



RFI SERVICE CHARTER

2024





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Targets and Results 2023



1. Services, quality factors and objectives

The Charter describes RFI services of greatest relevance to the public, together with the objectives set out for the year 2024, divided into 6 macro-areas.

Train circulation, network safety and efficiency

RFI safely manages railway circulation and operation on the entire national network, with several Railway Companies providing transport services for passengers and freight.

SAFETY



Our commitment for 2024



Safety (safe train circulation and railway operations) is RFI's cornerstone, around which processes and activities are developed and pursued, with the continuous involvement of personnel, by developing suitable technological systems, and through organisational and regulatory measures aimed at minimising the risk of accidents. Safety is therefore RFI's main commitment to stakeholders and the Safety Charter's first objective.

In compliance with national and international standards, the safety targets are aligned **with the National Reference Values (NRVs)** assigned to Italy, and included in the overall "Company as a whole" risk category. These NRVs and the Common European Safety Targets (CSTs) are established by the EUAR and ratified by the European Commission.

Indicator	Parameter	2024 Target
Security level of railway operation	FWSI number resulting from significant accidents/trains per km *	Staying below the NRV assigned to Italy for the 'Company as a whole' railway risk category

In 2023, this ratio remained within the national reference value.

** Internal/third-party monitoring*

In order to ensure the efficiency and safety of railway traffic and operations, RFI is committed to maintaining and renewing the railway infrastructure and its technologies, and to develop protection systems against external events. In particular, all activities that affect the safe operation of trains and railway operations are part of the Safety Management System (SMS), as accepted and supervised by ANSFISA¹. The SGS, which is constantly updated, is certified according to Standard ISO 9001 and is part of the Integrated Safety Management System (SIGS), which also includes the Environmental Management System (EMS) and the Occupational Health and Safety Management System (SGSL), certified according to Standards ISO 14001 and ISO 45001.

RFI's main concern, beside safety, is also improving service quality, regularity and punctuality. An extraordinary plan to upgrade the network and stations, as part of the NRRP², is underway throughout the Country, with the aim of building new infrastructure to relieve the 'historical' lines' workload, and supplement them with new, more modern ones. The plan included investments for over 7 billion euro in 2023, and 9 billion euro in 2024.

This massive amount of work has led to the opening of around 1,400 construction sites, with inevitable effects on the temporary unavailability of certain services and on regular traffic. Nevertheless, possible disruptions are constantly monitored and managed through careful planning, and thanks to this commitment, **actual punctuality**³ for long-distance trains in 2023 dropped only 1% compared to the previous year, while that of regional trains remained substantially stable.

¹ Safety Authorisation, pursuant to Legislative Decree. 50/2019

² NRRP (National Recovery and Resilience Plan): for further details, see pages <https://www.rfi.it/it/rete/i-nostri-progetti.html> and <https://www.rfi.it/it/rete/i-nostri-progetti/principali-interventi-lavori-programmati.html>

³ punctuality actually perceived by travellers

Sustainability of RFI's activities and services

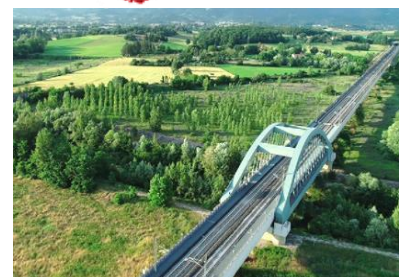
For RFI, sustainability is the driver that directs corporate strategies, and accompanies the planning, implementation and management of the infrastructure system, contributing to the pursuit of the UN 2030 Agenda sustainable development goals (*Sustainable Development Goals - SDGs*) and the guidelines outlined by the European *Green Deal*, within the framework of European and national programmes.

A CONCRETE COMMITMENT TO THE ENVIRONMENT AND OUR COMMUNITIES



Our commitment for 2024

Aware of the key role that mobility - and the railway sector in particular - plays in the pursuit of sustainable development objectives, RFI has undertaken a concrete path to build an integrated sustainable infrastructure development model, thus consolidating an increasingly systemic and multidisciplinary approach to integrate sustainability at all stages. Therefore, RFI promotes projects and interventions aimed at achieving specific environmental, economic and social sustainability objectives, not only in relation to new scenarios of sustainable mobility, but also in the broader sense of creating opportunities for territorial cohesion, accessibility, attractiveness, gap reduction, improved quality of life and ecosystem services, and, more generally, to foster economic, social, cultural and tourist growth, while taking into consideration the environmental and landscape context of the territories in which the works are carried out. This path that has been further accelerated to support the role that the national Railway Infrastructure Manager is called upon to play in the Country's sustainable transition, particularly within the framework of the National Recovery and Resilience Plan (NRRP), with major infrastructure investments for the sustainable mobility of people and goods, to be achieved by the end of 2026.



In 2024, the Company has set two new goals to strengthen the strategic and operational ESG⁴ orientation of its management and investment initiatives. More specifically, on a more operational level, in order to integrate sustainability criteria and assessments into the development of infrastructure projects, the Company intends to continue the sustainability certification of its projects through recognised Sustainability Protocols. On a more strategic level, the Company aims to develop its own Climate Change Adaptation Plan (PACC RFI) by 2024, consistently with the National Climate Change Adaptation Plan (NACCP) as a planning tool to manage the uncertainty of future climate prospects in a structured way, and systematise and implement measures and actions to strengthen the adaptive capacity of the railway infrastructure in a changing climate context.

