circuit and a new *Sala Blu* has been opened at Cagliari station.

For 2023 the company has confirmed its ongoing commitment to improving assistance services, maintaining the high level of passenger satisfaction. It is further committed to including a further five stations in the assistance circuit, which has been made possible partly owing to the purchase of new forklift access platforms.

Indicator	Parameter	2023 target
Overall level of satisfaction with the assistance provided on the SALE BLU circuit	% of satisfied customers	90%
Extension of the PRM assistance service to new stations	commitment*	At least five stations

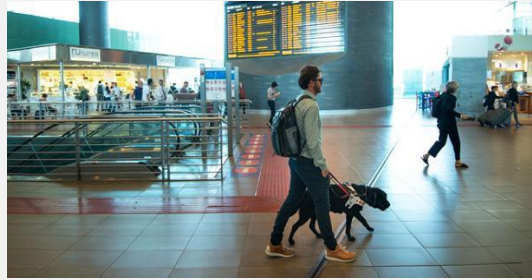
\* Internal/third-party monitoring

## STATION SPACE ACCESSIBILITY

Our commitment for 2023



To reflect the other important aspect of the Company's action to ensure the right of all people to access railway services, in addition to the indicators related to in-station assistance services offered by RFI, the Service Charter also includes indicators, and objectives, related to the Company's commitment to develop measures designed to **remove barriers** that limit accessibility so that people with reduced mobility **can travel as independently as possible**.



Once again **for 2023**, the company is maintaining its commitment - successfully attained in 2022 - to further extend the measures designed to ensure that stations provide the **best conditions of access to trains** imposed at supranational level for newly built stations and those subject to complete renovation, firstly by EU Decision 2008/164/EC and then by the Technical Specifications for Interoperability (TSI) Regulations of the EU railway system on accessibility for disabled persons and persons with reduced mobility (1300/2014/EU) and on the "infrastructure" subsystem (Reg 1299/2014/EU).

The indicator takes into consideration both work to **raise the platforms** to the standard height of 55 cm and other measures, such as lifts, escalators, etc. The **2023 target**, pursued as part of the more comprehensive station renovation project, is to implement **at least 110 measures** to improve accessibility.

Indicator	Parameter	2023 target
Implementation of measures to improve accessibility in stations (55 h platforms, lifts, etc.)	No. measures*	At least 110

\* Internal/third-party monitoring

**The reference points for organising in-station assistance services** offered by RFI to disabled passengers and passengers with reduced mobility are the 15 Sale Blu (Blue Lounges), special facilities open every day, including holidays, from 6:45 a.m. to 9:30 p.m. and located in the main stations of Turin, Milan, Verona, Venice, Trieste, Genoa, Bologna, Florence, Rome, Ancona, Naples, Bari, Reggio Calabria and Messina and Cagliari. The recipients of the services, which are provided every day, including holidays, and around the clock, are those passengers who are temporarily or permanently disabled and whose mobility is impaired (all information on <https://www.rfi.it/en.html>> Stations > Accessibility).

In order to guarantee the mobility of those passengers, in addition to the usual focus on overcoming physical barriers on the access routes to the trains, RFI has launched a specific plan to improve the accessibility of the spaces open to the public. The accessibility plan is an essential part of the **Integrated Station Plan (ISP)**, which involves the almost 600 busiest stations on the network, prioritising the metropolitan areas with local public transport services.

Furthermore, to support the right to mobility, RFI is committed to removing communication barriers, which are less tangible but equally critical. From this perspective, in line with the group policies, for 2023 RFI has launched a series of actions to improve accessibility in the corporate website <https://www.rfi.it/en.html>, which, in any case, has been guaranteed for some years now owing to compliance with the web accessibility standards imposed by Italian Law 4/2004 ('Stanca law'), as amended and supplemented, and the **WCAG 2.0 guidelines** provided for under the international *WAI Web Accessibility Initiative* - an initiative of the worldwide W3C consortium, which deals with the standardisation of website design.

The enhancement of online information on the services and accessibility of the individual stations on the network is also ongoing, which also helps passengers to better plan their journey. Each station has a dedicated page on the website where it is possible to consult the *online Timetable Panels*, which supplement the scheduled train timetable with information on the availability of assistance services in stations along the route, *live Arrivals and Departures monitors*, as well as the operating status of ramps and lifts for track access (also refer to page 15).

Simultaneously, new services continue to be offered at <https://salabluonline.rfi.it/>, which has been online since 2018, the "online Blue Lounge" for booking assistance services at stations from the internet.

