

Social Policy

In 2024, the Company's expenditures to fulfil the obligations under Collective Bargaining Agreement of JSC FPC totalled over RUB 10 billion.

>10
RUB billion

in expenditures to fulfil
JSC FPC's Collective Bargaining
Agreement obligations

In accordance with the Collective Bargaining Agreement, JSC FPC's employees are given free commuter travel from their place of residence to their place of work, study or medical treatment and back, as well as free travel once a year to a place of recreation in the Russian Federation and back in a second-class sleeping carriage on JSC FPC's passenger trains of all categories. The Company's expenses on railway travel for employees and their minor children in 2024 totalled over RUB 1.6 billion.

- Additional benefits and guarantees related to maternity and childhood and stipulated by the Collective Bargaining Agreement are in place:
- Supplement to the maternity allowance paid from the Russian Social Fund to bring the total payment to the employee's average monthly earnings
 - One-off financial aid at the birth of a child – RUB 6,050
 - Monthly child care allowance for employees until the child reaches the age of three – RUB 3,025.

The total expenditures on these payments amounted to RUB 201 million. On average, an individual benefits package in 2024 totalled RUB 80,000.

Non-financial motivation

The Company has various formats for rewarding employees for both individual and collective contributions to the achievement of corporate goals. The corporate award policy plays an important role in recognising achievements. Employees are also rewarded with state awards.



In 2024, 4,711 employees were recognised for their significant contribution to the development of railway transport, their professional achievements and conscientious work, including:

- State awards of the Russian Federation – 2 employees
- Awards from the Russian Ministry of Transport – 86 employees
- Awards from Russian Railways – 1,171 employees
- Awards from the General Director of JSC FPC – 3,399 employees, including 1,629 people who were awarded the For Loyalty to the Profession of Passenger Carriage Attendant badge of the 1st and 2nd degrees (including 247 people with the 1st degree and 1,382 people with the 2nd degree)

Another way to motivate people is by organising competitions between work teams at JSC FPC. Based on the results of the activities of FPC JSC branches in 2024, the winners of the competition among the teams of the branches and their structural divisions were the teams of the Kuibyshevsky Branch, the Penza Carriage Station of the Kuibyshevsky Branch, the Omsk Passenger Carriage Depot of the West Siberian Branch, the Kotlas Passenger Carriage Depot of the North-Western Branch, and the Far Eastern Railway Agency of the Far Eastern Branch.

Housing policy

The opportunity to improve housing conditions is extremely important for employees. The Company provides their employees with corporate support (subsidies, mortgage loans) for the purchase of own housing, including non-repayable subsidies to employees of certain categories.

Every month, 281 JSC FPC's employees receive a subsidy to pay accrued interest on mortgage loans. Seven new mortgage subsidies were signed off in 2024. In the reporting period, 17 employees of the Company received non-repayable subsidies, 15 of them – at birth of children during the debt repayment period on purchased or constructed housing.

- Since 4 December 2024, an interest rate of 27.4% p.a. has been set, with the payment burden being shared between JSC FPC and their employee as follows:
- Young specialist – employee rate 11.5%, JSC FPC's subsidised rate 15.9%
 - Other specialists – employee rate 14.0%, JSC FPC's subsidised rate 13.4%.

According to JSC FPC's regulatory documents, certain categories of JSC FPC's employees are reimbursed for the accommodation expenses.

In 2024, JSC FPC's expenses for the housing policy totalled RUB 49.2 million, including RUB 26.4 million paid as non-repayable subsidies.

49.2
RUB million

expenditures on housing policy
in 2024

Health resort rehabilitation

JSC FPC's employees receive a full package of healthcare services at the parent company's private healthcare facilities under the voluntary health insurance (VHI) framework. JSC FPC's VHI costs in 2024 totalled RUB 605 million.

An integral part of the social policy is the programme of health resort treatment, health improvement and recreation for employees, their family members and non-working retirees, which allocated 3,373 health improvement vouchers during 2024.

Short-term health improvement programmes sold 1,737 vouchers, up 9% year-on-year.

The Company is really concerned about the children's health. As a result of the summer health-improvement campaign, 1,668 vouchers to children's camps were given.

605
RUB million

employee VHI costs in 2024

Care for psychological health

In order to preserve employees' occupational health, 19 psychological release rooms with special-purpose equipment for diagnostics and reduction of psycho-emotional tension are functioning in the structural subdivisions of the branches.