Indicator	Parameter	2024 Target
Certification of Projects with Sustainability Protocols	commitment *	implementation
Climate Change Adaptation Plan (PACC RFI)	commitment *	implementation

With regard to last year's goals (2023), the targets set - geared towards strengthening corporate ESG governance and stakeholder engagement - were both achieved. In particular, the following documents were issued:

- **"Procedure for Sharing Infrastructure Network Resilience Plan Programmes with Stakeholders"**, which describes how to manage the relationship with public and private stakeholders affected by the interventions to reduce network vulnerability to weather and climate impacts.
- **"Guidelines for Sustainable Procurement Management of RFI and Its Subsidiaries"**, which outlines the ESG criteria to be included in the various phases of the procurement process regarding goods, works and services, with particular reference to the negotiation phase in order to improve the sustainability profile of the entire supply chain.

⁴ Criteria for measuring and standardising an organisation's environmental, social and governance (ESG) activities.

Managing and developing the railway network according to principles of continuous efficiency, safety and accessibility improvement contributes to a more sustainable transport system, in which the rail network and the other means of collective transport integrated with it can attract increasing shares of traffic, reducing the social costs related to emissions, consumption of natural resources, accidents and congestion.

In fulfilling this mission, RFI focuses on impact reduction and on a rational use of resources. It is committed to the defence, regeneration and enhancement of the territory, and its natural, social, economic, urban, architectural and historical-archaeological heritage, in line with the Environmental Policy, and in collaboration with all stakeholders.

Another central aspect is the introduction of product and process innovations, aimed at creating ever greater value for the community. This logic includes, for instance, the enhancement of those assets no longer used for railway operations, such as the use of station spaces for non-profit activities, the creation of biking trails and greenways, and the reactivation of lines no longer in use in areas of high historical and landscape value for tourist itineraries.

Linking and interchanging with other modes of transport

The ubiquity of the national rail network and its access points, passenger stations and freight facilities, finds the integration with other modes of transport - and public transport in particular - an increased attractiveness factor, providing door-to-door solutions focused on rail transport, for a more sustainable and efficient mobility system.

MODAL INTEGRATION OF STATIONS



Our commitment for 2024



The integration of railway stations with other means of transport is a significant quality factor for customers seeking door-to-door solutions. Therefore, RFI is committed to the implementation of infrastructural works and digital solutions to facilitate the interchange between the other means of transport and the train, and to cooperation with local authorities and operators of other transport systems to offer integrated solutions.

Indicator	Parameter	2024 Target
Perception of easy and handy arrival at the station	% of people satisfied	90%

Quality objectives involving third parties

From an inter-modality standpoint, stations can take on a central role in a mobility system that promotes the use of public, shared and active means of transport, contributing to medium- and long-term sustainability. Stations can become the **hubs of a new mobility model**, integrated with the Sustainable Urban Mobility Plans (PUMS)⁵ of the municipalities where the station is located.

By **monitoring the journeys to/from the station** of travellers interviewed as part of the customer satisfaction surveys and the analysis of mobility data, we can identify concrete actions for improving the travel experience. Data from 2023 show that the **main method to get to the station** remains **walking**, used by around 40% of cases, followed by **biking** and **mopeds**; there is also an increase in **public transport used** in 21% of cases, and **train**, used in 10% of cases. While the use of **private cars** stands at around 25%, a lower value compared to the previous year. Overall, these figures show that pandemic-induced habits are gradually being overcome, with a significant increase in the use of public transport even compared to the pre-covid period.

In light of the foregoing, RFI's main fronts of intervention to support the evolution of the trend towards more sustainable mobility choices, also concern the development of intermodality, through the integrated design of infrastructures and services connecting the station to the city, works on station forecourts to optimise road, bicycle and pedestrian accesses for travellers, and the creation and implementation of public and collective, shared (car sharing, etc.), soft and active (bicycles, pedestrians, etc.), and low impact (electric vehicle recharging stations, etc.) mobility services.

These infrastructural actions are complemented by 'management' measures, such as the integration of the railway timetable with that of other local public transport modes.

On the other hand, intermodality in freight transport is achieved in freight villages, rail-road terminals and ports, where cargo units from ships are loaded onto trains towards inland destinations.

⁵ Ministry of Infrastructure and Transport, Ministerial Decree of 4 August 2017 "Identification of the guidelines for urban sustainable mobility plans, pursuant to Article 3(7) of Legislative Decree No. 257 of 16 December 2016"

Station usability and comfort

RFI runs more than 2,000 stations throughout the Country, and these railway transport service access hubs come into direct contact with travellers, urban realities and their residents. Stations are now at the centre of an important growth plan, not only with respect to the aforementioned intermodality enhancement, but also as service hubs within the territory and for the people who pass through them every day.

STATION COMFORT



Our commitment for 2024

The Service Charter shows the stations' quality as one of its indicator, i.e. the perception that emerges from customer satisfaction surveys conducted on all stations, which together receive around 93% of travellers using the train. Considering the **quality of the station as a whole**, travellers express an overall judgement (at the end of the interview) taking into account all the views expressed for the station's individual aspects and environments.



Indicator	Parameter	2024 Target
Perception of station's overall quality	% of people satisfied	90%

The 2023 target has been fully achieved.

CLEANLINESS



Our commitment for 2024

Regarding the **cleanliness of station environments**, the indicator refers to the overall public perception, which is always closely related to the perception of the station as a whole.

Indicator	Parameter	2024 Target
Overall perception of the cleanliness of station environments	% of people satisfied	90%

The 2023 target has been reached.

BUSINESS SERVICES



Our commitment for 2024

The level of satisfaction with the **quality of business services** at the station, offered by third parties, is presented through the customer satisfaction indicator of the same name.

Indicator	Parameter	2024 Target
Overall perception of business services	% of people satisfied	90%

The 2023 target was fully achieved.

Quality objectives involving third parties

SECURITY



Our commitment for 2024



Security (passenger safety at the station) - a fundamental component of the liveability and comfort perceived by travellers in stations - is pursued through actions developed and implemented alongside Public Security Authorities and Bodies, to guarantee the safety of all spaces open to the public and all other railway assets; moreover, their protection is indispensable for maintaining a regular circulation, and therefore the overall quality of services offered to end customers, the travellers.

