

Agreement number/20XX

on common measures to ensure the quality of transport operations on the railway infrastructure (hereinafter referred to as "Quality Agreement")
concluded in terms of the Act No. 513/2009 Coll. on Railroads and on amendment of certain laws, as amended.

between

Business name: **Železnice Slovenskej republiky;**
Registered office: Klemensova 8, 813 61 Bratislava
Statutory body: XXXXXXXXXXXX, Director General
Representative for negotiations: XXXXXXXXXXXX, Director, Traffic Management Department
Bank account details:

Bank name	Account no. BBAN	Bank code	BIC	Account no. IBAN
Tatra banka, a.s.	2647000078	1100	TATRSKBX	SK14 1100 0000 0026 4700 0078
Všeobecná úverová banka,	35-4700012	0200	SUBASKBX	SK11 0200 0000 3500 0470 0012
Slovenská sporiteľňa, a.s.	0011446542	0900	GIBASKBX	SK94 0900 0000 0000 1144 6542

Business ID: 31364501
Tax ID: 2020480121
VAT no.: SK2020480121

Incorporated in the Business Register of District Court Bratislava I., Section Po, Insert no. 312/B "(hereinafter referred to as the "Infrastructure Manager" or "ŽSR")"

and

Business name:
Registered office:
Statutory body:

Bank account details:
BIC:
IBAN:
Business ID:
VAT no.:

Incorporated in the Business Register....."(hereinafter referred to as the "Railway Undertaking")"

The Railway Undertaking and the Infrastructure Manager hereinafter collectively referred to as the "Parties to the Agreement" or individually "Party to the Agreement"

ARTICLE I.

SUBJECT AND CONTENT OF THE AGREEMENT

1. The subject of this Agreement is the mutual commitment of the Parties to the Agreement to monitor and evaluate the running of selected trains of the Railway Undertaking and to pay a sanction to the other Party if it is entitled charge such a sanction.
2. The content of the Agreement is to regulate mutual rights and obligations in monitoring and evaluating the running of selected trains of the Railway Undertaking and applying agreed sanctions.

ARTICLE II.

RIGHTS AND OBLIGATIONS RELATED TO QUALITY ASSURANCE OF TRAFFIC OPERATION ON RAILWAY INFRASTRUCTURE

The Infrastructure Manager and the Railway Undertaking undertake that, in addition to the obligations set out in Act No. 513/2009 Coll. on Railroads and on amendment of certain laws, as amended, shall take the necessary measures to ensure compliance with the quality indicator pursuant to this Agreement.

ARTICLE III.

SUBJECT OF QUALITY MONITORING OF TRANSPORT OPERATION ON THE RAILROAD

1. Subject of quality monitoring shall be:

- a) Higher quality trains,
- b) Other trains.

Categories or train numbers of monitored trains within the meaning of points (a) and (b) are agreed between the Railway Undertaking and the Infrastructure Manager and listed in Annex 1 to this Agreement.

2. The qualitative indicator shall mean a train running within the agreed timeframe measured at the transport point (TP) on the ŽSR network.

3. The qualitative indicator is considered to be observed when the train arrives at the destination TP within the agreed timeframe. For higher quality trains, the agreed timeframe shall be adhered to when a train arrives at the destination TP early, punctually, or with maximum delay of 5 minutes. For other trains, the agreed timeframe shall be adhered to when a train arrives at the destination DB early, punctually, or with maximum delay of 30 minutes.

4. Delays incurred on the network of the neighbouring infrastructure manager shall not be taken into account.

ARTICLE IV.

APPLICATION OF PENALTIES FOR NON-COMPLIANCE WITH HIGH QUALITY TRAIN QUALITATIVE INDICATOR

The penalty is applied in case of non-compliance with the quality indicator in the case of:

1. the relative delays of higher quality trains on arrival at the destination railway station in duration of:
6 to 20 minutes,
2. the relative delays of higher quality trains on arrival at the destination railway station in duration of:
21 minutes and more

The amount of the penalty is published in the Railway Network Statement pursuant to Article 37 of the Act on Railroads.

ARTICLE V.

APPLICATION OF PENALTIES FOR NON-COMPLIANCE WITH OTHER TRAIN QUALITATIVE INDICATOR

The penalty is applied in case of non-compliance with the quality indicator in the case of:

1. the relative delays of other trains on arrival at the destination railway station in duration of:
31 to 60 minutes
2. the relative delays of other trains on arrival at the destination railway station in duration of:
61 minutes and more

The amount of the penalty is published in the Railway Network Statement pursuant to Article 37 of the Act on Railroads.

