



1
8
7
2

2
0
2
2



ANNUAL REPORT

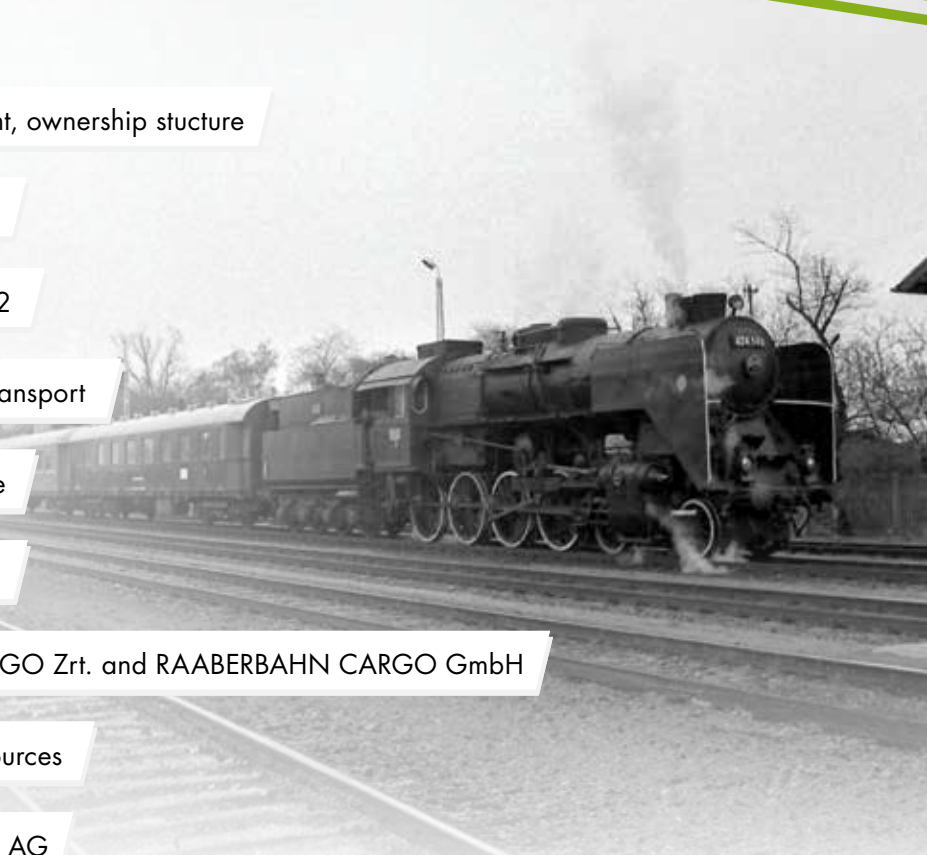
Győr-Sopron-Ebenfurti Railways Private Company Limited by Shares



TABLE OF CONTENTS



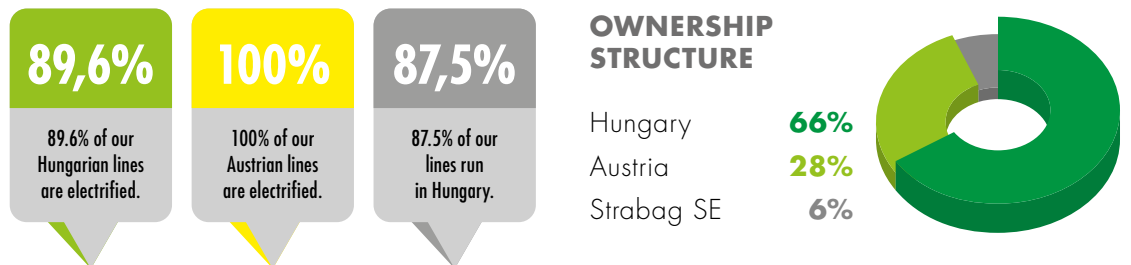
- 03 Management, ownership structure
- 04 GYSEV150
- 08 Figures 2022
- 09 Passenger transport
- 12 Infrastructure
- 14 Engineering
- 16 GYSEV CARGO Zrt. and RAABERBAHN CARGO GmbH
- 18 Human Resources
- 20 Raaberbahn AG
- 22 Investments, developments, events
- 25 Hotel Sopron
- 27 Financial Report



MANAGEMENT



Csaba Gergely UNGVÁRI Deputy CEO GYSEV Zrt.	Szilárd István KÖVESDI COB-CEO GYSEV Zrt.	Dr. Hana DELLEMANN Deputy CEO Raaberbahn AG	János BODA CEO GYSEV CARGO Zrt.
--	--	--	--





In 2022, GYSEV celebrated their 150th anniversary, because it was exactly 150 years ago when the concession for the green-yellow Győr-Sopron-Ebenfurti Railways was issued in 1872.

In honor of the occasion, the company issued a **GYSEV150** anniversary logo, had GYSEV150 stickers attached to its vehicles and also unveiled a Siemens Taurus advertising locomotive.