From 2023 onward, security services are managed by a dedicated FS Group company that also supports RFI in combating and containing risk, on the basis of the Holding Company's policies. Depending on the type of assets, numerous infrastructural/technological interventions are also carried out, such as integrated video-surveillance systems, protection structures and anti-intrusion systems, alongside management measures, such as controlled access to platform platforms in major stations.

Indicatore	Parametro	Obiettivo 2024
Percezione della sicurezza in stazione	% di persone soddisfatte	90%

The goal of perceiving the station as a safe place in 2023 has been achieved.

Quality objectives involving third parties.

At the time being, the station system on the network managed by RFI includes over 2000 locations, which differ greatly from one another, in terms of size, volume and type of users, level of railway services, and territorial vocation. RFI's objective is to identify the most valuable elements for each one of them, by implementing differentiated, concrete and feasible plans for improving the state of conservation and service development over the short term.

The Integrated Station Plan, which addresses a group of more than 600 stations throughout the Country - from the largest hubs, which account for over 90% of users, to medium/small stations of particular relevance, in relation to the demands expressed by the community and stakeholders - focuses on the adoption of design solutions aimed at improving accessibility and enhancing attractiveness; these aspects translate into caring for the station's appearance, safety, intermodality and digitisation. The plan includes interventions to improve the overall station accessibility system for users with reduced mobility, including temporary ones, and to upgrade the station building. In addition, the plan provides for the redevelopment of outdoor areas, such as the station forecourts, through a reorganisation of pedestrian and vehicular spaces, and the enhancement of intermodality, to facilitate the use of sustainable urban transport systems, accessible directly from the station. Last but not least, the plan is complemented by objectives regarding an improvement of the aesthetics, in areas open to the public, and the station's comfort and safety, including, by way of example, an enhancement of the lighting system. All interventions included in the plan are inspired by sustainable principles, both during the design and construction stages, and by the application of international protocols such as Envision, Leed or GBC Historic Building. A representative set of different intervention is included in the *Souther Italy Railway Station Improvement Programme*, funded under the NRRP, which includes 30 stations and 8 hubs, involving, among others, the stations of Messina, Villa San Giovanni, Siracusa, Taranto, Lecce, Bari, Potenza, Benevento and Pescara.

For **smaller and less frequented stations**, RFI is pursuing the **Station Complementary Plan**, together with other initiatives aimed at creating shared value. Some of which include, for instance, an expansion of the number of spaces granted on a free loan basis to local authorities and non-profit organisations, for socially-valuable activities, with a positive impact both on the liveability of the stations themselves and on the area in which they are located.

Public Information

Information on train timetables and progress - disseminated primarily in stations and more and more so on web and digital channels - is an indispensable element of rail transport accessibility.

INFORMATION FOR TRAVELLERS ON TRAIN OPERATIONS



Our commitment for 2024

The Service Charter describes RFI's commitment to public information, in relation to the activities more specifically related to the Infrastructure Manager's core business. Public information - provided by RFI by means of visual and/or acoustic instruments, sized according to each station's specific context - always plays a central role in the way railway services are used by travellers, especially in the event of critical traffic issues, caused by adverse weather, breakdowns, etc.

The Service Charter for **2024** undertakes also objectives relating to the quality perceived at the station, under normal traffic conditions and under critical traffic conditions.

Indicator	Parameter	2024 Target
Overall information perception	% of people satisfied	90%
Information perception under critical traffic conditions	% of people satisfied	80%

The 2023 target has been reached.

Information to the public in stations, available to all those who access rail transport regardless of their degree of digitalisation, **is the backbone of communication on train operations**, and RFI is increasingly investing in resources and professional solutions, both in terms of technology and tools, and in terms of organisation and communication methods.

On the technological front, RFI is gradually implementing throughout the network the new **IeC** (Information and Communication) **system** (already present in 435 stations) which, borrowing from traffic management systems, provides for all information concerning the same train to be distributed at the same time from a 'central post' to all stations connected to it. The aim is to switch to an integrated system not limited to providing punctual information related to individual trains, but rather concerning the railway service in its entirety, which can guarantee the dissemination of increasingly timely, complete and consistent news, especially in the case of critical traffic issues.

Alongside technological development, the Company is committed to improving **the tools and methods** of presentation of **sound and visual messages** to make them more **clear, effective and usable**. Last year, the Loudspeaker Announcement Manual (Manuale degli annunci sonori - MAS) was updated, with the aim of making information on critical traffic situations more effective, simple and dynamic in the face of a significant reduction in 'ordinary' sound messages. With regard to **visual information** at the station, there is a programme underway to renovate the monitors and other peripherals, and the way in which the 'train list' is presented. Precisely to improve the quality and timeliness of the audio and visual information to be provided in critical traffic conditions, a new information system is already active at the Roma Termini, Milano Centrale and Venezia Santa Lucia stations. In the event of heavily slowed traffic and consequent activation of the 'IaP Crisis' mode, some station devices will display, with new graphics, a list of departures that highlights only those trains departing in the next 15 minutes.

In 2024, various initiatives will be carried out to inform travellers in good time about any changes to traffic, both at the station and via the institutional website and other digital channels. On the institutional website, www.rfi.it, after having made the information conveyed at the station available online, with the *Live Arrivals and Departures Monitors*, the **information services** on real-time traffic conditions dedicated to **Infomobility** have been further developed.

In parallel, online information on the station's accessibility for People with Disabilities and Persons with Reduced Mobility is constantly evolving, by publishing all information on accessibility services/equipment, as well as on the unavailability and restoration times of lifts and ramps to the platforms, on a station-by-station basis.