ARTICLE VI.

MONITORING AND EVALUATION OF QUALITATIVE INDICATOR

1. The infrastructure manager and the Railway Undertaking agreed to jointly monitor and evaluate the quality indicator of the running of the agreed trains and the timeframe in the destination TP.
2. A delayed train is counted once only, i.e. is included in one of the intervals.
3. The bodies causing the train delays are the Infrastructure Manager and the Railway Undertaking. In some cases, it is not possible to establish a clear responsibility for causing delays. In such a case, it is undue delayed (not included, i.e. mainly for external reasons and secondary delays). Delays gained outside the railway network managed by ŽSR shall be deducted from the total train delay in the destination TP.
4. Delay code is according to UIC 450-2 and is part of the Agreement as Annex 2.

5. Initial quality monitoring and evaluation shall be carried out at the operational management level of the Infrastructure Manager and the Railway Undertaking. The overall quality assessment shall be carried out in accordance with Articles VII. and VIII. of this Agreement.
6. The Infrastructure Manager and the Railway Undertaking jointly undertake to monitor and evaluate on a monthly basis the quality in the provision of the railway infrastructure, as well as the constraints and impacts on the side of the Infrastructure Manager and the Railway Undertaking affecting the quality of transport on the railway infrastructure.
7. If the train manager and the railway undertaking have been involved in the train delays at the same time, any case of non-compliance with the quality indicator shall be closed to the party which contributed to the train delays by a larger proportion of the delays detected from the PIS. The relevant sanction for non-compliance with the quality indicator shall be applied only to the extent of the delay caused by the party which has contributed to the train's delay by a greater proportion of the delay. A smaller proportion of the other party's delay in this case is not subject to sanctions.
8. In the event that the proportion of train delays is the same, then such a case shall not be concluded by either Party to this Agreement - there shall be no fault or delay and no sanction shall be imposed in this case.
9. Reduction in value of delays within the train path shall not be deducted - the resulting summary of delays may be greater than the total train delay.
10. Train delays caused in whole or in part by an accident event or exceptional event shall not be subject to penalties within the meaning of this Agreement.
11. In the event that the share of the delay belonging to the group of delay codes of the category "not included" constitutes the largest part of the delay, the Parties to the Agreement agree that the case shall not be closed to either Party to the Agreement.

ARTICLE VII.

QUALITATIVE INDICATOR MONITORING OF HIGHER QUALITY TRAINS

1. The authorized employee of the Railway Undertaking shall prepare a monthly report of higher quality trains **delayed by 6 - 20 minutes** and **delayed by 21 minutes or more** at the destination station, stating responsibility for each case. The report shall be sent for approval to the Infrastructure Manager, no later than the 10th day of the following month. The delivered report is to be approved by the Infrastructure Manager within 5 days following the delivery to the Infrastructure Manager. In cases of dispute (i.e. if it is necessary to analyse on-train tape data, hearing of a locomotive driver, or hearing of a a train crew, etc.), the report shall include the words "In the stage of investigation" until the full investigation. All disputes shall be investigated and resolved by the parties within 10 working days following the delivery of the report by the Infrastructure Manager.
2. Delays at intermediate stations will only be monitored without mutual application of penalties, but without prejudice to the application of a penalties for train delays at the destination station in case of exceeding the delay limits applicable to the monitored trains at the destination station.

3. The report may also be forwarded by running the relevant application within the Infrastructure Manager's Information System (PIS).

ARTICLE VIII.

QUALITATIVE INDICATOR MONITORING OF OTHER TRAINS

1. The authorized employee of the Railway Undertaking shall prepare a monthly report of higher quality trains **delayed by 31 - 60 minutes** and **delayed by 61 minutes or more** at the destination station, stating responsibility for each case. The report shall be sent for approval to the Infrastructure Manager, no later than the 10th day of the following month. The delivered report is to be approved by the Infrastructure Manager within 5 days following the delivery to the Infrastructure Manager. In cases of dispute (i.e. if it is necessary to analyse on-board tape-recorded data, to conduct hearing of a locomotive driver, or hearing of an on-board personnel, etc.), the report shall include the words "In the stage of investigation" until the full investigation. All disputes shall be investigated and resolved by the parties within 10 working days following the delivery of the report by the Infrastructure Manager.
2. Delays at intermediate stations will only be monitored without mutual application of penalties, but without prejudice to the application of penalties for train delays at the destination station in case of exceeding the delay limits applicable to the monitored trains at the destination station.
3. The report may also be forwarded by running the relevant application within the Infrastructure Manager's Information System (PIS).