The birthday was also celebrated with various **memorabilia and station installations**, and the railway company decorated its calen-

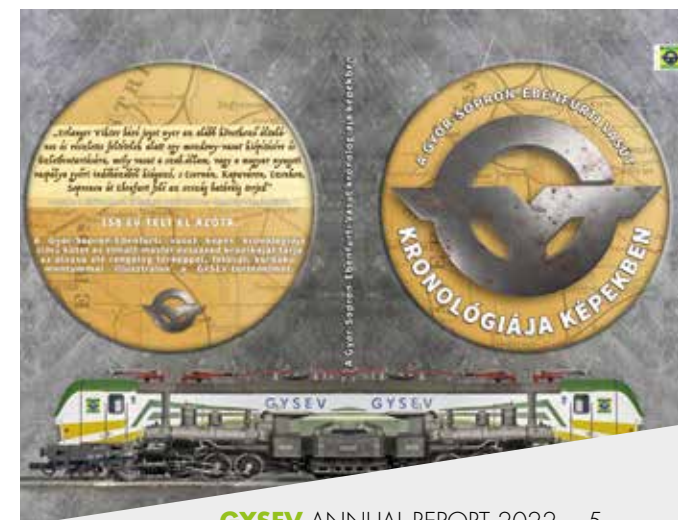
dars and wall surfaces with **pairs of "then and now"** pictures.

Together with the Hungarian Post, an **anniversary stamp** was also issued, which displayed the names of the larger cities located along GYSEV's network, next to a former GYSEV locomotive and a modern Siemens Vectron locomotive.

A special book was also published on the occasion of the 150th anniversary: **The Chronology of the Győr-Sopron-Ebenfurti Railways in Pictures**, which presents the history of the railway company, is the result of decades of

meticulous data collection. The approximately three-hundred-and-fifty-page book summarizes the events of the past 150 years, including the period before the foundation of GYSEV. The rich and varied history of GYSEV is accompanied by illustrations, maps, photographs and period documents to give the reader a full insight into the railway company's colorful history.

At GYSEV's request, selected pastry shops in the area of operation of the railway company prepared their unique **GYSEV150 desserts**, and by purchasing a discounted **GYSEV150 dessert ticket**, one could travel to the cities of these shops at reasonable prices to taste the





delicacies. On our social media pages, we invited people to celebrate with us with lots of games and activities.

To add to the nostalgic atmosphere, special **theater trains** ran to Szombathely station where the passengers of the train could watch a play about the founding of GYSEV, which revealed hidden secrets of the railway company with the help of authentic period costumes and decorations. The participants of the program could also take a look behind the scenes of the railway: they could visit the Traffic Control Center, take a look at our traffic control simulator, locomotives and multiple units, and sit in the driver's cabin of a FLIRT train. The Sopron

Association of Railway Friends and Railway Modellers revealed a new model table and the visitors could even take a guided tour to the historic downtown of Szombathely.

In Szombathely, the actors of the theaters of Sopron, Győr and Szombathely performed a play on Platform 1 telling the story of the founding of GYSEV. The humorous fantasy play was written specifically for this occasion by a prominent actor-director of Győr Theatre.

In addition to the various cultural and entertainment events, the railway company also commemorated the 150th anniversary with a sports event by organizing the GYSEV150

Running Day between Wulkaprodersdorf and Sopron in October.

Also, to mark the anniversary year, GYSEV employees planted **150 trees** in ten different locations. The first tree was planted at the site of the Széchenyi Museum Railway in Nagyecenk, which also celebrated its 50th anniversary in 2022. In the anniversary year, the Dmot railcar of the Museum Railway was decorated with photos and genre pictures displaying important moments from the past and present of the narrow-gauge railway in order to present the unique world of children's railway – as it was then and is now. The anniversary was also celebrated with a jubilee flag which went up for the first time for this special occasion.





In 2022, 53% more people traveled with GYSEV than in the previous year; compared to the last year before the pandemic, i.e., 2019, we had 4.5% more passengers.

The number of GYSEV passengers fell to 70% in 2020 due to COVID-19. In the first complete year after the pandemic, i.e., 2022, an increasing number of people returned to public transport, including rail. The ridership growth began in March 2022, it reached 2019-levels by August and counted more than 6,220 by the end of the year.

Expansion of scheduled rail services, good connections between Győr and Sopron resp. Szombathely and Celldömölk

For commuters, GYSEV offers better connections between Győr and Sopron in the evening hours and between Szombathely and Celldömölk in the morning hours as well as three new passenger trains on these routes that will run throughout the 2022-2023 timetable year.

GYSEV and Volánbusz further strengthen cooperation in western Hungary

As of 1st July 2022, Volánbusz's reduced and full-price season tickets are accepted for all railway connections in Counties Győr-Moson-Sopron, Vas and Zala. The tickets are available for purchase in all GYSEV domestic ticket offices.

Mutual acceptance of season tickets between Kőszeg and Szombathely

Thanks to a cooperation agreement concluded between GYSEV and Volánbusz, all railway and bus season tickets are mutually accepted on every scheduled train/bus running between Kőszeg and Szombathely from 1st June 2022.

GYSEV's mission is to offer high-quality and complex travel options with continuous development to ensure fast and convenient connections to its regional centers. We want to make every trip a comfortable and inspiring experience where tradition and innovation intertwine.

Length of our network:
509.2 km

- In Hungary: **445.7 km** (89.6% electrified)
- In Austria: **63.5 km** (100% electrified)

Ridership:
7.56 M passengers

- In Hungary: **6.220 M passengers**
- In Austria: **1.340 M passengers**

In 2022, 7.56 M passengers traveled with us. Compared to the previous year, this means around 2,226 thousand more people, which corresponds to an **increase of 42%**.