## Focus >> Compensation pursuant to resolution ART 106/2018 in the event of failure to comply with reported lift and ramp repair times

In compliance with the Transportation Regulatory Authority's Resolution 106 of 25 October 2018, RFI undertakes to **compensate disabled passengers and passengers with reduced mobility** who use transport services subject to **public service obligation (PSO)** if, when lifts are not in operation for a period of more than 24 hours in the stations managed by RFI, **the restoration times notified or corrected by the station operator online in the [Infoaccessibility - Track Access Lifts and Ramps Conditions](#) section are not met.**

**To request compensation**, passengers with disabilities or reduced mobility must submit a claim, indicating the identification details of the journey (date, time of departure, origin, destination, train number and PNR or code of the ticket/season ticket, which he/she will subsequently be asked to provide) and providing all the information useful for assessing the claim, by means of one of the following:

1. the *RFI responds* channel, which can be accessed from the <https://www.rfi.it/en.html> homepage, at the following link  
<http://rfirisponde.rfi.it/RFIrisponde/HomeRfiRisponde.aspx>  
or, alternatively
2. registered mail with return receipt, filling in the specific form available on the *claims and complaints* page of the website [www.rfi.it/en.html](http://www.rfi.it/en.html) ( <https://www.rfi.it/en/misc/reports-and-complaints.html>), to be sent to the following address: RFI. S.p.A., c.a. Sales Department - Network Access Regulation and Complaint Handling, Piazza della Croce Rossa, 1 - 00161 Rome

If the passenger has purchased an integrated ticket that also includes the use of transport services that are not subject to public service obligations, the indemnity will be calculated by taking the cost of the ticket limited to the route covered by the PSO services as a reference.

Within 30 calendar days from the day on which the claim is sent through the *RFI responds* digital channel or from the day on which the registered letter with return receipt is received, the passenger will be notified of the outcome of the claim and, if it is accepted, of the terms and conditions and timing for the payment of the indemnity (in any case no later than 60 calendar days from acceptance of the request).

Passenger rights related to complaint management are indicated on the web site <https://www.rfi.it/en/misc/reports-and-complaints.html> as well as in the specific claims and complaints section of this Service Charter.

The indemnity is calculated using the criteria in the table below, developed by taking the parameters indicated by the Transport Regulation Authority as a reference.

### CRITERIA FOR CALCULATING THE INDEMNITY

Parameter A		Parameter B		Parameter C
delay in restoring access to the lift with respect to the times communicated/amended by RFI		distance to be covered by the train in order to reach the first accessible station for the journey planned by the passenger		lack of accessible and economically equivalent alternative local public transport to the train to reach the planned station of destination
> 48h	50% of the ticket price	> 10 km	50% of the ticket price for the 1st accessible station	If there is no travel alternative- to be proved by the passenger- <b>a flat-rate reimbursement of €15.00</b> is granted.
< 48h	25% of the ticket price	0 - 10 km	25% of the ticket price for the 1st accessible station	

► The amount of the indemnity is the sum of the value calculated for each of the three parameters (A+B+C)

► The criteria for calculation are defined according to the principles of reasonableness, proportionality and progressiveness

## 2. Listen, measure, improve

In order to steer the company's commitment towards quality objectives that meet the real needs of passengers at the stations and other stakeholders, RFI has developed a structured listening system for assessing perceived quality and monitoring of the quality offered to them



## Main listening and monitoring processes



To improve the services offered and guide business decisions, RFI constantly monitors the opinions, needs and desires of its current and potential direct and indirect customers and other stakeholders through structured listening and monitoring processes. Processes devoted to passenger affairs of particular relevance include:

**1) Round tables**, particularly with associations representing consumers and passengers with disabilities. Held in plenary and industry meetings partly based on initiatives promoted by the holding company FS Italiane, direct dialogue with end customers of business activities has now become well established at RFI as a fundamental tool for understanding public needs and taking part in the definition of actions for the improvement of the services provided, which may also be implemented together with the associations themselves;

**2) Analysis of public claims and complaints** regarding services and activities for which RFI is responsible, which are received either through the Railway Undertakings, to whom passengers usually refer for any problems linked to the journey or through the online RFI responds service, on the website [www.rfi.it](http://www.rfi.it). Managed with the support of a dedicated IT system, claims and complaints are a precious source of information regarding public needs, dissatisfactions and tastes. These complaints, together with those received from other sources, are followed up with the definition of action plans to resolve critical issues and for the ongoing improvement of the services. For users who make a claim or complaint through the **RFI responds** web service, in March 2023, the option was introduced to express an opinion about the management of the claim or quality of the response received and to add a comment. In addition to measuring the level of satisfaction with requests management, this important new addition is designed to increase the opportunities to listen to passengers and station users. Furthermore, the feedback recorded, together with the results of the customer surveys gathered in the main network stations, are used both to improve the claims and complaints management service, and to better interpret the needs expressed by the users and to follow up with the most appropriate corrective measures;

**3) Customer satisfaction surveys** to measure the quality of the station spaces and services carried out on a monthly basis by means of face-to-face interviews with departing passengers. The surveys, which are one of the most extensive customer satisfaction studies in Italy, have been carried out for more than 15 years by the RFI Market Observatory (*OdM*) through companies selected by means of a European tender, currently held by RTI Scenari/Doxa.

