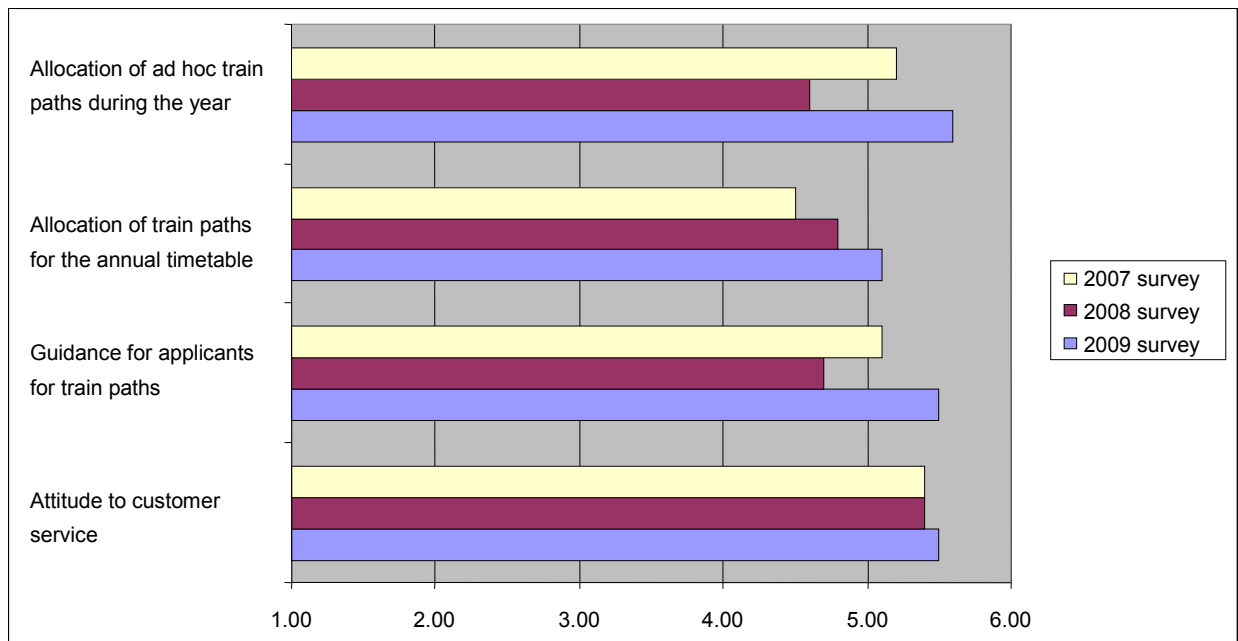


GOOD MARKS FROM CUSTOMERS AS A STIMULUS FOR FURTHER IMPROVEMENTS IN QUALITY

As an independent train path allocation body, we do not just allocate train paths without discrimination; continuously improving the quality of the whole train path allocation process and making it ever more efficient is also an important objective of our work. The allocation process must be made to meet the requirements of users more completely in order to improve the attractiveness of movement by rail.

The feedback interview held annually with every applicant for train paths forms the basis for the continuous improvement process. These interviews are structured, because continuous improvement not only requires our work and our attitude to providing a service to be evaluated but also, and much more important, makes use of the specific suggestions and recommendations for improvements made by customers.

The evaluation provided by the interviews held in autumn 2009 showed that train path applicants were very satisfied with the performance of Swiss Train Paths Ltd. An increase in customer satisfaction in all areas was noted. We put this highly satisfactory result down to consistent follow-up and implementation of suggestions made in previous surveys.



Despite the high level of customer satisfaction, several opportunities to make improvements were identified in the 2009 survey. These have been firmed up in the period since the survey and accordingly we are now implementing some thirty individual action points together with the infrastructure managers. These concern:

- applying for, allocating and paying for ancillary services to train path applications,
- assisting applicants in their use of the tools for applying for train paths,
- strengthening the exchange of data with train path allocation bodies in other countries,
- simplifying forms and procedures even further,
- improving the exchange of information when resolving conflicts.

We would like to take this opportunity to thank all those who took part in the feedback interviews for their openness and we already look forward to the next round which will start in autumn 2010.

Werner Grossen, Head of Train Path Allocation, will be pleased to answer any questions you may have on the customer survey. He can be contacted on tel. +41 (0)31 384 20 46.

Bern, 10 February 2010