Total mileage:
387.265 M km

- In Hungary: **274.542 M km**
- In Austria: **112.723 M km**

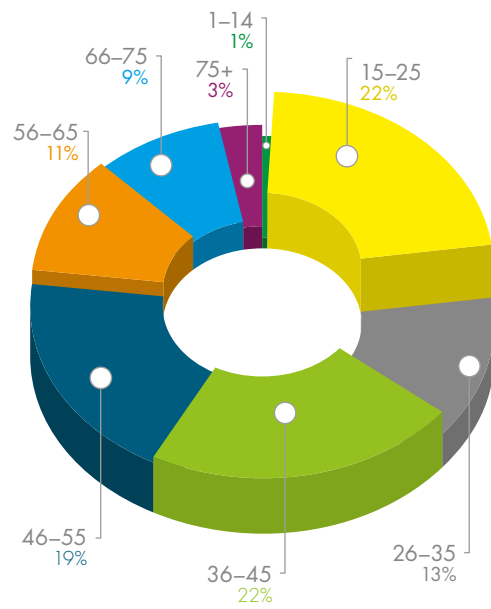
Passenger mileage was 387.265 M km in 2022 – **41% more than in 2021.**

Punctuality:

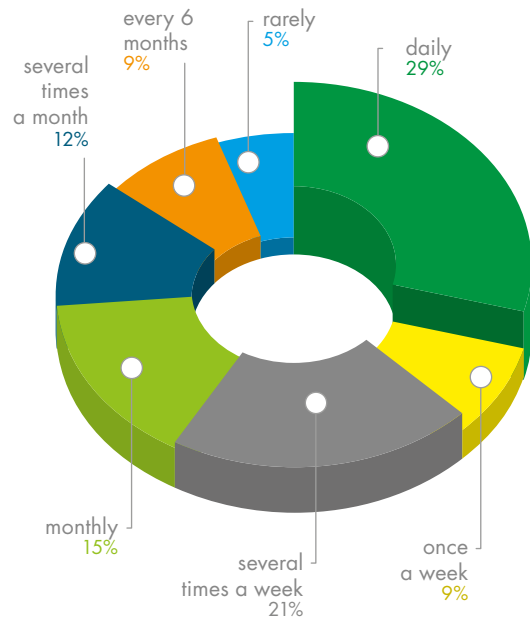
- In Hungary: **90.79%**
- In Austria: **96.84%**



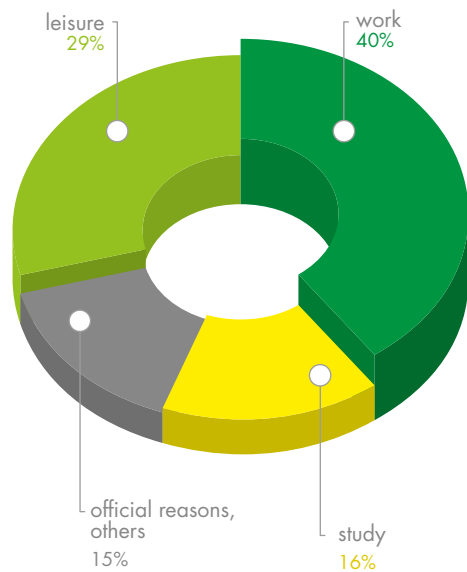
AGE OF GYSEV PASSENGERS



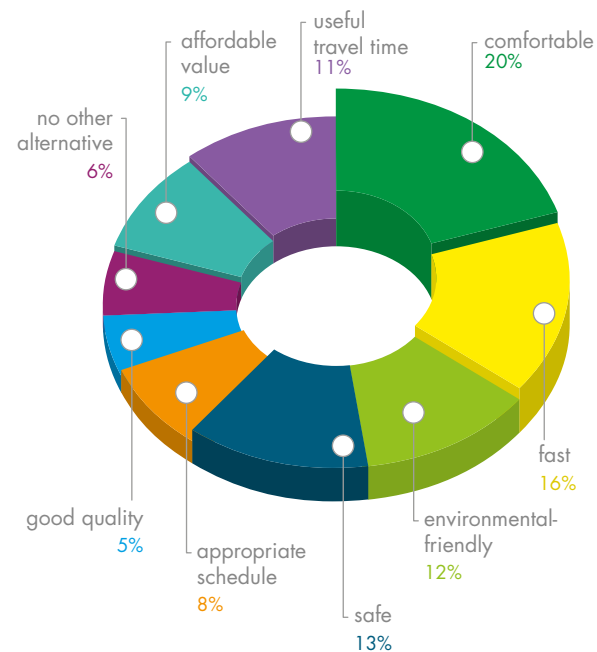
FREQUENCY OF TRAVEL



PURPOSE OF TRAVEL



BENEFITS OF RAIL TRAVEL



Clock-face schedule, attractive travel times



Electrified lines, environmental-friendly transport



FLIRT and Ventus multiple units



RaaberCity vonatok



On-board and mobile passenger information



Free WLAN in the trains and at stations



P&R and B&R facilities, bike boxes



Combined and climate tickets



Széchenyi Museum Railway Nagycenk



Passenger Centre – Personal Customer Service



Expresszó Café and post services



Contact Centre – single channel customer support system



Webshop



Online travel request



Our main goal is to build and operate modern rail infrastructure that offers a high level of safety and efficiency. Through continuous development, we guarantee efficient passenger and freight transport services and enable the sustainable growth of our company.

In 2022, we completed the construction of two new, widened and barrier-free, **modern platforms at Fertőszentmiklós station.** The new benches, rain shelters and visual passenger information system of the platform ensure best passenger comfort.

