

# MESSAGE FROM THE CEO – CHAIRMAN OF THE EXECUTIVE BOARD, RUSSIAN RAILWAYS

Dear partners  
and colleagues,

2020 was one of the most challenging years in the history of the transport industry, hitting the passenger segment particularly hard. Federal Passenger Company has passed this test of resilience with flying colours, performing strongly throughout the year by tackling tasks of unprecedented scale and complexity.

The passenger journey has been upended, with its focus shifting towards protecting people's health, including both customers and Company employees.

All processes were promptly redesigned – almost in real time – and a contactless service model was adopted to meet all sanitary and epidemiological requirements.

FPC consistently implemented its strategic development programmes. We continued our large-scale rolling stock renewal



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and also presented a lineup of next-generation carriages, designed in cooperation with machine builders. We placed a particular emphasis on maintaining and developing our route network and improving the passenger experience.

As passenger services are embarking on a path towards recovery, it is crucial to maintain and consolidate these trends. I am convinced that Federal Passenger Company will be up to this challenge and will continue making steady progress towards new milestones.

**CEO – Chairman of the Executive Board, Russian Railways**

**Oleg BELOZEROV**

