LATRAILNET

RESULTS OF ACHIEVING NON - FINANCIAL OBJECTIVES

Objective	Measurement of non-financial objective	Year 2021	Year 2020	Year 2019
Ensure decision-making on the optimal allocation of infrastructure capacity	Proportion of timely decisions and coordination procedures in total procedures	100%	100%	100%
Ensure prompt and non-discriminatory decision-making	Time for processing the application for the allocation of unscheduled train paths, days	1	3,3	5
Ensure decision-making in more than one network	Concluded multilateral agreements on performance of essential functions, number	3	1	-
Ensure compliance with the independence program	Substantiated complaints, number	None	None	None
Ensure data segregation and security	Number of substantiated complaints in data management	None	None	None
Provide innovative function performance processes	Participation in international conferences or projects, number	5	5	3
Provide support for economic needs	Responses to requests for the impact of the performance of essential functions on the factors to be analyzed, days	3	10	14
Ensure human resource change management	Staff turnover rate per year	-	0,30%	7,50%
To ensure the renewal and development of competencies	Employee participation in external training and communication activities, number per employee per year	2	1,2	0,4