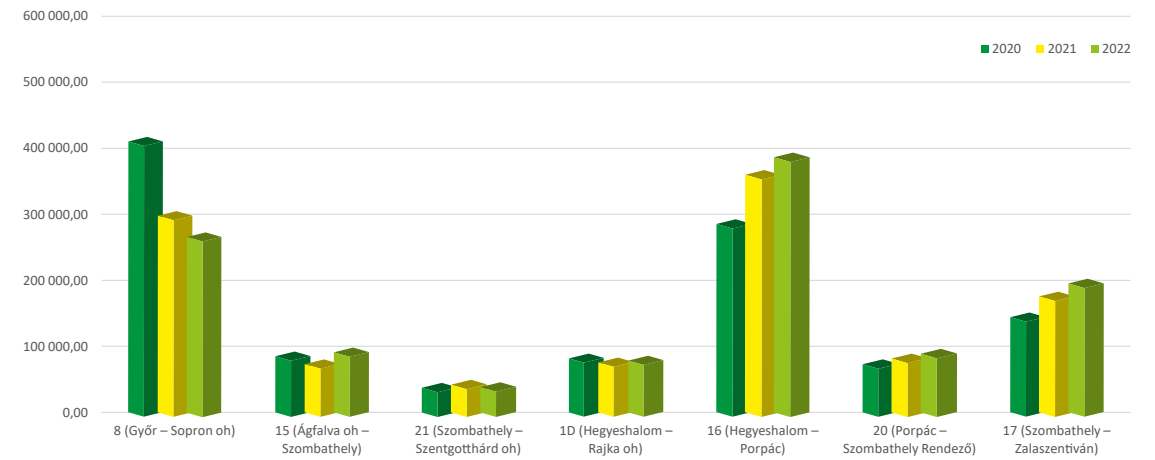
In addition, two railway stations in County Vas have been completely refurbished: **in Répcelak and Porpác, passengers are**

now greeted by a new and modern environment. In Répcelak, we have renovated three buildings belonging to Infrastructure Maintenance and Telecommunications, while in Porpác, we have refurbished the station building, the Telecommunications building and also carried out maintenance on the control tower of the station.

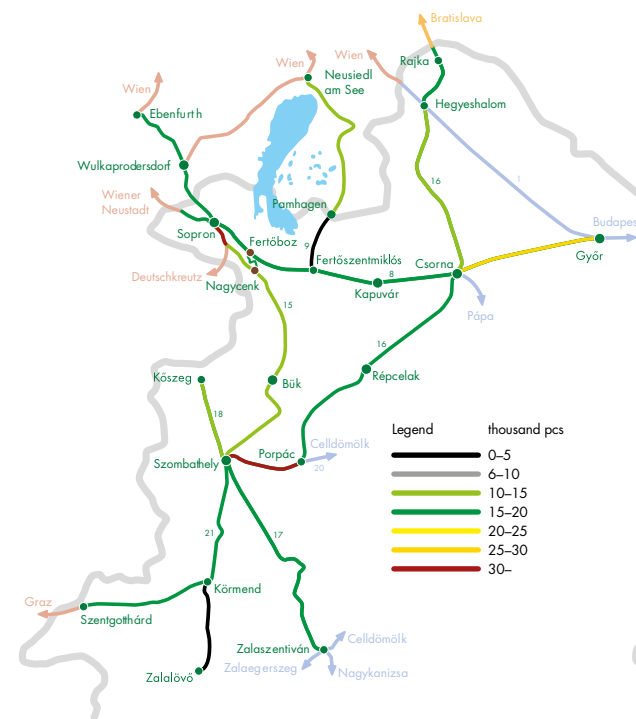
To protect company assets, GYSEV installed **security cameras in several waiting rooms, as well as in operational areas and P&R resp. B&R facilities** in 2022. The cameras installed in Porpác and Horvátnádalja watch over the B&R and P&R parking lots, while in Szombathely and Sopron the existing surveillance system has been extended.



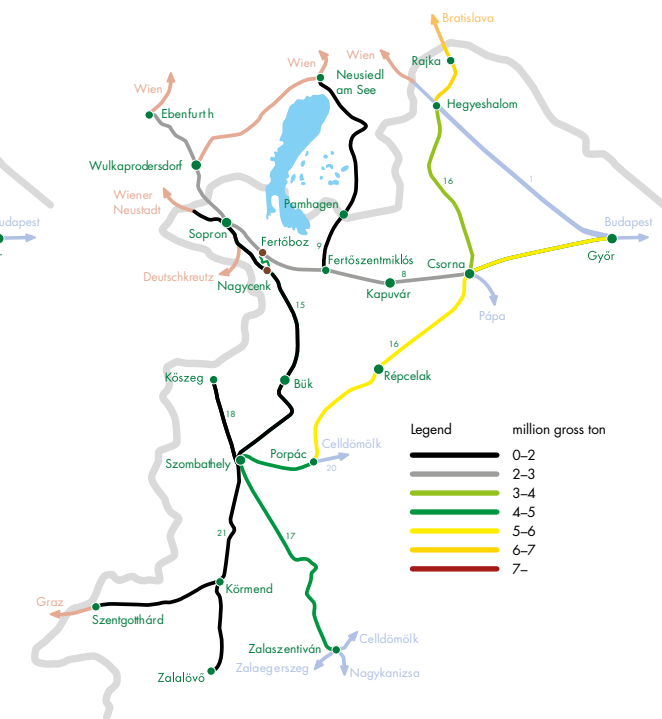
TRAIN MILEAGE OF FREIGHT TRAINS PER LINE



NUMBER OF TRAINS (PC)



FREIGHT VOLUME (M GROSS TON)





To carry out technologically advanced maintenances and repairs, it has become essential to make the assembly shafts in the **Upper Engine Shed in Szombathely** barrier-free. The relevant work began in 2021 by dismantling the stairs that separate the shafts from one another and thus opening the shafts into each other. The construction work was handed over in January 2022.