ARTICLE IX.

INFORMATION SOURCES FOR THE EVALUATION OF QUALITATIVE INDICATOR

1. The Infrastructure Manager and the Railway Undertaking agree that the source of information for the evaluation of the Infrastructure Manager's quality indicators is the output from the Infrastructure Manager's Information System (PIS) and the information for the evaluation of the Railway Undertaking's qualitative indicators is the PIS and the train running record. The Railway Undertaking shall at the request of the Infrastructure Manager, provide the train running record free of charge.
2. Within the PIS the time information is recorded in full minutes and the possible train delays are evaluated accordingly in full minutes.

ARTICLE X.

INVOICING AND PAYMENT CONDITIONS

1. The Infrastructure Manager and the Railway Undertaking shall issue an invoice once a month within 21 days of the end of the month for which the non-compliance with the quality indicators to the other side of this Agreement has been agreed and concluded, The invoice due date is 21 days from the date of issue. In the event that the last day of the invoice due date falls on a public holiday or non-working day, the invoice due date shall be considered to

be the next following business day. Within 5 days of the date of issue, the invoice must be delivered to the invoice recipient.

2. The issuer of the invoice is responsible for the correctness and completeness of the invoice, which must have all the requisites pursuant to the valid legal regulations of the Slovak Republic and this Agreement. The recipient of the invoice is entitled to return the invoice to the issuer of the invoice for revision, unless the invoice is issued in accordance with the provisions of the applicable Slovak legislation. In such a case, the new repayment period shall commence only on the date of issue of the new, corrected invoice; this shall not apply if it is shown that the invoice has been wrongly returned to the recipient of the invoice. The recipient of the invoice is obliged to pay its monetary obligation to any of the bank accounts of the issuer of the invoice specified in the Agreement heading.
3. Payment of the invoice shall be deemed to be the day on which the invoiced amount is credited to one of the issuer's bank accounts specified in the invoice.
4. The Infrastructure Manager and Railway Undertaking shall be entitled to claim default interest in the amount stipulated by the provisions of the Commercial Code for each day of delay.
5. The Infrastructure Manager and the Railway Undertaking have agreed that the assignment of claims and obligations under this Agreement to a third party is only possible by mutual written agreement of both Parties to this Agreement.

ARTICLE XI.

FINAL PROVISIONS

1. This Agreement is concluded for an indefinite period with a six-month notice period. The denunciation must be given in writing. The notice period shall commence on the first day of the calendar month following the month in which the notice of termination was delivered to the other Party to the Agreement.
2. This Agreement shall enter into force on the date of its signature by the authorized representatives of both Parties to the Agreement. The Agreement shall enter into force on the first day of the month following the month in which this Agreement was published pursuant to the relevant provisions of the Civil Code and Act No. 211/2000 Coll. on free access to information and on amendments and supplements to certain acts (Freedom of Information Act).
3. Any legal relations not governed by this Agreement shall be governed by the legislation of the Slovak Republic.
4. All documents pursuant to this Agreement shall be delivered by post, courier or in person to the address of the contracting parties registered in the relevant register (usually the Commercial Register) at the time of sending the document. In case a document has not been taken over or a document cannot be served because it has been refused or its delivery has otherwise been thwarted by the act or omission of the contracting parties, the Parties to the Agreement agree that a document is deemed to have been served on the day of its refusal or on the day of its failure to be served. If it is not possible to determine such a date, the date on which the document is returned to the other Party to the Agreement as undeliverable. Report in terms of Articles VII and VIII can also be sent to pre-agreed e-mail addresses.