Services for travellers with disabilities and reduced mobility

In order to facilitate mobility and the use of station services by all travellers, RFI is committed to the progressive elimination of any physical, sensory and communication barriers at the station. Pursuant to Regulation (EU) 2021/782 on passengers' rights and obligations in rail transport, RFI also offers, in over 360 stations, a free-of-charge in-station assistance service for persons with disabilities and reduced mobility (PRM), and reinforces its commitment to information accessible to all

ASSISTANCE TO TRAVELLERS WITH DISABILITIES AND PEOPLE WITH REDUCED MOBILITY



Our commitment for 2024

RFI's commitment to offering assistance to persons with disabilities and people with reduced mobility (PRM), to ensure their right to access railway services, is presented in the Service Charter through indicators referring both to the satisfaction expressed by travellers who have used this kind of services, and to corporate actions planned to make them even better.



As of today, **more than 360 stations** throughout the Country are included in the **service circuit** (the *Sale Blu* circuit). They have been identified through discussions with the trade federations and associations and local authorities, based on their accessibility characteristics, the type of trains that stop there (i.e. whether the trains are equipped to accommodate wheelchair PRM), the actual demand in the catchment area, and the distance from other stations equipped with the service.

Indicator	Parameter	2024 Target
Overall satisfaction level regarding the service provided in the <i>SALE BLU</i> circuit	% of people satisfied	90%
Extension of PRM service to new stations	commitment*	At least +10 stations

The goal of extending the network was achieved in 2023 with +12 stations.

* Internal/third-party monitoring

ACCESSIBILITY OF STATION SPACES



Our commitment for 2024

The Service Charter also includes indicators and targets related to the commitment to remove barriers that limit accessibility, so that people with reduced mobility can travel as independently as possible.



The commitment, pursued as part of the overall station redevelopment project, to extend the works to improve accessibility, is confirmed for 2024: the specific commitment for **2024** is to make a further 70 shifting/elevator units available to the public. A further objective for 2024 is the definition of technical specifications on 'Station furniture in railway stations' inspired by the principles of inclusive design, to guarantee the use of environments and services to all station users, with different perceptive, motor and cognitive abilities.

Indicator	Parameter	2024 Target
Shifting/elevator units made available to the public	number of interventions*	at least 70
Definition of technical specifications on 'Station furniture' inspired by the principles of inclusive design	commitment	implementation

In 2023, accessibility measures affected about 70 stations, with the raising of more than 50 platforms to the standard height of 55 cm, the installation of 65 lifts, and the construction of more than 14 km of tactile paths

* Internal/Third-party monitoring

Assistance to travellers with disabilities and reduced mobility is provided through 15 *Sale Blu*.

These special Structures are open every day, even on public holidays, from 6:45 a.m. to 9:30 p.m., and are located in the stations of Turin, Milan, Verona, Venice, Trieste, Genoa, Bologna, Florence, Rome, Ancona, Naples, Bari, Reggio Calabria, Messina and Cagliari. These Structures are coordinated by the **National *Sala Blu* organization**. The services are provided 24/7 to travellers with impaired mobility, either temporary or permanent (all information at www.rfi.it Stations > Accessibility).

To ensure the mobility of these travellers, in addition to the usual attention to overcoming physical obstacles on train access routes, RFI has launched a specific plan to improve accessibility to spaces open to the public. The accessibility plan is a fundamental part of the aforementioned **Integrated Station Plan**, which covers the 600 busiest stations in the network, by prioritizing those in metropolitan areas with local public transport services.

And in support of the right to mobility, RFI is also committed **to removing any obstacles to communication**, by continuing in 2024 to improve accessibility to its institutional website www.rfi.it (already compliant with the web accessibility requirements set forth by Law no. 4/2004 and the international standard *WAI - Web Accessibility Initiative*, in accordance with Agid's "Guidelines for the accessibility of IT tools") and to expand online information on the services and accessibility facilities of the individual stations in the network. Each station has a dedicated web page to consult the *Online Timetable* - which supplements the scheduled train timetable with information on the availability of assistance services at the stations along the route - the *Live Arrival and Departure Monitors*, and the real-time operating status of track access ramps and lifts⁶. In parallel, the new service range offered continues at <https://salabluonline.rfi.it>, on line since 2018, "Blue Room on line" for booking via web of in-station assistance services.

⁶ see also the Chapter on "Public Information".

Focus >> Compensation pursuant to ART Resolution 106/2018 in the event of failure to comply with the communicated time-frame for repairing lift and ramp faults

In compliance with the provisions of Resolution No. 106 of 25 October 2018 by the Autorità di Regolazione dei Trasporti (Transport Regulation Authority), RFI undertakes to **compensate any traveller with disabilities or with reduced mobility** who use transport services subject to a **public service obligation (PSO)** in the event that, in case of a faulty lift for more than 24 hours in the stations managed by RFI, **the recovery times communicated or adjusted by the station manager online in the section [Infoaccessibility - Lift and Track Access Ramps Status](#) are not complied with.**

To request compensation, the traveller with disabilities or with reduced mobility must submit a claim, and specify the information regarding the journey (date, time of departure, origin, destination, train number and PNR or ticket/subscription code, a copy of which must then be provided), and any information useful for assessing the claim, through the methods described in section "3. To communicate with us".

In the event that the traveller has purchased an integrated ticket that also includes the use of transport services not subject to public service obligations, the compensation will be calculated only regarding the price of the ticket limited to the route covered by the PSO services.