As part of the modernization of the heating system of the workshop, the boiler was replaced and the area next to the washing track was asphalted. The plans to cover the axle changing installation at Track 1 of the workshop hall are ready, construction work is expected to begin in 2023.

In September 2020, we started the complete reconstruction of the **Wagon Workshop in Sopron**, which was completed in 2022. In the final work phase, tracks XXVIII and XXX were renovated both outside and inside the workshop hall and the refurbishment of track XXIX inside the hall was completed. In October, our employees could move back to the workshop again.

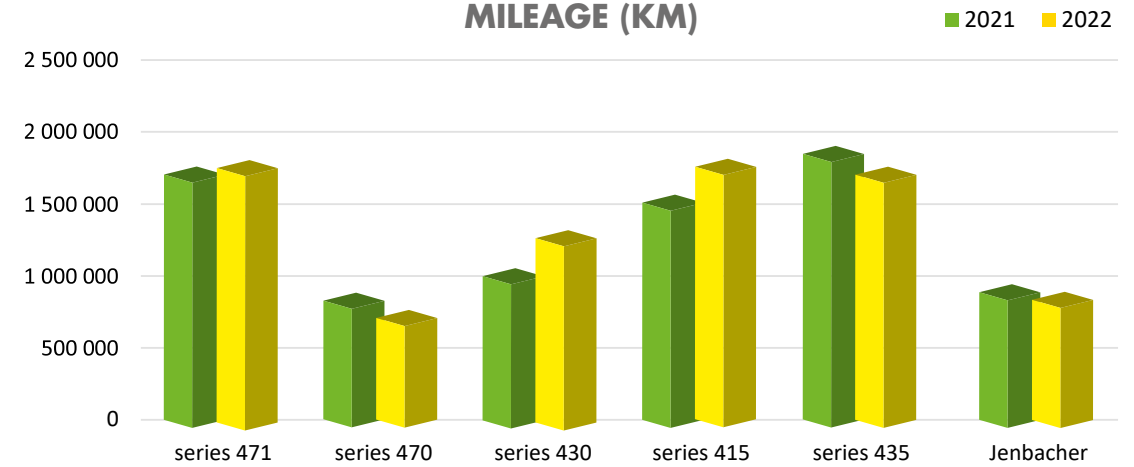
In the **Engine Shed in Sopron**, the floor of the large and small maintenance halls was renovated by laying a synthetic resin floor. In addition, the lighting in the small hall was

maintained and the existing compressed air network was expanded. After the appropriate modifications to the facade of the Compressor Building, the relevant electrical installation and air conditioning works were also finished. In the area of the Wagon Workshop in Sopron, security cameras were put up.

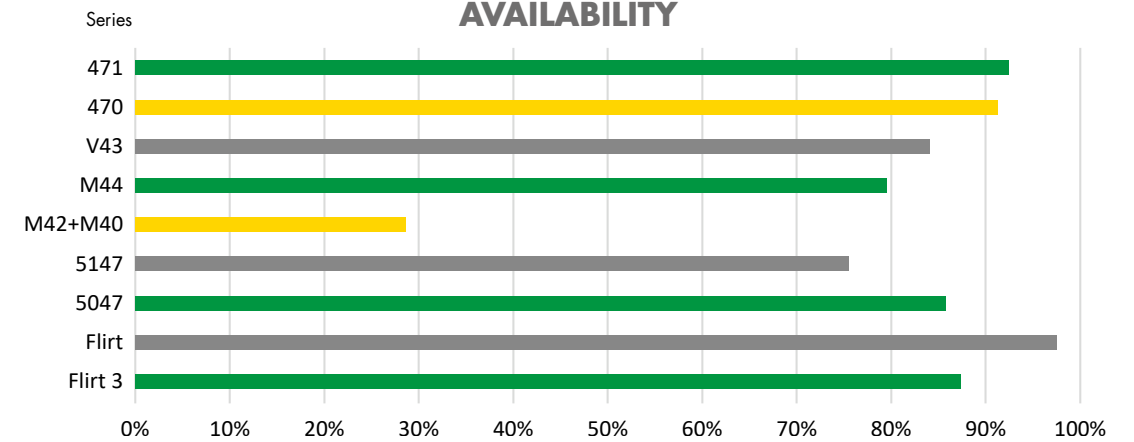
As of year-end 2022, we have introduced the **electronic driving report** for all train drivers in addition to the paper-based driving report, and an application called **Integrated Management System of Train Driver Data** has been completed and made accessible on company tablets (company cell phones). Thanks to this system, train drivers can keep all the documents necessary for their work with them (command books, instructions, timetables, other documents), they can receive messages in it, take a look at their work plan and manage data related to their work. In addition, the app is used to clock in/off and manage the electronic driving report, the electronic logbook and the electronic incident report.