5. In the event that any provision of this Agreement proves (or later becomes invalid or ineffective or inapplicable), this shall be without prejudice to other provisions of this Agreement which remain valid and effective. The parties to the Quality Agreement undertake to replace the invalid or ineffective or inapplicable provision by a new provision that corresponds to the originally intended purpose of the invalid or ineffective or inapplicable provision within a reasonable period of time from the date of receipt of the call to one party to the Quality Agreement.
6. In the event of the transformation of a Party to the Agreement into another legal form of business, its division, merger or incorporation with another entity, the rights and obligations under this Agreement shall be taken over by the successor entities.
7. The Agreement is drawn up in six copies with the validity of the original. Three of them will be given to the Infrastructure Manager and three to the Railway Undertaking.
8. Annex 1 - List of monitored trains, and Annex 2 - Overview of the reasons for train delays shall form an integral part of this Agreement.
9. Any changes to this Agreement may only be made by mutual agreement of both Parties, with explicit reference to the provisions of this Agreement, in the form of duly numbered, written and signed amendments by authorized representatives of the Parties to the Agreement.
10. Amendments to Annexes 1 and 2 may only be done by mutual consent at the level of the Director of Traffic Management Department of ŽSR and (position, name and surname of the person authorized to approve the amendment of the Annex on behalf of the Railway Undertaking shall be mentioned). Director of Traffic Management Department of ŽSR following a mutual consent is responsible for the issue of annexes.
11. For the purposes of Annex 2 and in outputs of the PIS, the Railway Undertaking is designated by the term carrier.

Done in Bratislava, on

Done in Bratislava, on

**On behalf of
the Infrastructure Manager:**

**On behalf of
the Railway Undertaking:**

Juraj Tkáč

Director General

Annex 1

List of monitored trains

The list of monitored trains shall be mutually agreed in preparation for the signature of the Quality Agreement.

Annex 2

Overview of the reasons for train delays

Code number	Code name	Index	Passenger transport	Entity causing a delay	Responsibility at ŽSR
			Code subject		
10	Preparation	10.1	Timetable construction errors. *** Insufficient driving time.	ŽSR	Transport
10	Preparation	10.2	Undermining the timetable due to additionally inserted trains (scheduled train delay due to a special train run). Initial analysis is required.	ŽSR	Transport
10	Preparation	10.3	Late issue of the timetable /timetable instruments.	ŽSR	Transport
12	Train order operation	12.0	Entered only if a train is delayed due to a delay of another train - a train that runs on time along its route is late because of preference of another already delayed train. Running on a line at a speed that is below planned train speed.*** Crossing, precedence, waiting for check-out.*** Track occupancy in the station; other than the regular track - no track.*** Entering this code requires a number of a train that caused the delay.	Not specified	-
13	Train order operation	13.0	Entered only if a train is delayed due to a delay of another train. Running on a line at a speed that is below planned train speed.*** Crossing, precedence, waiting for check-out.*** Track occupancy in the station; other than the regular track - no track.*** Entering this code requires a number of a train that caused the delay.	Not specified	-

14	Other causes related to operational planning and management	14.0	Unscheduled stopover, disposition, if indices 24.0, 82.1 do not apply and 82.2. Initial analysis is required.*** Service of documents to a train staff. Emergency stop due to a suspected occurrence of a technical failure, which has proved unfounded (human factor). Initial analysis is required.	ŽSR	Transport
15	Connection	15.0	Waiting for trains and other means of transport up to a waiting time, including replacement bus service (to be entered only for train departure, following a transfer from replacement bus service), regardless of the reason for their delay. Entering this code requires the number of the other train that caused the delay.	Not specified	-
16	Turn-around of a train	16.0	Entered in the case of a train failure due to a delay of the run-around set, run-around locomotive or turnover on-board personnel or train driver. Entering this code requires a number of another train that caused the delay.	Not specified	-
17	Unscheduled train composition	17.0	Adding, respectively taking out direct carriages from delayed trains, beyond standard waiting times. Entering this code requires a number of another train that caused the delay.	Not specified	-
18	Scheduled train composition	18.0	Late train formation caused by ŽSR. Initial analysis is required.	ŽSR	Transport
19	Other transport reasons	19.1	Transport staff - incorrect organization of work (shortcomings in crossing, passing trains). Initial analysis is required.	ŽSR	Transport
19	Other transport reasons	19.2	Subsequent trains (intermediate split not observed). Initial analysis is required.	ŽSR	Transport
19	Other transport reasons	19.3	Incorrect organization of shunting work. Initial analysis is required.	ŽSR	Transport
19	Other transport reasons	19.4	Departure of train to another line (mistakes in operational procedures). Initial analysis is required.	ŽSR	Transport
20	Preparation	20.0	Late handover of carriages and accompanying documents.	RU	-
21	Other commercial reasons	21.0	Other causes related to commercial causes. Initial analysis is required.	RU	-