CRITERIA FOR CALCULATING THE COMPENSATION				
Parameter A		Parameter B		Parameter C
Delayed restoration of lift availability with respect to the timeframe communicated/rectified by RFI		Distance to travel by train to reach the first accessible and functional station for the traveller's planned journey		Lack of accessible and economically equivalent alternative local public transport to the train to reach the destination station for the planned journey
>48 h	50% of the ticket price	> 10 km	50% of the ticket price to the 1st accessible station	If no viable travel alternatives are present - to be proved by the traveller - a lump sum of €15.00 shall be paid.
<48 h	25% of the ticket price	0 - 10 km	25% of the ticket price to the 1st accessible station	
<ul style="list-style-type: none">• The compensated amount is the sum of the value calculated for each of the three parameters (A+B+C).• Calculation criteria are defined according to principles of reasonableness, proportionality and gradualness				



2. Listen, monitor, improve

In order to meet the real needs of travellers in stations and other stakeholders, RFI has implemented a system for surveying the quality perceived and monitoring the quality offered

Main listening and monitoring processes



In order to improve the services offered and to direct the choices towards the needs of the stakeholders, RFI monitors the opinions, needs and wishes of its customers, through structured listening and monitoring processes. The processes dedicated to travellers include:

1) Round tables, especially with associations that protect the rights of consumers and people with disabilities. Developed in plenary and sector meetings - also set out from the initiatives promoted by the FS Italiane Holding - direct comparison with end customers represents a fundamental tool for understanding the public's needs and participating in the definition of service improvement actions, to be conducted also in cooperation with the relevant Associations;

2) Analysis of public complaints and reports on the services and activities falling within RFI's sphere of competence, and submitted both through the Railway Companies (to which travellers usually refer for travel-related issues) or through the special "RFI Risponde" web service, available online at www.rfi.it. Complaints and reports are a valuable source of information on public needs and dissatisfactions. After being supplemented by those from other sources, they are followed up in the definition of intervention plans for the resolution of critical issues and the continuous improvement of services.

3) Customer satisfaction surveys to detect the perceived quality of station spaces and services are conducted monthly through direct interviews with departing travellers. The surveys - which represent some of the most extensive customer research on the Italian scene - have been carried out for more than 15 years by the *Osservatorio di Mercato RFI (OdM)* through companies selected by European tender. The questionnaire is structured to detect the performance according to over 60 indicators of perceived quality, the most representative of which are presented in the Service Charter, together with the objectives set for the reference year and the results achieved in the previous year. In addition to interviews, specific surveys are carried out on a need-to-know basis, to address preferences, opinions and expectations of the stakeholders with respect to strategic, management and investment projects.

4) Business process and corporate asset status monitoring processes, conducted internally by appropriate company figures and/or externally by third parties such as public authorities and accredited bodies to verify their congruity with the set standards. Internal monitoring is carried out according to formalised procedures included in RFI's '**Internal Control and Risk Management System**'. To mention one, in all the over 2,000 stations with active passenger services, regular inspections are carried out to assess cleanliness, propriety and maintenance standards.



3. To communicate with us

RFI Risponde, the channel dedicated to public complaints and reports

Complaints and reports



Through the **RFI Risponde** digital channel, users can send complaints about the services offered in the station (public information, assistance service for people with disabilities or reduced mobility, comfort and cleanliness, accessibility and security conditions), or reports concerning the services for which the Infrastructure Manager is responsible, and relating to railway traffic, network safety and efficiency, the environment, etc., under the specific sector regulations ⁷.

Channels available

Complaints and reports must be submitted via:

1. the *RFI Risponde* channel, accessible from the home page www.rfi.it (at the link <http://rfirisponde.rfi.it/RFIrisponde/HomeRfiRisponde.aspx>)

or, alternatively

2. Registered mail with returned receipt, by filling in the specific form available on the Complaints and Reports page at www.rfi.it (in Italian language at the link <https://www.rfi.it/en/misc/Segnalazioni-e-reclamations.html> and in English at the link <https://www.rfi.it/en/misc/reports-and-complaints.html>), to be printed and sent to the following address: RFI. S.p.A., c.a. Regulatory Affairs and Antitrust - Users' Rights Office, Piazza della Croce Rossa n. 1, 00161, Rome.

These channels are intended solely for handling complaints and reports regarding RFI services.

Response time to complaints and reports

RFI undertakes to provide an adequate and reasoned response:

- to complaints, within thirty calendar days after receiving them;
- to reports, within 60 calendar days after receiving them.

In justified cases, it undertakes to inform users that more time is required, nevertheless no longer than 90 calendar days from receipt of the complaint.

With regard to **complaints**, RFI shall, in justified cases, inform the user, **within 30 calendar days** after receiving them, that a complete response shall be provided **within 90 calendar days** after receipt of the complaint.

⁷ For a complete definition of all complaints and reports, please consult <https://www.rfi.it/it/misc/Segnalazioni-e-reclami/faq.html> or the section on "Personal Data Protection" on the next page.

Right to compensation for late or non-response to complaints

In the event of no response to a complaint, or of a response submitted after 90 ninety calendar days of receipt of the complaint, the user is entitled to a compensation of EUR 5. RFI's shall be responsible for requesting the user's current account details for settling the compensation amount by bank transfer. The user shall not be entitled to further compensation, if automatic compensation has already been paid for late or no response in connection with a claim concerning the same journey.

Remedies in the event of failure to reply within the deadline or of a reply deemed unsatisfactory

If the user does not receive a response to the complaint within 30 days, or if the reply is deemed unsatisfactory, it is possible to lodge a conciliation application with the ART Conciliation Service available at <https://www.autorita-trasporti.it/conciliaweb>.

It is also possible to address the Autorità di Regolazione dei Trasporti (Transport Regulation Authority - ART) through the Digital Complaints Acquisition System (SiTe) available on the website www.autorita-trasporti.it, or by filling in the specific forms to be sent by certified mail to pec@pec.autorita-trasporti.it or by e-mail (art@autorita-trasporti.it).

For more information on the terms, conditions and procedures for submitting complaints to the ART, please visit www.autorita-trasporti.it.