The interviews are performed using the C.A.P.I. (*Computer Assisted Personal Interviews*) technique based on questionnaires that include both precoded responses, to allow passengers to express their level of satisfaction/dissatisfaction with a “rating” of 1 to 9 for the various aspects of the station and the services offered, and “open-ended” responses, to collect suggestions for areas for improvement directly from the interviewee. The questionnaire - which is regularly optimised to ensure greater “density” of information for RFI and greater accessibility for interviewees and in recent years with the addition of questions on the mobility behaviour of the interviewees - is structured to measure the performance of over 60 perceived quality indicators, the most representative of which are presented in the Service Charter together with the goals set for the year in progress and the results achieved the preceding year. The performance of all indicators - including those relating to assistance to persons with disabilities and reduced mobility detected through a dedicated survey - is made available to company management and all station workers both for immediate follow-up of any critical issues that emerge and as input for subsequent improvement actions, planning or sizing of specific project or management solutions, and strategic choices and settings. Also instrumental to strategically important choices are ad hoc surveys carried out by the OdM for specific fact-finding needs, preferences, opinions and expectations of stakeholders with respect to strategic, management and investment projects, and to support the sustainability analysis framework. Specifically, as of 2023 the OdM has performed both ad hoc surveys on Sale Blu workers, with focus groups and analysis of the working atmosphere and qualitative and quantitative analysis designed to pick up ideas for the further improvement of the quality of the services offered to PRMs, and Station Studies, designed to gain detailed knowledge of travel behaviour and required by passengers and visitors to certain specific

regional stations to guide and calculate the most suitable redevelopment of the spaces and services offered to the public at the station;

### RFI customer satisfaction surveys scheduled for 2023

<b>Target universe</b>	<ul style="list-style-type: none"> <li>▶ the more than 2,000 RFI stations with active passenger services (both managed directly and through GS Rail)</li> <li>▶ passengers boarded at network stations (~1.4 m*)</li> </ul>
<b>Total sample *</b>	<ul style="list-style-type: none"> <li>▶ the 760 busiest stations, those that alone collect almost 94% of the total passengers</li> <li>▶ ~183,000 interviews/year with passengers over the age of 14, to survey perceived quality</li> </ul>

\* 2019 data

\*\* the analyses are structured in such a way as to offer a complete overview of the station sample on a quarterly basis

**4) Monitoring business processes and the status of corporate assets** performed internally by corporate figures and/or externally by third parties such as public authorities or approved organisations to verify consistency with set standards and define improvement plans and actions. Internal monitoring is carried out according to formal procedures, included within RFI's "**Internal Control and Risk Management System**", consistent with the corporate rules and standards, and is subject to audit including that of the Internal Auditing function.

RFI's specialised personnel from the territorial offices carry out on-site inspections of the cleanliness, decorum and maintenance in all of the more than 2,000 stations with active passenger services, either periodically, according to pre-established intervals, or on the basis of information provided by users or personnel. Supported by the computerised management system, the inspections are part of a broader control and improvement process, involving both company and provider services;

**5) 'Station4you' Infopoints**, reference and listening points for passengers, progressively made available in the main network stations to provide information and service and train guidance, through a team of dedicated operators, by promoting any improvement initiatives to raise the quality of the phases before and after each journey, particularly at the busiest times. In the even of rail travel delays serious enough to cause inconvenience to passengers, "on-site" public information services are incorporated in the Infopoint services. Promoted by RFI and Grandi Stazioni Rail, 'Station4you' was set up in December 2022 at Roma Termini station and in 2023 it will be installed at Venezia Santa Lucia, Bologna Centrale and Milano Porta Garibaldi and will progressively be extended to all major stations.

## 3. Contact us

To learn more about passenger's needs and guide actions to improve the quality of services, *RFI responds*, the channel dedicated to public claims and complaints is online at [www.rfi.it](http://www.rfi.it).



## Claims and complaints



To better understand the needs of the public and broaden the opportunities for dialogue with passengers and citizens who come into direct contact with the Rete Ferroviaria Italia activities and services on a daily basis, especially in stations, RFI complements **customer satisfaction surveys** and **discussions with consumer associations** and **disabled people** with the **RFI Responds digital channel**, through which users can send claims or complaints concerning the services offered by RFI described in this Service Charter and governed by the sector regulations. By following a simple guided tour (available in Italian by clicking on the link <https://www.rfi.it/it/misc/Segnalazioni-e-reclami.html> and in English by clicking on the link <https://www.rfi.it/en/misc/claims-and-complaints.html> ), web users can:

- i. send **claims regarding the services offered at the station**, such as public information, assistance to persons with disabilities or reduced mobility, comfort and cleanliness, accessibility conditions and security;
  - ii. send **complaints regarding services under the responsibility of the Infrastructure Operator** related to train operations, network safety and efficiency, the environment, etc.;
- contribute to guiding corporate actions aimed at improving the quality of the RFI offer and mitigating or resolving any critical issues found.