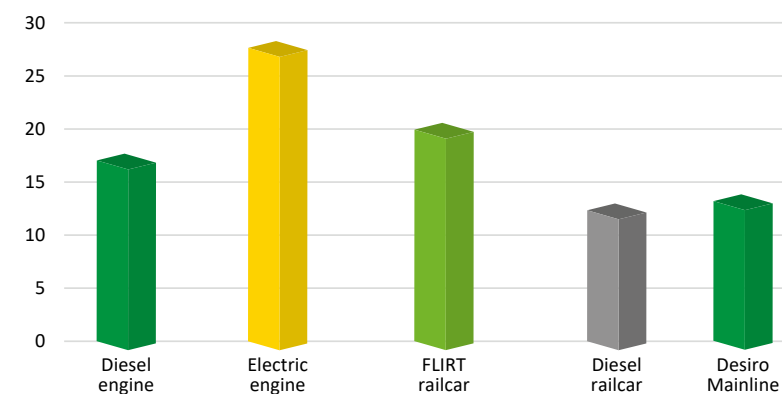
MILEAGE (KM)



AVAILABILITY



VEHICLE FLEET 2021 (PCS)
(Hungarian and Austrian operations altogether)





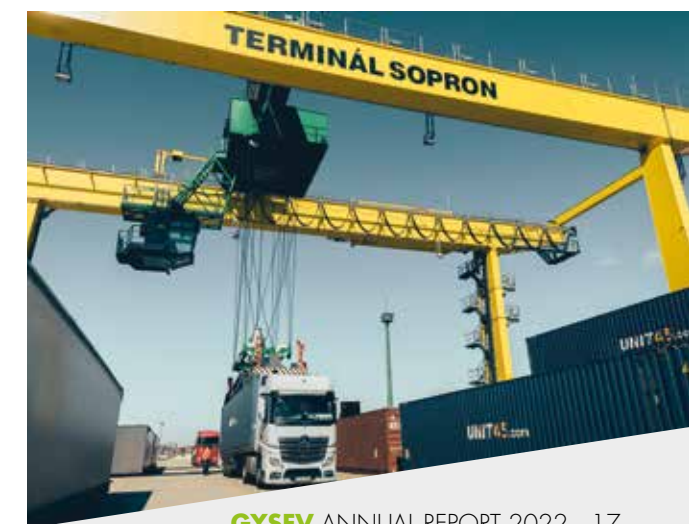
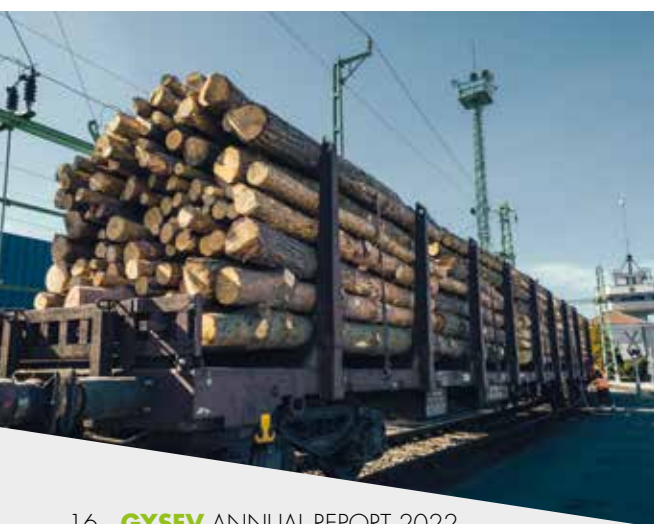
Both GYSEV CARGO Zrt. as well as its subsidiary, RAABERBAHN CARGO GmbH, completed an active and successful year in 2022. **Net sales amounted to HUF 20.7 billion, an increase of 21% compared to 2021.** Compared to the previous year, the costs of traction current have increased by HUF 1.7 billion. Although it reduced the company's freight transport performance, we were able to compensate this loss in our revenue by continuously enhancing our internal efficiency.

We have reached a new milestone in the area of digitalization, too: In the spring, **the train planning and train traffic modules** of our **Rail Management System** went live and gave the finishing touch to a complex integrated system.

Our fleet was also expanded: our third BR232 diesel leased engine went into operation in November. The geographical scope of our logistics activities has been expanded by **opening our first depot outside Sopron, in Mosonmagyaróvár, on an area of 18,000 m² in August.**

PERFORMANCE (2021-2022)	thousand tons		index	thousand freight ton km		index
	2021	2022		2021	2022	
GYSEV CARGO	3 486	3 313	95%	802 752	770 490	96%
Raaberbahn Cargo	3 118	2 763	89%	551 591	519 470	94%

LOGISTICS, TERMINAL	2021	2022	index
	Containers handled (pc)	26 982	16 759





In 2022, we started to develop a **Performance Management System** for our company. In addition to increasing corporate efficiency, the aim of the system was to support the recruitment and retention of personnel. The introduction of the system, primarily in the areas related to railway operations, began in autumn 2022; the development of the relevant IT system ensuring the operation of this system is underway.

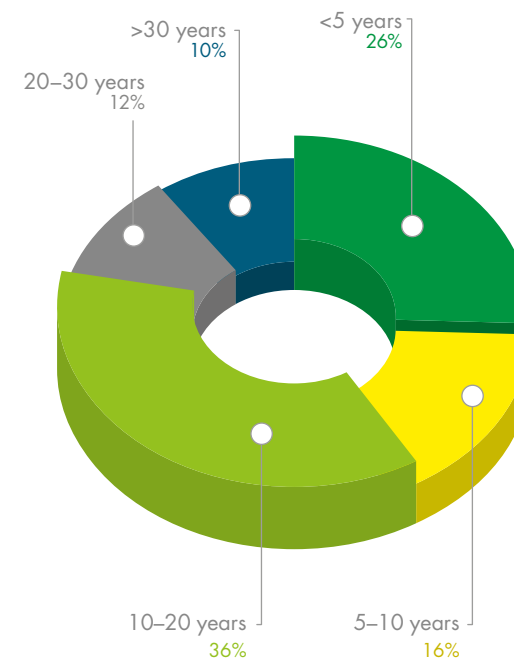
Also in 2022, we made some **changes to our award system** in order to better retain high-quality employees. We have put together a support document for our managers to make it easier for them to make the decision when naming the employees to be honored. Besides the criteria that help with the decision-making, the employee recommendation procedure has also been simplified.