Personal Data Protection

For complaints and reports, all personal data disclosed are processed in compliance with Regulation (EU) No. 679/2016 (so-called. GDPR). On the *RFI Risponde* channel, accessible from the home page of www.rfi.it, users can find the information concerning the processing of personal data.

It should be borne in mind that:

- ▶ Pursuant to Measure 4.2 of Annex A to the ART Resolution No. 28 of 25 February 2021, as station manager, RFI is **obliged to assess as complaints those containing at least:** (a) **the identification details for the customer** (name, surname, e-mail address) and of the representative (if any), attaching in this latter case the proxy document and identification document for the customer; (b) **the identification detail:** (i) **of the journey made or planned** (e.g. date, time of departure, origin, destination, train number), (ii) **of the railway station** in which the disruption occurred; (c) **the description of the inconsistency of the station service observed, with respect to one or more requirements defined by European or national regulations and by the RFI Service Charter;**
- ▶ Pursuant to measure 5.1 of Annex A to the ART Resolution No. 28 of 25 February 2021, the response to the complaint shall be justified by RFI, in a language that is easily comprehensible for the user, with reference to all the reasons for the complaint noted by the user, and shall indicate in particular: (a) whether or not, in relation to the facts ascertained, the subject of the complaint is inconsistent with one or more requirements defined by European or national regulations and by RFI's Service Charter; [...] (b) whether or

not the user is entitled to receive compensation, pursuant to the provisions of RFI's Service Charter and concerning the unavailability of the station lift systems managed by RFI and, if so, the timing and methods for obtaining it; (c) the measures put in place for the resolution of the fault ascertained, and, if the same has not yet been resolved, the relative timing;

- ▶ In the event that a complaint or report is rejected on grounds of competence by RFI, the latter shall forward the complaint or report to the Entity deemed competent and with which RFI has stipulated specific Protocols, within the term of thirty days of receipt, simultaneously informing the user thereof.

Associations connected to the FS Italiane Group

The following is a list of 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 No. 18 of 3 March 2009 - is in constant dialogue to best meet the needs of its stakeholders.

ADICONSUM www.adiconsum.it	ASSOUTENTI www.assoutenti.it	FIAB www.fiab.it/en/
ACU www.associazioneacu.org	CITTADINANZATTIVA www.cittadinanzattiva.it	LEGAMBIENTE www.legambiente.it
ADOC www.adocnazionale.eu	CASADELCONSUMATORE www.casadelconsumatore.it	FIADDA (Famiglie Italiane Associate Difesa Diritti Audiolesi) www.fiadda.it
ADUSBEF www.adusbef.it	CODACONS www.codacons.it	F.I.S.H. (Federazione Italiana per il Superamento dell'Handicap) www.fishonlus.it
ALTROCONSUMO www.altroconsumo.it	CODICI www.codici.org	LEGA ARCOBALENO www.legarcobaleno.it
A.D.V. (Associazione Disabili Visivi - Association for the Visually Impaired) www.disabilivisivi.it	CONFCONSUMATORI www.confconsumatori.com	LEGA CONSUMATORI www.legaconsumatori.it
A.N.G.L.A.T. (Associazione Nazionale Guida Legislazioni Andicappati Trasporti) www.anglat.it	COORDOWN www.coordown.it/en/	MOVIMENTO CONSUMATORI www.movimentoconsumatori.it
A.N.M.I.C. (Associazione Nazionale Mutilati e Invalidi Civili) www.anmic.org	E.N.S. (Ente Nazionale Sordi) www.ens.it	MOVIMENTO DIFESA DEL CITTADINO www.difesadelcittadino.it
A.N.M.I.L. (Associazione Nazionale Mutilati e Invalidi del Lavoro) www.anmil.it	F.A.N.D. (Federazione tra le Associazioni Nazionali delle persone con Disabilità) www.fandnazionale.it	U.I.C.I (Unione Italiana dei ciechi e degli ipovedenti Onlus) www.uiciechi.it
A.N.P.V.I. (Associazione Nazionale Privi della Vista e Ipovedenti) www.anpvionlus.it	FEDERCONSUMATORI www.federconsumatori.it	UNIONE NAZIONALE CONSUMATORI www.consumatori.it
ASBI Onlus (Associazione Spina bifida Italia) www.asbi.info	FIABA Onlus (Fondo Italiano Abbattimento Barriere Architettoniche) www.fiaba.org	U.N.M.S. (Unione Nazionale Mutilati per Servizio) www.unms.it
		UDICON www.udicon.org/en/



4. Our Company

Mission and Activities



Rete Ferroviaria Italiana SpA is the company of the Ferrovie dello Stato Italiane Group that, by virtue of the Concession Deed and on the basis of the specific sector regulations, performs the role of **Manager of the National Railway Infrastructure**. The main areas of its activity include:

- **Safe management of railway traffic**, including the supervision of train control and command systems;
- **Maintenance of the national railway infrastructure** for its full usability by the Railway Companies, through ordinary and extraordinary maintenance activities regulated - together with safety, security and railway navigation activities - by the "Programme Contract - Services part" stipulated between RFI and the State;
- **Planning and implementation of investments** for upgrading the existing infrastructure and its technological equipment, and for developing new railway lines and facilities, also through its subsidiaries, in accordance with the programme defined with the State through the specific "Programme Contract - Investment part";
- Annual definition of the **rail timetable** on the basis of the requests made by the Passenger and Freight Railway Companies, in accordance with the rules set out in the Network Statement (NS), the official document with which the Infrastructure Manager communicates the criteria, procedures, methods and deadlines for the **allocation of infrastructure capacity** and for the provision of related services to its direct customers;
- **Accessibility of the stations** and the services offered in them to travellers and, in general, to all users, in accordance with the principles and reference values on which RFI bases its relations with customers and the public;
- **In-station assistance to Persons with Reduced Mobility**, in accordance with the role of Station Manager taken over by the Company since December 2010, in implementation of EU Regulation 2021/782 (former EC Regulation 1371/2007) "Rights and obligations of rail passengers";
- **Usability of owned freight stations**, included in the Network Statement;
- **Maritime link** to ensure the territorial continuity of railway services to Sicily, provided continuously by ferrying passenger and freight trains between Villa San Giovanni and Messina, and to Sardinia, carried out exclusively at the request of railway companies for goods 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) and Associations, under international law, for the interoperability of networks and the development of freight corridors;
- **Health services** granted with public service value relating to:
 - **Medical-legal assessment of the mental and physical fitness of personnel** to be assigned to safety activities in the transport sector for the protection of the community, both their own and those of railway companies engaged in activities related to the safety of train traffic and railway operations, including maritime territorial continuity services falling within RFI's area of responsibility, as well as the assessment of the psycho-physical fitness of the staff of public sector road and inland waterway operators;
 - **Medical-legal assessment of the mental and physical fitness of private users driving land and nautical vehicles**, for both level 1 first-instance assessments, and level 3 assessments with self-