### Forwarding channels

Claims and complaints must be sent through:

1. the *RFI responds* channel, which can be accessed from the [www.rfi.it](http://www.rfi.it) home page, at the link <http://rfirisponde.rfi.it/RFIrisponde/HomeRfiRisponde.aspx> or, alternatively
2. Registered mail with return receipt, filling in the specific form available on the claims and complaints page of the website [www.rfi.it](http://www.rfi.it) (link <https://www.rfi.it/en/misc/reports-and-complaints.html>), to be sent to the following address: RFI. S.p.A., c.a. Sales Department - Network Access Regulation and Complaint Handling, Piazza della Croce Rossa, 1 - 00161 Rome.

The channels above are solely dedicated to handling claims and complaints on RFI services.

### Claim and complaint response time

RFI undertakes to provide an adequate and reasoned response to **claims within thirty calendar days** and to **complaints within sixty calendar days** from the day of sending through the digital channel *RFI responds* or from the day of receipt of the registered letter with return receipt, or, in justified cases, undertakes to inform users of the date, within a period of less than ninety calendar days from receipt of the claim, by which they can expect a response.

### Right to compensation for failure to respond to claims

If **RFI does not send a response to the claim within 90 calendar days** from the day of sending through the digital channel *RFI responds* or from the day of receipt of the registered letter with return receipt, users are **automatically entitled to compensation of 5 euro**.

RFI is responsible for requesting current account details from users for the payment of indemnity by bank transfer.

## Claims and complaints

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### Appeal to the Transport Regulatory Authority

If a reply to the claim is not received or if the reply is deemed unsatisfactory, passengers can contact the **Transport Regulation Authority** through the Electronic Claim Acquisition System (SiTe) available at the website [www.autorita-trasporti.it](http://www.autorita-trasporti.it), or by filling in the specific forms to be sent by certified e-mail to [pec@pec.autorita-trasporti.it](mailto:pec@pec.autorita-trasporti.it) or by e-mail ([art@autorita-trasporti.it](mailto:art@autorita-trasporti.it)).

For more information on the procedures, terms and conditions for lodging complaints to the Authority, see the website [www.autorita-trasporti.it](http://www.autorita-trasporti.it).

### Personal data protection

The personal data communicated for claims and complaints are processed in compliance with Regulation (EU)

no. 679/2016 (GDPR). The privacy policy available to users is available on the *RFI responds* digital channel, which can be found on the [www.rfi.it](http://www.rfi.it) homepage.

### Please note:

► Pursuant to measure 4.2 Annex A to ART Resolution 28 of 25 February 2021, RFI, in its capacity as station operator, **is required to investigate as claims complaints that contain at least:** (a) **user identification references** (name, surname and e-mail address) and those of the representative, if any, enclosing, in this case, the authorisation and an identity document for the representative; (b) **identification references:** (i) **the completed or planned journey** (e.g. date, time of departure, origin, destination, train number), (ii) **the railway station** where the alleged disservice occurred; (c) **the description of the inconsistency of the station service found with respect to one or more requirements defined by European or national legislation and by the RFI Service Charter;**

► pursuant to measure 5.1 of Annex A to Resolution ART 28 of 25 February 2021, the response to the claim is motivated by RFI, in a language that is easily understood by the average user, with reference to all the reasons for the claim lodged by the user, and clearly indicates, in particular: (a) in relation to the ascertained facts, whether or not the subject of the claim is inconsistent with one or more requirements defined by European or national legislation and by the RFI Service Charter; [...] b) whether the user has the right to receive compensation as indicated in the RFI Service Charter and concerning the unavailability of the station elevators managed by RFI and, in this case, the timing and methods for obtaining it; c) the measures implemented to resolve the ascertained disservice and, if the disservice has not yet been resolved, the relative time frame;

► if RFI rejects a claim or report on the grounds of competence, it shall forward the claim or report to the Entity deemed competent with which RFI has entered into specific Protocols, within thirty days of receipt, and simultaneously inform the user thereof.

## Associations in dialogue with FS Italiane Group

Below is a list of the Consumer Associations and National Associations representing people with disabilities with which the Ferrovie dello Stato Italiane Group - also in accordance with the UN Convention on the Rights of Persons with Disabilities ratified by Italy with law 18 of 3 March 2009 - maintains a constant and constructive dialogue in order to best meet the needs of its stakeholders.