Informational campaigns and an online marathon, Psychology Week at JSC FPC, were organised to raise awareness of staff health care. The programme included webinars, interactive activities and materials on stress prevention and emotion modulation. This boosted interest in using psychological release rooms and strengthened the company culture. The number of employees who visited psychological release rooms doubled compared to 2023 and exceeded 6,000 people. Over 9,000 sessions were held in total.

Corporate pension system

606.1
RUB million

expenses on non-state
pension benefits for JSC FPC's
employees in 2024

Corporate pensions are included in the Company's employees' benefits packages. Over 16,000 employees have pension plans with Blagosostoyanie, a private pension fund. In its commitment to match funding of private pension plans, JSC FPC pays monthly pension contributions until a corporate pension is assigned, and then additional pension contributions once a corporate pension is granted. In 2024, non-state pension costs for JSC FPC's employees totalled RUB 606.1 million.

Upon retirement, employees are paid a lump-sum incentive for conscientious work depending on their length of service in railway transport. The amount of such payment ranges from one to six times the employee's average monthly salary. Expenses for lump-sum dismissal compensations in 2024 totalled RUB 369 million.



Social support for non-working retirees

306.4
RUB million

Company's expenses
for social support of
non-working retirees in 2024

Currently, JSC FPC has over 50,000 non-working retirees on record. Social guarantees for them are realised through the Pochet Charitable Foundation.

Non-working retirees who have worked at the Company for over 20 years receive compensation for making and repairing of dentures, high-tech medical care at the parent company's healthcare facilities, free travel on suburban and long-distance trains, and health resort rehabilitation services.

Special attention is paid to the railway workers who took part in the Great Patriotic War (World War II), home front workers, and minor survivors of Nazi concentration camps. On the Victory Day, 901 veterans received additional material aid through the Pochet Charitable Foundation. Veterans are also reimbursed for the purchase of household fuel, health resort recuperation, financial assistance in connection with their difficult financial situation and for the provision of ritual services to the families of the deceased.

During the reporting period, the Company's expenses for social support of non-working retirees amounted to RUB 306.42 million. A total of RUB 253.5 million was allocated for the provision of social benefits and guarantees through the Pochet Charitable Foundation.

Over RUB 52.9 million was allocated for health resort treatment of non-working retirees, payment of financial aid for burial, and assistance to veterans' councils. The average individual benefits package of a non-working retiree in 2024 was RUB 6,100.

Social support for mobilised employees and their family members

To provide social support to the employees of JSC FPC, whose employment agreements were suspended due to their mobilisation for military service or conclusion of a contract on voluntary assistance to the Armed Forces of the Russian Federation, all benefits stipulated by the Collective Bargaining Agreement of JSC FPC for 2023–2025 and local regulations of JSC FPC were preserved for their family members.

For example, mobilised employees of JSC FPC received RUB 61 million in material assistance in 2024.

Nurturing women's leadership

JSC FPC employs 3,958 managers, including 1,847 women (47% of the total number of the Company's managers). For 2024, 25 women were appointed to senior positions, four of whom joined the CEO team. This confirms the Company's commitment to supporting talented employees and promoting equality.

In 2024, the talent pool comprises 70 women, up 2% year-on-year. For the first time, a talent pool was formed for production positions, which includes both men and women. One of them, Tatyana Babenko, was appointed to the position of head of the Bryansk carriage station.

Dialogue with employees

JSC FPC traditionally maintains an ongoing dialogue with its staff. Corporate surveys assist in gaining insight into the situation within the Company from the perspective of the personnel, in assessing the efficiency of the work accomplished, and in identifying the vector of development.

in 2024, over 29,900 Company employees of all job categories shared their opinions. Three key indicators show a positive year-on-year trend:

- Loyalty index – +1
- Satisfaction with work at JSC FPC – 68%
- Staff engagement – 63%.

The loyalty index hit a positive figure for the first time in five years. This shows that the number of employees willing to recommend the Company as an employer is growing every year.

In accordance with the action plan to improve working conditions, recreation and social support for women for 2024¹, the Empowering JSC FPC's Women Forum was held in March of the reporting year, involving 100 women from all of the Company's branches.

The forum offered educational seminars and trainings aimed at developing professional competences. It also featured the final of the 5th Business Woman contest, which culminated in a presentation of the 10 projects to the central jury. In addition, a panel discussion was held on the promotion of women's leadership in the Company.