protection examinations for land driving licences, **and hierarchical appeals** for nautical driving licences;

- **Health care occupational medicine and environmental protection services**, supporting employers in the process of protecting the health and safety of workers, in accordance with Legislative Decree no. 81/08 as amended, as well as General, Industrial and Catering Hygiene.

Our Numbers

At 31.12.2023

THE COMPANY	
31,543	Employees
15	The Territorial Infrastructure Operations Departments, which oversee the maintenance of lines and facilities
11	Area Circulation Structures, which manage the circulation of trains on the main lines of the network
10	Territorial health units + 7 territorial health centres, which guarantee institutional health services
23	Active contracts in 2023 with railway undertakings operating freight services
18	Active contracts in 2023 with railway undertakings operating passenger services
376 mln train-km	The volume of traffic developed on our network in 2023
4	The main subsidiaries (Blujet, GS Rail, TFB-Tunnel Ferroviario del Brennero, Infrarail)
1	The main associated companies (Quadrante Europa Terminal Gate)
5	European Economic Interest Groups and international law associations we are members of ("Scandinavian Mediterranean Rail Freight Corridor", G.E.I.E. Mediterranean Corridor, EEIG Corridor Rhine-Alpine, EEIG Trieste-Divača; Baltic-Adriatic Rail Freight Corridor)
7,550 Mln €	The amount of investments 'grounded' in 2023
€ 31,528,425,067.00	Share Capital

The RFI network in figures	
RAILWAY LINES IN OPERATION (1)	16,832
CLASSIFICATION	
Essential lines	6,460 km
- of which HS/HC lines (2)	1,097 km
Complementary lines	9,422 km
Node lines	950 km
TYPE	
Double-track lines	7,734 km
Single-track lines	9,098 km
FUEL	
Electrified lines	12,205 km
- of which double-track lines	7,658 km
- of which single-track lines	4,547 km
Non-electrified lines (diesel)	4,627 km
TOTAL TRACK LENGTH	24,567 km
RAILWAY FACILITIES	
Stations with active/possible passenger service	~2,200
Ferry facilities	3
Goods facilities (3)	204
TRAIN SPEED CONTROL TECHNOLOGIES (4)	
Circulation remote control systems	13,625 km
SCMT, for train speed control	13,224 km *
SSC, for driving support	2,312 km *
ERTMS, for interoperability (5)	1,177 km
GSM-R, for mobile telecommunication	11,712 km

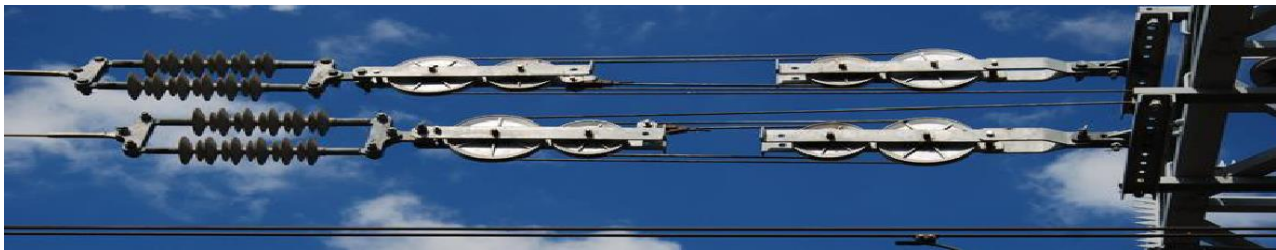
Our Company

Notes: **(1)** of which 70 km in the foreign network; **(2)** with reference to lines with speed ≥ 250 km/h, 25kV power supply, ERTMS Level 2 and lines with speed >200 km/h with high performance; **(3)** facilities with inter-modal centres, terminals, junctions, etc. **(4)** all network lines are equipped with one or more train protection systems; * of which 25 km with double SSC and SCMT equipment; **(5)** with reference to lines equipped with ERTMS level 2 'stand alone' and lines equipped with ERTMS 'stacked'



5. Our Principles

RFI carries out its activities and offers its services in accordance with the "Principles on the provision of public services" and the values shared by the entire Ferrovie dello Stato Italiane Group



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

The fundamental values and standards of conduct of RFI and the entire FS Italiane Group are set out in the [Code of Ethics](#), the charter of fundamental rights and duties that governs the way in which all Group companies, from management to employees, together with their partners and suppliers, exercise their role responsibly, enhancing 'teamwork' to perform complex tasks effectively. As manager of the national railway infrastructure, RFI has also specifically articulated four fundamental principles:

- **Traffic safety and traveller protection**

RFI is committed to adopting tools, processes and technologies that offer the **highest levels of safety** in train operations and all its other production activities, to protect all network users, travellers, workers and the environment. For the **protection and safety of people** at the station and of the **infrastructure assets** it collaborate with law enforcement agencies and adopts the most appropriate preventive and surveillance measures.