ADICONSUM <a href="http://www.adiconsum.it">www.adiconsum.it</a>	CASADELCONSUMATORE <a href="http://www.casadelconsumatore.it">www.casadelconsumatore.it</a>	F.I.S.H. (Italian Federation for Overcoming Disability) <a href="http://www.fishonlus.it">www.fishonlus.it</a>
ACU <a href="http://www.associazioneacu.it">www.associazioneacu.it</a>	CODACONS <a href="http://www.codacons.it">www.codacons.it</a>	LEGA ARCOBALENO <a href="http://www.legarcobaleno.it">www.legarcobaleno.it</a>
ADOC <a href="http://www.adocnazionale.it">www.adocnazionale.it</a>	CODICI (Citizens Rights Centre) <a href="http://www.codici.org">www.codici.org</a>	LEGA CONSUMATORI - CONSUMERS' ASSOCIATION <a href="http://www.legaconsumatori.it">www.legaconsumatori.it</a>
ADUSBEF <a href="http://www.adusbef.it">www.adusbef.it</a>	CONFCONSUMATORI <a href="http://www.confconsumatori.com">www.confconsumatori.com</a>	MOVIMENTO CONSUMATORI - CONSUMERS' ASSOCIATION <a href="http://www.movimentoconsumatori.it">www.movimentoconsumatori.it</a>
ALTROCONSUMO <a href="http://www.altroconsumo.it">www.altroconsumo.it</a>	COORDOWN <a href="http://www.coordown.it">www.coordown.it</a>	MOVIMENTO DIFESA DEL CITTADINO - CITIZEN PROTECTION ASSOCIATION <a href="http://www.difesadelcittadino.it">www.difesadelcittadino.it</a>
A.D.V. (Association for the Visually Impaired) <a href="http://www.disabilivisivi.it">www.disabilivisivi.it</a>	E.N.S. (National Association for the Deaf) <a href="http://www.ens.it">www.ens.it</a>	U.I.C.I (Italian Union of the Blind and Visually Impaired Non-Profit Organisation) <a href="http://www.uiciechi.it">www.uiciechi.it</a>
A.N.G.L.A.T. (representation and protection of the rights of persons with disabilities and their families) <a href="http://www.anglat.it">www.anglat.it</a>	F.A.N.D. (Federation of National Associations of People with Disabilities) <a href="http://www.fandnazionale.it">www.fandnazionale.it</a>	UNIONE NAZIONALE CONSUMATORI - NATIONAL CONSUMERS' ASSOCIATION <a href="http://www.consumatori.it">www.consumatori.it</a>
A.N.M.I.C. (National Association of the Disabled and Civilian Disabled) <a href="http://www.anmic-italia.org">www.anmic-italia.org</a>	FEDERCONSUMATORI <a href="http://www.federconsumatori.it">www.federconsumatori.it</a>	U.N.M.S. (National Union of Persons Injured in Service) <a href="http://www.unms.it">www.unms.it</a>
A.N.M.I.L. (protection and representation of disabled citizens' rights in Italy) <a href="http://www.anmil.it">www.anmil.it</a>	FIABA Onlus (Italian Architectural Barriers Removal Fund) <a href="http://www.fiaba.org">www.fiaba.org</a>	UDICON <a href="http://www.udicon.it">www.udicon.it</a>
A.N.P.V.I. (National Association of the Blind and Visually Impaired) <a href="http://www.anpvionlus.it">www.anpvionlus.it</a>	FIAB <a href="http://www.fiab.it">www.fiab.it</a>	
ASBI Onlus (The Italian Spina Bifida Association) <a href="http://www.asbi.info">www.asbi.info</a>	LEGAMBIENTE <a href="http://www.legambiente.it">www.legambiente.it</a>	
ASSOUTENTI <a href="http://www.assoutenti.it">www.assoutenti.it</a>	FIADDA (Famiglie Italiane Associate Difesa Diritti Audiolesi - Italian Families Associate Defending the Rights of the Hearing Impaired) <a href="http://www.fiadda.it">www.fiadda.it</a>	
CITTADINANZATTIVA <a href="http://www.cittadinanzattiva.it">www.cittadinanzattiva.it</a>		

## 4. Our company

RFI carries out its activities and offers its services in compliance with the “principles on the provision of public services” and the values common to the entire Ferrovie dello Stato Italiane Group



## Mission and activities



**Rete Ferroviaria Italiana SpA** is the company of the Ferrovie dello Stato Italiane Group which, by virtue of the Licensing Agreement and on the basis of specific sector regulations (\*), acts as the **National Railway Infrastructure Operator**. Its main areas of activity are:

- **the safe and secure management of railway traffic**, including through manning the train control and command systems;
- **efficient running of the national railway infrastructure** to be fully used by Railway Undertakings, through the ordinary and extraordinary maintenance activities governed - together with the safety, security and railway navigation activities - by the "Planning Contract - Services Section" signed between RFI and the Government;
- **planning and implementing investments** for upgrading existing infrastructure and its technological equipment, as well as developing , including through the investee companies, new railway lines and facilities, in accordance with the schedule defined with the government through the specific "Planning Contract - investment section";
- the annual setting of the **railway timetable** on the basis of the requests made by Passenger and Freight Railway Undertakings in accordance with the rules outlined in the Network Statement (NS), the official document with which the Infrastructure Operator communicates to its direct customers the criteria, procedures, methods and deadlines for the **allocation of infrastructure capacity** and the provision of related services;
- **the physiological and physical suitability assessment of staff** – both their own staff and that of railway undertakings and other transport operators – engaged in activities connected with the safety of train travel and railway operations, as well as with the safety of public transport by sea and land;
- **accessibility of stations and the services** offered within them to passengers and, in general, to all users, according to the principles and core values on which RFI's relations with customers and the public are based;
- **assistance of Passengers with Reduced Mobility at stations** in accordance with the role of Station Manager assumed by the Company since December 2010 in implementation of EU Regulation 2021/782 (formerly Regulation EC 1371/2007) on "Rail Passengers' Rights and Obligations";
- **Accessibility of freight terminals** owned by the Company, including through the integrated offer of access to infrastructure and last mile railway services provided through the subsidiary Terminali Italia, which operates with network stretching throughout Italy and made up of 12 terminals;
- **maritime links** to ensure regional continuity of rail services to Sicily, provided on a continuous basis by ferrying passenger and goods trains between Villa San Giovanni and Messina, and to Sardinia, carried out exclusively at the request of the railway undertakings for freight trains or service transport;
- **integration of the Italian network into the trans-European transport networks** according to the plans and standards defined at supranational level and according to the programmes carried out together with foreign infrastructure managers, also within the framework of European Economic Interest Groupings (EEIG), for the interoperability of the networks and the development of freight corridors.