On the eve of the 79th anniversary of the victory in the Great Patriotic War, the Company organised the I Remember and I'm Proud contest. After the contest, a film that chronicled the experiences of war veterans and home front workers was produced.

A competition to uphold traditional family values was held in 2024 in honour of the Day of Family, Love, and Fidelity. The winner of the competition was E. Platakova, an attendant of the West Siberian branch of JSC FPC.

Some of the indicators being examined are still trending upward. Employees are most satisfied with their interactions with management (88%), ethics (86%), and social benefits and guarantees (80%). There is a high level of commitment: 58% of respondents are willing to work for the Company for eight years and more.

The survey covers not only full-time employees but also students hired to help during the extensive summer traffic period. Thus, the level of students' job satisfaction in 2024 increased by 5% year-on-year and reached 83% (the survey covered 4,900 students).

All of the above suggests that the measures taken based on the survey results were effective.

¹ Approved on 18 January 2024, No. FPC-24.

Development of digital services for employees

JSC FPC finished developing its own corporate portal, FPC INFO, in 2024. Over 20 staff online services were developed in the two years of operation and one year of beta testing.

The portal's primary goal is to facilitate the shift to a new Employee – Employer interaction model that is founded on the one-stop concept. All employees are currently in the same information field and are aware of all current and planned events. They can manage their careers, view and respond to job openings, keep a library of regulatory documents at their fingertips, and more.

There are services designed especially for employees of train crews. The running schedule is now available for employees to view and download in real time. Employees can take pre-trip briefings on the portal, monitor clearances, interact with mentors, schedule holidays and more.

The Manager's Personal Account information and functional module was finished during the reporting year as well. This module has evolved into a sort of forum for candid discussions between management and staff.

Key ethical principles of JSC FPC

Doing for the country – the basic principle

Every day we work to contribute to the development of the economy, transport hundreds of thousands of passengers. Patriotism and commitment to our country allow us to create a favourable environment for citizens and expand on a nation-wide scale.

Doing things with respect to people

We always keep in mind that the main thing in any process is a person: a colleague, a client, or a partner. We are committed to constructive dialogue and concern for everyone's well-being. We are respectful of people's opinions and needs, friendly in our communications and do not tolerate any form of discrimination.

Doing business efficiently while conserving resources

We are persistent in achieving the desired result, while rationally and responsibly using the Company's resources to find the best approach to each task.

Doing as a team, while achieving a common goal

We are united by a common cause. We act openly and honestly. We trust the professionalism of our colleagues, honour agreements and are always ready to support and help. We are considerate of each team member and work towards a common goal.

Being reliable

Reliability and safety are the key features of our work. We work responsibly and without interruption. We guarantee high quality of our work and fulfilment of our commitments. Our work impacts people's lives and the world around us. Therefore, we minimise risks and create confidence in our partners through our actions.

Doing better

We are open to exploring and introducing new ideas, solutions and technologies, creating conditions for their application to improve the quality of our work. We do not dwell on our achievements and strive for continuous improvement. We abandon ineffective working methods and simplify processes and procedures wherever possible, while maintaining safety and sustainability. We lay the groundwork for the team's and individual employee's professional and personal growth.

Values, principles and corporate competences constitute an inseparable whole, the core of our corporate culture.

Brand values	Principles	Corporate competences
Values in people	Doing for the country	Doing things with respect to people <ul style="list-style-type: none">Development and care for employeesEffective communication
Partnership		Doing as a team, while achieving a common goal Being reliable <ul style="list-style-type: none">Teamwork and mutual supportCustomer focusAccountability
Openness to innovation		Doing things efficiently while conserving resources Doing better <ul style="list-style-type: none">InnovativenessWorkflow organisationHolistic thinking

Code of Ethics

The Company has the Code of Ethics of JSC FPC, which sets out common corporate values, codes and rules of behaviour for personnel.

The following were created and put into operation in 2024 as part of the Code's successful implementation and the growth of corporate culture:

- Practical guidance on the Code of Ethics – Fundamentals of Business Ethics of JSC FPC
- Guidance materials on business etiquette
- Business Communication and Emotional Intelligence webinars.

Interactive tasks and case methods were integrated into employee training, which ensured a deep understanding and practical application of business etiquette rules in occupational situations.

These events helped raise employee awareness of the codes and rules of corporate ethics and strengthen the compliance with JSC FPC's Code of Ethics in the Company's day-to-day operations.