GYSEV spent an average of HUF 70,000 per person in 2022 on the **professional devel-**

opment of its employees, on the expansion of their know-how as well as the exams necessary to carry out their work. In the positions related to railway safety alone, more than 550 examinations – basic examination, deviation examination and periodic examination – were passed.



DISTRIBUTION OF EMPLOYEES BASED ON PERIOD OF SERVICE



In 2022, together with the Vocational Training Center Sopron, we joined a **dual vocational training** for electricians with the involvement of our managers. For the students of the Savaria Polytechnic School Vocational Training Center of County Vas who study rail vehicle mechanics and traffic automation we offer internship.

We support the Sopron Vocational Training Center's initiative to establish a Sectoral Training Center to offer further opportunities to students in railway professions. In addition to our active participation in dual vocational training, we also attach great importance to **career guidance** – we offer internship for university students and also take on students of dual training courses.

We are also continuing our **scholarship program** to support future workforce in the traffic management and vehicle maintenance sectors.



Further DesiroML trains on the way for our Austrian operations

In time for our 150th anniversary, GYSEV Austrian operations put five more modern Desiro ML trains from Siemens Mobility into operation on 2nd May 2022.

The total fleet of 13 trains of our Austrian branch office offer a particularly high level of travel comfort thanks to their powerful air conditioning, accessibility, seats with tables, sockets for charging cell phones or laptops and many other amenities.

Never before has it been so comfortable to be underway and at the same time use your time wisely to work, read, doze, chat or simply look out the window. The new trains will be used in northern Burgenland and around Vienna up to Bratislava (Slovakia), resp. on weekends also beyond Semmering.

“MAMMA-MIA-Express well under way”

On 6th December 2022, the 184-ton “MAMMA-MIA-Express” was unveiled at Wulkaprodersdorf station. The Ventus train advertising MAMMA MIA will conjure a smile upon every passenger’s face, who’s travelling on the Deutschkreutz – Vienna railway line as well as in the area around Vienna up to Bratislava.



Environmentally-friendly mobility at Raaberbahn

New bicycle parking facilities and e-charging stations adorn our railway stations: We are continuing on the path of modern, multimodal and environmentally-friendly mobility and invest in station upgrading.

The bicycle parking facility at Neufeld railway station was modernized in 2021 and fitted with bicycle boxes. In 2022, we could further upgrade it with the installation of an e-charging station. In addition, the B&R facilities at Müllendorf, Draßburg and Baumgarten/ Schattendorf stations were also adapted accordingly. Thereby, e-charging stations, at least two lockable bicycle boxes and a bicycle parking space are now available to our passengers at Müllendorf, Neufeld an der Leitha, Draßburg and Baumgarten/Schattendorf railway stations, while at Wulkaprodersdorf station, there are already eight lockable bicycle boxes.





Refurbishment of the station building of Sopron

Stylish interior and exterior, larger bistro area, huge LED information board - the station building of Sopron railway station has been completely refurbished. Thanks to the renovation work, passengers can now benefit from modern, 21st century conditions in Sopron. The aim of the refurbishment, which was carried out from March to November 2022, was to continue the renovations that had already begun on the station building, and to create a uniform overall architectural image, make better use of the waiting room and improve its services.

New platforms at Fertőszentmiklós station

With the help of the project "Development of an environmentally-friendly and energy-efficient transport system (road & rail) between

Eastern Austria and Western Hungary - Low Carb Mobility" launched within the INTERREG V-A Austria-Hungary cooperation program, barrier-free platforms with a high platform edge (55 cm) were built at Fertőszentmiklós station, as well as B&R and P&R signs set up for better orientation of the passengers.



Fertőszentmiklós railway station before



Fertőszentmiklós railway station after

Modernization of the railway line Szombathely-Kőszeg

The modernization of the Szombathely-Kőszeg railway line began in 2021 and was completed in spring 2022. In addition to the necessary track work, comfortable, 55 cm high platforms were built at Kőszeg station and at the 7 stops along the line and these were equipped with new benches, rain shelters and LED station lighting. As part of the development measures, an intermodal platform was also built in Kőszeg (the first such platform in the GYSEV network), making the transfer from the trains to the buses much easier, as the bus stop directly next to the platform.

SMART-Pannonia Project

At the closing event of the project on 9th March 2022 in Eisenstadt, representatives of County Győr-Moson-Sopron, County Vas and Burgenland signed a Declaration of Consent to promote cross-border mobility in the functionally linked border area.

Preparation of the development of RFC Amber

In 2021, GYSEV successfully applied for funding in the tender CEF-T-2021-COMP-COEN-RAIL-STUDIES with its preparatory project "Modernization of some Western Transdanubian sections of RFC11 Amber – preparation of a feasibility study and plans", the aim of which was the modernization of the Hegyeshalom – Csorna – Porpác – Szombathely – Zalaszentiván section of RFC Amber.



WWW.GYSEV.HU



Preparation for GYSEV railway infrastructure developments

As part of the project, a feasibility study and technical plans are drawn up to eliminate the capacity bottleneck on the Harka - Sopron line section and increase the capacity of Sopron railway station (construction of a new island platform), and the relevant permits are obtained. The planning contract came into force on 24th August 2022 and the feasibility study was completed by the end of 2022. The project is scheduled to be completed in December 2023.