Note: (\*) See "Concession Act" issued by the Ministry of Infrastructure and Transport (DM 138-T/2000); Italian legislative decree 112/2015 "Implementation of directive 2012/34/EU of the European Parliament and of the Council, dated 21 November 2012, which establishes a single European railway space (Recast) as amended and supplement.

**THE COMPANY**

<b>28,772</b>	employees
<b>15</b>	Territorial Infrastructure Operations Directorates
<b>5</b>	National Workshops (rail tracks, work vehicles, electrical equipment)
<b>6</b>	Local trading offices
<b>17</b>	Local health units and facilities
<b>24</b>	Active contracts with railway undertakings that provide freight services in 2022
<b>18</b>	Active contracts with railway undertakings that provide passenger services in 2022
<b>371.3 million trains- km</b>	Volume of traffic on our network in 2022
<b>6</b>	the main subsidiaries (Blufferries, Blujet, GS Rail, Terminali Italia, TFB-Tunnel Ferroviario del Brennero, Infrarail)
<b>1</b>	Main affiliates (Quadrante Europa Terminal Gate)
<b>5</b>	European Economic Interest Groups and international law associations to which we belong (Austrian law association, "Scandinavian Mediterranean Rail Freight Corridor", G.E.I.E. Mediterranean Corridor, G.E.I.E. Corridor Rhine-Alpine, G.E.I.E. Trieste-Divača; Baltic-Adriatic Rail Freight Corridor)
<b>€5,930 m</b>	sum of investments in 2022
<b>31,528,425,067.00 €</b>	Share capital:

**NETWORK****16,829 KM OPERATING RAILWAY LINES <sup>(1)</sup>**

## classification

<b>6464 km</b>	Essential lines
<b>9415 km</b>	Complementary lines
<b>950 km</b>	Hub lines

## Type

<b>7731 km</b>	Double platform lines
<b>9098 km</b>	Single platform lines

## power supply

<b>12184 km</b>	Electrified lines
<b>7654 km</b>	- Double platform lines
<b>4.5309 km</b>	- Single platform lines
<b>4645 km</b>	Non-electrified lines (diesel)

**24,560 KM OVERALL LENGTH OF PLATFORMS**

<b>23093 km</b>	Conventional lines
<b>1467 km</b>	High-Speed Lines <sup>(2)</sup>

**MAIN RAIL INSTALLATIONS**

<b>~2,200</b>	Stations with active/potential passenger service
<b>199</b>	Freight terminals <sup>(3)</sup>
<b>4</b>	Ferry installations

**ADVANCED REMOTE CONTROL AND TRAIN PROTECTION SYSTEM TECHNOLOGIES <sup>(4)</sup>**

<b>13565 km</b>	Remote control traffic systems
<b>12324 km</b>	SCMT for train control system*
<b>2539 km</b>	Train Operation Support System*
<b>878 km</b>	ERTMS for interoperability on AV/AC network**
<b>11700 km</b>	GSM-R for mobile telecommunications

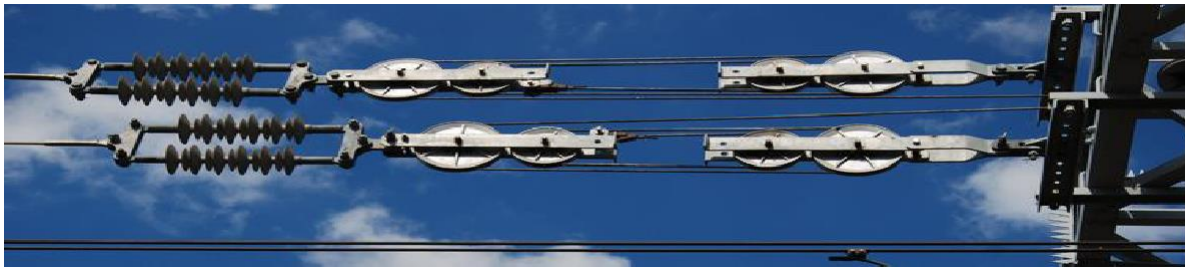
NOTE 1) 70 Km of which foreign network; 2) referring to stretches equipped with ERTMS powered at 25kV and their connections with the service locations; 3) installations with stops, junctions, etc.; 4) all network lines are equipped with one or more train protection systems \* 57 km of which with double SSC and SCMT set-up; \*\* lines equipped exclusively with ERTMS-ETCS level2;