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

RFI ensures **access to the network** to the various transport companies, in accordance with principles of **equality, impartiality and non-discrimination** also to protect the right of choice of travellers, without distinction of nationality, sex, race, language, religion, opinions. It is also committed to guaranteeing **equal treatment** between different geographical areas and the **right of access** to rail services for all categories of users, also by offering in-station assistance to people with disabilities and reduced mobility, and by favouring the integration with other modes of transport.

- **Information and Participation**

RFI guarantees maximum **availability of information** on its activities to all infrastructure users, businesses, travellers, station visitors and the community, in order to facilitate the **use of the services offered** and allow the **participation** of all stakeholders in the **choices** affecting them. It encourages and promotes opportunities for **active listening and confrontation** and welcomes all opinions, feedbacks, 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** to the establishment of a more sustainable **infrastructure and mobility system** for people and the environment. To maximise its contribution to achieving the 2030 Agenda SDGs, RFI has chosen to adopt in all **investment and management business processes** - even with the involvement of stakeholders and beyond legal obligations - **innovative methodologies and good practices** inspired by sustainability criteria such as efficient use of natural resources circularity, climate change mitigation, improvement of environmental and social quality for the territory and the community, safety and inclusiveness of working environments.

Annex

- How to read the RFI Service Charter
- Targets and results 2023

How to Read the RFI Service Charter



Clarity, usefulness and immediacy are the criteria that RFI has set out for communicating its commitments to the public in its Service Charter, in relation to the quality factors indicated by the regulations for companies providing transport services. For this reason:

- ★ All objectives are presented in relation to the service area/activity to which they relate, together with an explanation of the indicators selected, and a summary of the results achieved in the previous year, presented in detail in the appendix;
- ★ To make it accessible to all, including people with disabilities, the RFI Service Charter is also disseminated in web format at www.rfi.it, by allowing users to focus on the descriptive parts of the document on the most relevant aspects for end customers with cross-references, for any further details, to other sections of the company website;
- ★ The target-values of the indicators measured through the *customer satisfaction* surveys refer to the percentage of satisfied people (those who rated 6 to 9 on the scale from 1 to 9) out of the total number of respondents, and are set within the 75%, 80%, 85%, 90% series. The latter is the value assumed by the company to date as the most challenging to achieve and/or maintain in its interaction with the public; RFI's further objective is to see not only the percentage of those satisfied increase, but also that of the fully satisfied, i.e. those who - again on the 1-9 scale - rate between 7 and 9;
- ★ The objectives stated in the Service Charter and related to RFI's activities commitment to environmental and social sustainability, refer to specific actions to implement the Group's 'Sustainability Governance Model', adopted by RFI in 2021, and the Corporate Environmental Policy, and relate to the commitments and corporate performance reported annually in accordance with the standards of the Global Reporting Initiative in the *Sustainability Report* and in the *Non-Financial Statement (Pursuant to Legislative Decree 254/2016)* of the FS Group.

Targets and Results 2023

FIELD OF SERVICE/ACTIVITY	QUALITY FACTOR	INDICATOR	PARAMETER	2023 TARGET	2023 RESULT
TRAIN CIRCULATION, NETWORK SAFETY AND EFFICIENCY	SAFETY	Railway operation security level	Number of FWSI resulting from significant accidents/trains per km *	Staying below the NRV assigned to Italy for the "Company as a whole" railway risk category	Achieved
SUSTAINABILITY OF RFI'S ACTIVITIES AND SERVICES	ENVIRONMENTAL AND SOCIAL FOCUS	Processing of the Procedure for Sharing Infrastructure Network Resilience Plan Intervention Programmes with Stakeholders	commitment*	formalisation	Achieved
		Processing of RFI Sustainable Procurement System for integration of ESG criteria in all stages of procurement of goods, works, services	commitment*	formalisation	Achieved
LINKING AND INTERCHANGING WITH OTHER MODES OF TRANSPORT	MODAL INTEGRATION	Perception of easy and handy arrival at the station	% of people satisfied ►	90% ●	97.8%
STATION USABILITY AND COMFORT	TRAVEL COMFORT IN STATION ENVIRONMENTS	Perception of station's overall quality	% of people satisfied ►	90%	98.3%
		Overall lighting perception	% of people satisfied ►	90%	98.1%
	CLEANLINESS	Overall perception of the cleanliness of station environments (1)	% of people satisfied ►	90%	97.8%
	ADDITIONAL GROUND SERVICES	Overall perception of business services	% of people satisfied ►	90% ●	99.2%
	STATION SECURITY	Perception of security in the station complex	% of people satisfied ►	85% ●	94.8%

Targets and Results 2023

FIELD OF SERVICE/ACTIVITY	QUALITY FACTOR	INDICATOR	PARAMETER	2023 TARGET	2023 RESULT
PUBLIC INFORMATION	IN-STATION INFORMATION ON TRAIN CIRCULATION	Overall information perception	% of people satisfied ►	90%	98.7%
		Information perception under critical traffic conditions	% of people satisfied ►	75%	89.1%
SERVICES FOR TRAVELLERS WITH DISABILITIES AND REDUCED MOBILITY	ASSISTANCE TO TRAVELLERS WITH DISABILITIES AND PEOPLE WITH REDUCED MOBILITY	Overall satisfaction level regarding the service provided in the <i>SALE BLU</i> circuit	% of people satisfied ►	90%	99.6%
		Extension of PRM service to new stations	Commitment*	at least 5 stations	Achieved
	ACCESSIBILITY OF STATION SPACES	Implementation of measures to improve accessibility (55 h platforms, lifts)	number of interventions*	at least 110	Achieved

Key

* internal/third-party monitoring

- Quality objectives involving third parties
- customer satisfaction surveys