Implementation of ETCS2 on the Sopron-Szombathely-Szentgotthárd railway line

After the technical delivery of the ETCS Train Control System (which monitors and controls the speed of trains and thus guarantees a safe distance between two trains), the system was the first in Hungary to receive a commissioning permit on 4th October 2022. Since its handover, the system has been working flawlessly and guarantees a safe trip for GYSEV's passengers. ETCS also enables continuous radio monitoring of the trains running on the already modernized Sopron – Szombathely – Szentgotthárd line, thereby guaranteeing traffic safety in any operating situation.

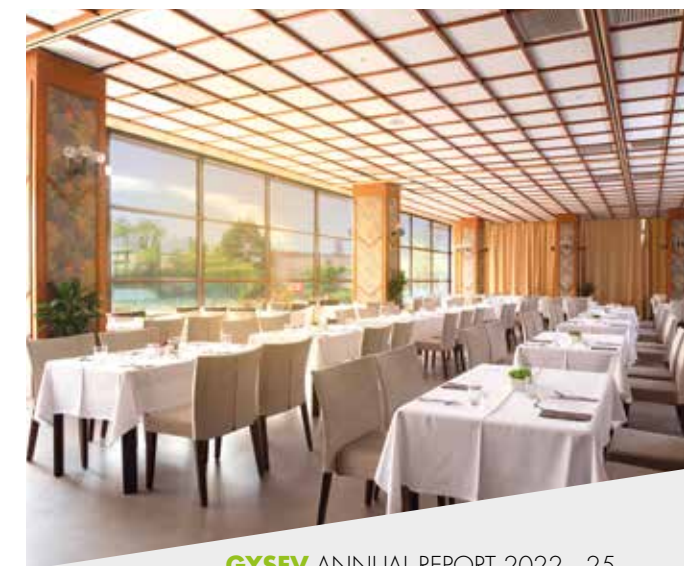
2022 was a very successful year for us, we had been looking forward to it with a new strategy. Our goal was to stimulate family and business trips while keeping an eye on our competitors' offers. We needed a number of measures to achieve these goals.

Despite the strong competition in the tourism industry, we managed to retain our employees. We had more regular guests and in terms of the numbers, we could achieve our target for the year. Our domestic guests were a strong base for us and our foreign guests and groups returned to us, too.

Of course, we dared to dream big and continued with the modernization plans of the latest years.

Investments and developments

As the first major renovation measure of 2022, our restaurant was given new flooring. When selecting the colors, the most important thing for us was to create a bright and subtle overall picture. The previous floor tiles were replaced with vinyl covering, while the restaurant chairs' cover together with the curtains in a pleasant beige ensure a harmonious overall picture.



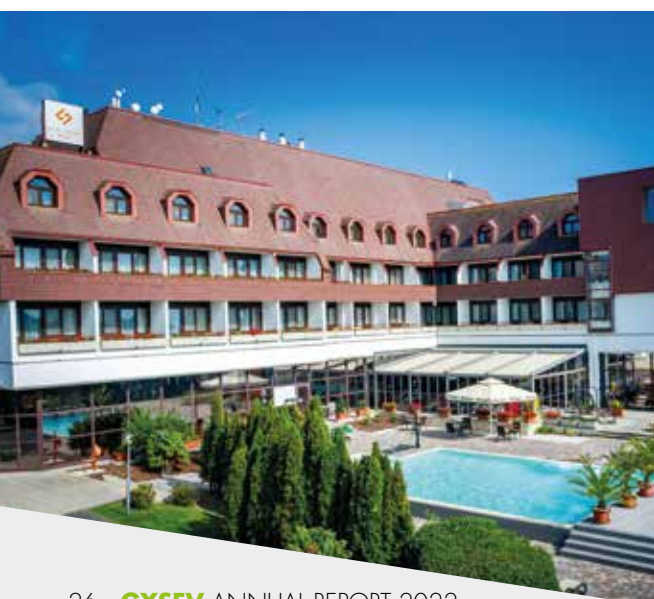


The second largest refurbishment - the renewal of the flooring on the ground floor, the reception area and the bar counter - was also completed in 2022. An important aspect of the planning was to use natural colors. Thanks to the new light gray flooring, the hotel lobby has become friendlier, and the natural wood paneling of the reception table and the wall behind it give the lobby a pleasant, natural feeling.



By removing a partition wall, we created a huge space from the main entrance to the restaurant, which is now a comfortable waiting area for our guests.

It should be mentioned that the referees of FIBA (International Basketball Federation) chose our hotel for their stay in Sopron, which further increased our international reputation.



	GYSEV ZRT. (HUNGARIAN OPERATIONS)
	million HUF
	2022
Balance sheet total	198 992
Net sales revenue	14 891
Profit after tax	921
Number of employees	1 805
	RAABERBAHN AG (AUSTRIAN OPERATIONS)
	thousand EUR
	2022
Balance sheet total	137 453
Net sales revenue	33 445
Profit after tax	1 120
Number of employees	193
	GYSEV CARGO ZRT.
	million HUF
	2022
Balance sheet total	12 335
Net sales revenue	20 682
Profit after tax	502
Number of employees	233
	FHÉV ZRT.
	million HUF
	2022
Balance sheet total	329
Net sales revenue	37
Profit after tax	9
Number of employees	0
	RAABERBAHN CARGO GMBH
	thousand EUR
	2022
Balance sheet total	7 835
Net sales revenue	20 618
Profit after tax	75
Number of employees	44

IMPRINT

PUBLISHER AND EDITOR: GYSEV Zrt. **PICTURES:** GYSEV Zrt., GYSEV CARGO Zrt. and Raaberbahn AG picture archive, Hotel Sopron



THE GYSEV GROUP