## 5. Our principles

RFI carries out its activities and offers its services in compliance with the “principles on the provision of public services” and the values common to the entire Ferrovie dello Stato Italiane Group



# Our principles



Together with the entire FS Italiane Group, RFI carries out its activities in accordance with an approach based on **social, economic and environmental sustainability** based on values of **responsibility, ethics, integrity, fairness, transparency and legality** with the objective of providing **quality services** at the **lowest cost** to the community and capable of generating **shared value** for all stakeholders.

RFI and the entire FS Italiane Group's core values and standards of conduct are stated in the [Code of Ethics](#), a proper charter of fundamental rights and duties that dictates the rules by which all Group companies, including management and employees, together with partners and suppliers, perform their roles responsibly, by enhancing 'teamwork' in order to perform complex tasks effectively.

In its role as national railway infrastructure operator, RFI has specifically defined four basic principles:

## ▪ **Traffic safety and passenger protection**

RFI is committed to adopting tools, processes and technologies that offer the **highest levels of safety** in train operations as well as in all other production activities, protecting all network users, passengers, workers and the environment. For the **protection and safety of people** in the station and the **infrastructure assets**, RFI cooperates with law enforcement and adopts the most appropriate preventive and surveillance measures.

## ▪ **Fairness, impartiality and non-discrimination**

RFI ensures **access to the network** for the various transport companies in accordance with the principles of **fairness, impartiality and non-discrimination**, to protect passengers' right to choose, without discrimination as to nationality, gender, race, language, religion or opinions. RFI is also committed to ensuring **equal treatment** between different geographic areas and the **right of access** to rail services for all categories of users, including by offering in-station assistance to people with disabilities and reduced mobility, along with promoting integration with other modes of transport.

## ▪ **Information and participation**

RFI guarantees the utmost **availability of information** regarding its activities to all users of the infrastructure, businesses, travellers, station-goers and the community, in order to facilitate **use of the services it offers** and allow all stakeholders to **participate** in the **choices** affecting them. In encouraging and promoting opportunities for **listening and discussion**, RFI welcomes any feedback, criticism, proposals and needs put forward by stakeholders in order to respond to their requirements with a view to continuous improvement.

## ▪ **Sustainability**

RFI is committed to orienting the management and development of its services and assets towards the establishment of an infrastructure and mobility system that is more sustainable for people and the environment. To maximise its contribution to achieving the Agenda 2030 SDGs, RFI has chosen to adopt innovative methodologies and best practices inspired by sustainability criteria in all corporate investment and management processes – also with the involvement of stakeholders and going beyond legal obligations such as the efficient use of natural resources, circularity, climate change mitigation, improvement of environmental and social quality for the territory and community, as well as safety and inclusiveness in the workplace.

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# Appendix

- Guide to reading the RFI Service Charter
- Targets and results 2022

# Guide to reading the RFI Service Charter



RFI has used **clear**, **useful** and **immediate** criteria in the RFI Service Charter to communicate its **commitments** to the public in relation to the quality factors specified by legislation\* for companies providing transport services. Therefore,

- all objectives are presented according to the area of service/activity to which they refer, together with an explanation of the indicators identified - especially useful for indicators subject to internal or third-party monitoring related to regulatory requirements or sector-specific technical specifications - and a summary of the results achieved in the previous year, presented in detail in the appendix;
- for the widest accessibility, also to people with disabilities, the RFI Service Charter is also disseminated in web format on [www.rfi.it](http://www.rfi.it) which also gives the possibility to focus the informative parts of the document on the most relevant aspects for end-customers with a link to the other sections of the company website for in-depth information on RFI's services and activities;
- the **target-values** for the **indicators** relating to **customer satisfaction** surveys refer to the percentage of **satisfied customers** (those who, on a scale of 1 to 9, gave scores of 6 to 9) out of the total interviewees and are set within the series 75%, 80%, 85% and 90%. The lowest value marks the minimum acceptable percentage, which is attributed to the only new indicator this year 'IaP *experience* under critical traffic conditions'; for all the other indicators from 2019, owing to the results achieved over time, it has been possible to raise the target-values positioning them at 85% and 90%. The latter is the value currently undertaken by the company as the most challenging to achieve and/or maintain in interacting with the public, which has become increasingly demanding and more aware of the increased quality offered. In this context, the company has a further target to increase not only the percentage of satisfied customers but also that of those who are **fully satisfied**, or those who – again on a scale of 1-9 - give scores of between 7 and 9;
- without prejudice to the quality factors monitored, a series of questions on the mobility patterns of the respondents - e.g. on mobility modes and preferences to/from the station - was introduced in the customer surveys in 2018 to better capture the needs of the public, especially on the modal integration aspect so as to better calibrate the relevant station development plans;
- as usual, certain **indicators** and **targets** relating to the **quality offered** are **updated** from year to year on the basis of the specific needs for improvement identified within the framework of the processes of **listening** to stakeholders and **monitoring** results, as well as the interaction with the sector's regulatory bodies and the growing centrality attributed to customers and travellers - current and potential - in the context of industrial strategies.

