



**UKRAINIAN
RAILWAYS**

What are the key challenges for the Ukrainian Railways during the war and how do you adapt your strategy in terms of customer service?

Rolling stock deficit

172

VS

66

train cars lost in 2025

manufactured from scratch

UZ keeps being the backbone of Ukraine's wartime logistics, meaning that passenger transportation has to share train cars with civilian evacuation, transportation of the wounded, top-diplomatic travels, etc.



3,000 wounded railway workers and over **1,000** killed – meaning that there's a special focus on care about railway families, reintegration of veterans, protection and social guarantees.



To protect passengers against becoming targets of the enemy drones, we have cross-integrated drone+train tracking systems and added 24/7 monitoring units.



At the same time, we are hellbent on customer experience: barrierless stations and train cars have been built, onboard menu selection has tripled, Wi-Fi has been introduced, all-female and family train cars have evolved into all-time favourites.

In case of 5+ hours delay UZ+WCK provide passengers with meal sets for free. As a result: the NPS has increased +6% over the last 3 years.



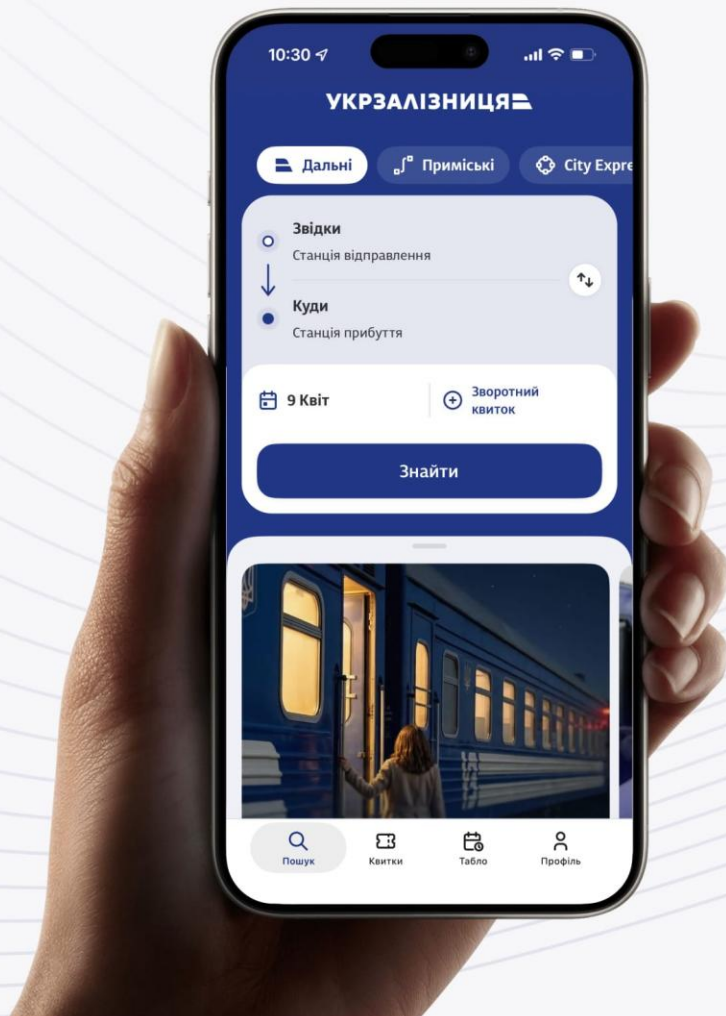
What are the three top initiatives that UZ has managed to make happen despite the trying circumstances over the last several years?

Digitalization



89% of tickets sold online (vs 64% in Jan 2021)

Europe's **top** mobile app (2026)



Online booking for railway **lounges** and **porters**

The world's most kid-friendly railway



Children's railways as educational centres



Kid areas at every station with 5 IronLands dominating the concept



Train cars for children with 93% NPS



Onboard libraries & chess sets



Special support for every child onboard evacuation trains, adaptation of all train cars for baby-travels (milk bottle warmers, play-pens, drawing sets)



Psychological trainings for the staff

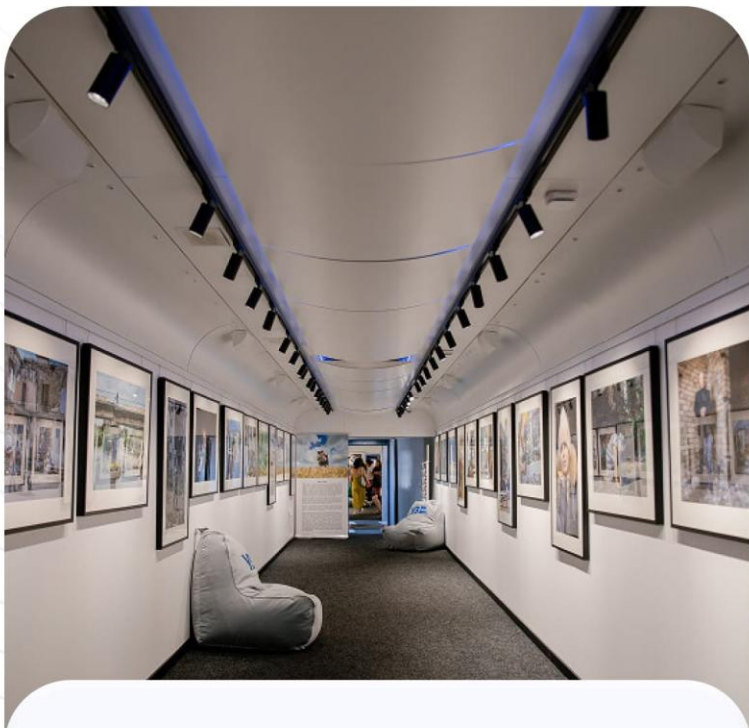


Traveller's passports

One-of-a-kind special projects unlike anything in the world



The Food Train



The Art Train

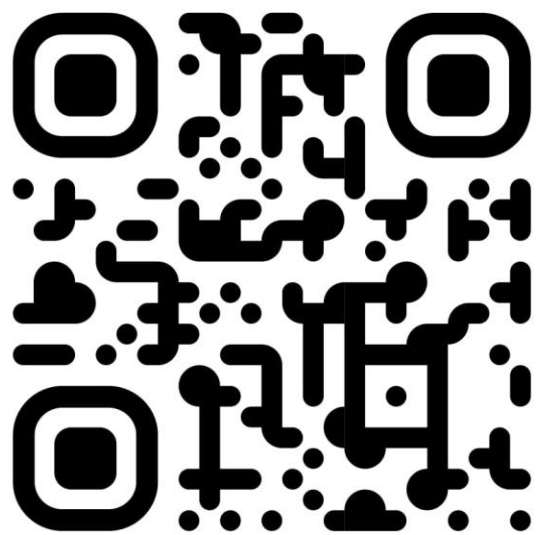


The Iron Squad

Transition to International Railway Solutions (IRS) of the International Union of Railways (UIC)



SUPPORT THE IRON FAMILY



zalizna-rodyna.uz.gov.ua

The Iron Family Foundation provides financial help to families of the fallen railway workers and sees to rehabilitation of the wounded.