22	Increased frequency	22.0	Exceeded stopovers due to high frequency of passengers, open doors, services for passengers (boarding of disabled passengers and passengers with reduced mobility, etc.).*** Exceeded stopover due to reasons not known to ŽSR and the railway undertaking did not notify them. Initial analysis is required.	RU	-
24	Extraordinary stop	24.0	Additional planned stopover for customers. *** Booked stopover (telegram), school and other events.*** Unplanned connections (RU request).	RU	-
25	Loading and unloading - other	25.0	Loading/unloading of items from separate luggage compartment (luggage, bicycles). Loading cars onto a train. Loading activity: sleeper and restaurant carriages.	RU	-
29	Other transport reasons	29.1	Waiting for a train at the RU request beyond waiting times including substitute bus service (to be entered only for a train), regardless of the reason for their delay. When entering this code, a number of another train that caused the delay is required.	Not specified	-
29	Other transport reasons	29.2	Waiting for a local bus, for a pre-arranged group of students.	Not specified	-
31	Exceeded driving times	31.0	Temporary line speed limit, including unmarked.	ŽSR	Tracks and structures
33	Train order operation	33.1	Train order operation, crossing and precedence due to decreased line capacity and railway stations capacity during temporary capacity restriction works. Schedules temporary capacity restrictions, ride along diversion route. When entering this code, the number of another train that caused the delay is required.	ŽSR	Tracks and structures
33	Train order operation	33.2	Exceeded driving time due to speed limits imposed by construction sites (workers' protection) or for other technical reasons.	ŽSR	Tracks and structures
34	Exceptionality during construction works	34.1	Late ending of temporary capacity restriction. Initial analysis is required.	ŽSR	Tracks and structures

34	Exceptionality during construction works	34.2	Errors in the technology of work, unforeseen events during construction works. Initial analysis is required.	ŽSR	Tracks and structures
34	Exceptionality during construction works	34.3	Failure of mechanisms (also during shunting operations).*** Failure of installation wagons for overhead contact line maintenance. *** Initial analysis is required.	ŽSR	Tracks and structures
39	Other construction reasons	39.0	Unscheduled temporary capacity restrictions. Initial analysis is required.	ŽSR	Tracks and structures
40	Preparation	40.0	Errors in the processing of circulation of locomotives on the side of the RU (sharp turn-around).	RU	-
41	Exceeded driving times	41.1	Deployment of unplanned locomotive, non-observance of driving times due to reasons on the part of locomotive, exceeded planned weight normative, if indices 43.1, 43.2 and 43.3 are not valid *** Incorrect driving technology by the train driver.	RU	-
41	Exceeded driving times	41.2	Exceeding travel time in case of extraordinary train stopping at the request of RU (start-up, surcharge, stopping).	RU	-
42	Waiting for a locomotive	42.1	Waiting for the onset of locomotive, extraordinary shoveling service (outside timetable), on request of the RU.	RU	-
42	Waiting for a locomotive	42.2	Late onset of locomotive to a railway station (not turn-around).	RU	-
43	Locomotive failures	43.1	Technical failures of a locomotive.	RU	-
43	Locomotive failures	43.2	Failures of the vehicle components of the transmission and the train control system, such as: train protection systems LS II, ETCS, etc. (failures detected while running only one train).	RU	-
43	Locomotive failures	43.3	Non-functional, missing mobile radio-station.	RU	-
49	Other locomotive reasons	49.0	Locomotive armaments with service materials.*** Unplanned locomotive replacement at a station.*** Initial analysis is required.	RU	-

50	Preparation	50.1	Late train formation caused by RU, if indices 42.1 and 41.2 do not apply. Initial analysis is required.	RU	-
50	Preparation	50.2	At the RU request, unscheduled different train composition due to temporary and extraordinary operation.	RU	-
50	Preparation	50.3	Delays at scheduled composition of regular trains due to temporary operational situation, unless the delay can be definitively attributed to other causes.	RU	-
51	Exceeded driving times	51.0	A train of the RU made up of carriages requiring reduced speed.	RU	-
52	Failures of passenger carriages	52.0	Inspection and repair of passenger carriages. Exchange of passenger carriages. Withdrawal of broken passenger carriages. Check-up resulting from reports based on records obtained from operational devices (hot bearing sensors or applied braking sensors, devices for metering loading gauge or axle bearing) - excluding index 14.0. *** Door opened or door closed due to malfunction. *** It shall also be entered in the event of a breakdown of a freight wagon, which is included in a passenger train (e.g. wagons for the transportation of cars). *** Train decomposition *** Initial analysis is required.	RU	-
54	Failures of other carriages	54.0	Failures on wagons with auxiliary units, cranes, snow-clearing equipment and other vehicles when driving to or from a point of deployment.	ŽSR	-
59	Other carriage reasons	59.1	Exceeding the normative stipulated for a brake test; extraordinary brake test at the RU request.	RU	-
59	Other carriage reasons	59.2	Unscheduled change of a train composition (including handling of seasonal wagons) at the RU request.	RU	-
60	Signalling installations	60.1	Failures of station interlocking equipment (interlocking, signaling, switches, track circuits and sections).	ŽSR	CCS
60	Signalling installations	60.2	Exclusions (scheduled) of CCS equipment (software updates, cable repairs, maintenance, etc.).	ŽSR	CCS