The objectives stated in the Service Charter relating to RFI's **commitment** to the environmental and social **sustainability** of its activities, for example, refer to specific actions to implement the "Sustainability Governance Model, adopted by RFI in 2021 and the company's *Environmental Policy* on which the ISMS (Integrated Security Management System) is based, a central element of the "Integrated Security Policy" (updated in November 2022) is based, and relate to the commitments and corporate performance reported annually according to the Global Reporting Initiative standards for the FS Group's **Sustainability Report** and the **Non-Financial Disclosure Statement** pursuant to Legislative Decree 254/2016.

The commitments relating to the quality offered to **passengers with disabilities** and **reduced mobility** are updated regularly. Together with the indicators relating to quality perceived by users of the assistance services offered by the RFI Blue Rooms, they may refer to both **initiatives for improvement** of the services themselves (e.g. to be provided in a greater number of stations and/or to be strengthened with broader adoption of support equipment) and **physical accessibility** to the station spaces (by implementing measures to overcome architectural barriers such as access platforms to raised trains, lifts, escalators, etc.) and **information accessibility** to the greatest number of passengers.

**Note:** (\*) Italian Prime Minister's Office (Office of the President of the Council of Ministers) Directive of 27 January 1994 "Principles of provision of public services"; Italian Prime Minister's Office Decree of 30 December 1998 "General reference framework for preparing a transport sector public service charter (Mobility charter)"

# Targets and results 2022

SERVICE/ACTIVITY AREA	QUALITY FACTOR	INDICATOR	PARAMETER	2022 TARGET	2022 RESULT
TRAIN TRAVEL, NETWORK SAFETY AND EFFICIENCY	SAFETY	Security level of railway operations	number of FWSI arising from significant accidents/trains per km *	Remaining below the NRV assigned to Italy for the "Company as a whole" railway risk category	achieved
SUSTAINABILITY OF RFI ACTIVITIES AND SERVICES	ENVIRONMENTAL AND SOCIAL FOCUS	Governance- «RFI sustainability on the go» project	commitment*	start	achieved
		Environmental - Start of ENVISION certification process on station renewal projects	commitment*	start	achieved
CONNECTION AND INTERCHANGE WITH OTHER MODES OF TRANSPORT	MODAL INTEGRATION	Perception of ease and convenience of reaching station	% of satisfied customers ►	90% ●	98.1%
STATION ACCESSIBILITY AND COMFORT	TRAVEL COMFORT IN STATION AREAS	Overall perception of the station	% of satisfied customers ►	90%	98.7%
		Overall perception of lighting	% of satisfied customers ►	90%	98.3%
	CLEANLINESS	Overall perception of cleanliness of the station areas (1)	% of satisfied customers ►	90%	98.3%
	ADDITIONAL TRACKSIDE SERVICES	Perception of commercial services as a whole	% of satisfied people ►	90% ●	99.2%
	STATION SECURITY	Perception of overall security in the station	% of satisfied customers ►	85% ●	95.5%

## key

(1) closely linked to the 'cleanliness' indicator is the "maintenance and decoration" indicator, for which the % of satisfied customers in 2022 was 97.8%

- \* internal/third-party monitoring
- \*\* Railway Police monitoring
- quality targets that involve third parties
- customer satisfaction surveys

# Targets and results 2022

SERVICE/ACTIVITY AREA	QUALITY FACTOR	INDICATOR	PARAMETER	2022 TARGET	2022 RESULT
PUBLIC INFORMATION	INFORMATION AT STATIONS ON TRAIN TRAVEL	Overall perception of the information	% of satisfied customers ►	90%	98.6%
		Perception of information in critical travel conditions (2)	% of satisfied customers ►	90%	96.3%
SERVICES FOR PERSONS WITH DISABILITIES AND REDUCED MOBILITY	ASSISTANCE AT STATIONS FOR PERSONS WITH DISABILITIES AND REDUCED MOBILITY	Overall level of satisfaction with the assistance provided on the SALE BLU circuit	% of satisfied customers ►	90%	99.6%
		Training courses for Sale Blu workers	Commitment*	implementation	achieved
	STATION SPACE ACCESSIBILITY	Implementation of interventions to improve accessibility (h 55 platforms, lifts)	No. of measures*	At least 110	achieved

**key**

(2) Indicator used until December 2022 and then replaced by the new indicator 'IaP experience in critical travel conditions'

\* internal/third-party monitoring      ► customer satisfaction surveys