60	Signalling installations	60.3	Failures of trackside part of ETCS (disturbances detected during the running of several trains).	ŽSR	CCS
60	Signalling installations	60.4	Failures of trackside part of a train protection system for AB coding (disturbances detected during the running of several trains).	ŽSR	CCS
60	Signalling installations	60.5	Failures of trackside signalling installations.	ŽSR	CCS
61	Level crossings signalling installations	61.1	Exclusions (scheduled) of level crossings signalling installations.	ŽSR	CCS
61	Level crossings signalling installations	61.2	Failures and unscheduled exclusions of level crossings signalling installations.	ŽSR	CCS
62	Control-Command Installations	62.1.	Failures of CCS. Malfunctions in the data transmission system (e.g. GSM-R, etc.). Train delays due to failure of the means of communication.*** Failures of telephone objects, radio systems.	ŽSR	CCS
62	Control-Command Installations	62.2	Failures of rolling stock monitoring and diagnostics equipment (hot bearings, hot circuit wheel parts and hot disc of disc brakes, flat wheels, ovality and geometry of wheels and wheelsets).	ŽSR	CCS
63	Electric traction installations	63.1	Exclusions (scheduled) of overhead contact lines and power supply system in case indices 85.5 and 86.0 not apply.	ŽSR	Electrical Engineering
63	Electric traction installations	63.2	Failures and unscheduled exclusions of overhead contact lines and power supply system in case indices 85.5 and 86.0 not apply.	ŽSR	Electrical Engineering
63	Electric traction installations	63.3	Failure of heating of switches.	ŽSR	Electrical Engineering
63	Electric traction installations	63.4	Failure of preheating unit.	ŽSR	Electrical Engineering
64	Railway superstructure	64.1	Rail brake, track buckling.*** Other faults and damages (jumpers).	ŽSR	Tracks and structures
64	Railway superstructure	64.2	Failures of switches (other than for the reasons of CCS and EE).	ŽSR	Tracks and structures
64	Railway superstructure	64.3	Failures of rolling stock monitoring and diagnostic devices (other than CCS and EE reasons, e.g. undercut).	ŽSR	Tracks and structures
65	Railway structures	65.0	Failures on bridges, tunnels, other structures.	ŽSR	Tracks and structures

66	Other installations at ŽSR	66.0	Failure of ŽSR's information systems (PIS, EDD, VDS...).	ŽSR	Railway Telecom.
67	Other installations at RU	67.0	Failure of the RU's information systems (EVOD, iPOP, iKVC...).	RU	-
70	ŽSR transport staff at operating points	70.1	Failure to show up at the workplace, early departure from the workplace, unauthorized leave of the workplace	ŽSR	Transport
70	ŽSR transport staff at operating points	70.2	Extraordinary stop for embarkation and disembarkation of ŽSR employees (e.g. due to a failure).*** Exceeding travel times in case of extraordinary train stop at ŽSR request (mark-up for acceleration/stopping).	ŽSR	Transport
70	ŽSR transport staff at operating points	70.3	Non-concentration on the performance of the transport service (sleep, late operation of signals, etc.).	ŽSR	Transport
70	ŽSR transport staff at operating points	70.4	Removal from a duty.	ŽSR	Transport
70	ŽSR transport staff at operating points	70.5	Mistakes in workforce planning.	ŽSR	Transport
71	Shunting staff	71.1	No-show or late arrival of shunting staff; unauthorized leave of a workplace.	ŽSR	Transport
71	Shunting staff	71.2	Non-concentration on the performance of the transport service (sleep, late operation of signals in shunting operations, etc.).	ŽSR	Transport
71	Shunting staff	71.3	Removal from duty.	ŽSR	Transport
71	Shunting staff	71.4	Mistakes in workforce planning.	ŽSR	Transport
72	Train driver	72.0	No-show or late arrival of a train driver; change of a train driver (including a shunting locomotive).	RU	-
74	On-board personnel (train manager, conductor)	74.1	Waiting for on-board personnel, detection and marking the end of a train.	RU	-
74	On-board personnel (train manager, conductor)	74.2	Late dispatch of a train by RU, non-concentration on the performance of the transport service (sleep, late operation of signals at dispatch of a train, etc.).	RU	-

76	Other technical staff	76.0	It is entered for a time interval from the expiry of the reaction time until the employee arrives to remedy the fault.	ŽSR	CCS
78	Other personnel reasons on the side of the RU	78.0	Late notification by RU's dispatching apparatus about arrival of a train driver or on-board personnel in the case of delay of a turn-around of a train, all causes caused by the RU staff, unless the indexes 72.0, 74.1 and 74.2 apply.	RU	-
80	Accidents	80.1	In terms of ŽSR Regulation Z 17 – only accidents of category A and B.*** Incident C 4 (caused by a train driver).*** Initial analysis is required.	Not specified	-
80	Accidents	80.2	A collision of a rolling stock with level crossings' users (A 3, B 3).	Not specified	-
81	Staff strike	81.0	Strike action at the railway network managed by ŽSR.	Not specified	-
82	Other railways	82.1	Delay incurred at neighbouring IMs, prohibition disposition by neighbouring IM if the indices 90.0, 91.0, 92.0, 93.0 do not apply (e.g. external impacts, weather, etc.).	Not specified	-
82	Other railways	82.2	Delay incurred at neighbouring IMs, if the reason is not known.	Not specified	-
84	Public entities	84.0	The Police (own-initiative intervention, such as search for persons), customs and passport authorities, phytopathological and veterinary services. Initial analysis is required.	Not specified	-
85	Third-party influence	85.1	Use of the emergency brake.	Not specified	-
85	Third-party influence	85.2	Medical assistance.	Not specified	-
85	Third-party influence	85.3	Vandalism, bomb threat, alarmist announcements, demonstrations, expulsion of a person from rail transport (also with the assistance of the Police of the Slovak Republic).	Not specified	-
85	Third-party influence	85.4	Firefighters' intervention.	Not specified	-
85	Third-party influence	85.5	Power failure of the public network.	Not specified	-
85	Third-party influence	85.6	Persons, animals, foreign objects and means of transport on rails.	Not specified	-
86	Impact of weather	86.0	Poor visibility due to fog.*** Avalanches, snowfall (including problems associated with cleaning switches).*** Mud slides / storms.***	Not specified	-

			Slipping wheels (leaves on a track).*** Floods.*** Initial analysis is required.		
89	Other specific reasons	89.1	Other unclassifiable reasons.	Not specified	-
89	Other specific reasons	89.2	Change of CET/EST.	Not specified	-
89	Other specific reasons	89.3	Incorrect rounding of half-minute time data in the information system.	Not specified	-
90	Delays caused by the following IM	90.0	Trains exiting to a railway network of a neighbouring IM in the event a train is delayed due to operational problems of a neighbouring IM - temporary capacity restrictions, failure of signalling installation, prohibition disposition.	Not specified	-
91	Delays caused by the previous IM	91.0	Trains entering from a railway network of a neighbouring IM in the event a train is delayed due to operational problems of the neighbouring IM – temporary capacity restrictions, failure of signalling installation, prohibition disposition.	Not specified	-
92	Delays caused by the following RU	92.0	Trains exiting to a railway network of a neighbouring IM in the event a train is delayed due to RU's operational problems on the railway network of a neighbouring IM – absence of a locomotive, absence of on-board personnel, etc.	Not specified	-
93	Delays caused by the previous RU	93.0	Trains entering from a railway network of a neighbouring IM in the event of a train failure due to RU's operational problems on the railway network of a neighbouring IM – absence of a locomotive, absence of on-board personnel, etc.	Not specified	-
95	Further investigation needed	95.0	Entered only if the reason for a delay is not clearly known to an employee when entering the delay and the reason for a delay must be ascertained subsequently (Note: a temporary code, which must then be replaced with a correct one).	ŽSR	Transport