

SOCIAL POLICY

SOCIAL SECURITY OF EMPLOYEES

As a socially responsible company, JSC FPC offers a comprehensive programme of social support for employees, which is a guarantee of the Company's fair treatment of its employees under the Collective Bargaining Agreement of JSC FPC. The social benefits and guarantees are centred on sustaining, stimulating, and improving employee performance and maintaining social stability among staff.

In 2021, the individual social package per employee of JSC FPC amounted to RUB 46,000, the social package for a non-working pensioner of JSC FPC amounted to RUB 5,300.

Despite the difficult economic situation in the country and the world, the Company fulfilled its obligations under the Collective Bargaining Agreement in full in 2021. Not a single collective labour dispute was allowed. JSC FPC retained its status as a socially responsible employer.

46,000 RUB

social benefits per an employee of JSC FPC

5,300 RUB

social benefits per a retired employee of JSC FPC

HOUSING POLICY

Under the Collective Bargaining Agreement, monthly subsidies are paid to 484 employees of JSC FPC to repay the interest accrued on their mortgage loans. In 2021, 17 employees were provided with subsidies for mortgage payments towards purchased or newly built housing. A total of RUB 51.3 million was spent on housing policy implementation during the reporting period.

51,3 RUB MILLION

spent in total on FPC's housing policy in 2021

EMPLOYEE HEALTH

FPC's Employee Health Programme provides full recreation and treatment and is aimed at improving employee work efficiency.

In 2021, our employees, retirees and their family members purchased 1,746 tours, including:

- 1,088 tours — under centralised contracts, primarily to the Parent Company's health resorts
- 658 tours — under contracts with branches, to local and other health resorts.

In H2 2021, in order to prevent the development of morbidity and reduce the growth of disease incidence among train crew personnel, a pilot health improvement project was implemented under short-term preventive healthcare programmes in the North Caucasian, Ural, West Siberian and Far Eastern branches. As part of the pilot project, employees over the age of 35 in need of preventive healthcare (based on the results of medical examinations) recuperated. Based on the results of the pilot project, 214 employees recuperated: 183 attendants, 21 train managers and 10 train electricians. Starting from 2022, it was

1,746

recreational vouchers sold in 2021

decided to introduce comprehensive preventive healthcare programmes on a permanent basis in all branches of JSC FPC.

The Company pays great attention to preserving and strengthening the health of employees' children, preventing childhood illnesses, and creating conditions for full-scale recreation and engagement for children during the summer period. In 2021, 1,252 vouchers for children of employees were allocated, including:

- 926 vouchers — to children's recreational facilities under the Social Security Directorates;
- 326 vouchers — to other recreational institutions for children.

FIGHTING THE SPREAD OF COVID-19

In 2021, JSC FPC, like other companies in Russia and around the world, continued to fight COVID-19. We have done a great deal of work to adapt to the new realities and today we can confidently state that in the face of the pandemic, JSC FPC has taken all necessary measures to support our employees.

43,425 employees (or 85.6% of the headcount) including 24,771 employees (84.5% of the headcount) of train crews and 3,027 ticket cashiers (88.3% of the headcount) were vaccinated against new coronavirus infection in 2021. At the same time, JSC FPC has organised a campaign to re-vaccinate employees against COVID-19. To date, more than 4,000 employees have been re-vaccinated.

43,425

 EMPLOYEES

(85.6%) COVID-19 vaccinated in 2021

The Company is fully assisting and supporting its staff in the face of the pandemic and is taking measures to combat the spread of infection:

- Monitoring the health status of staff was established in JSC FPC's units
- Employees are thermometrically tested daily before they enter the workplace, and during the working day as well

- A video system for mass body temperature monitoring and 38 air disinfection units have been installed in the office of JSC FPC's headquarters
- 140 air disinfection units have been installed in JSC FPC's branches
- Employees involved in passenger services are provided with personal protective equipment in accordance with approved standards
- Influenza, SARS, COVID-19 and community-acquired pneumonia are monitored
- The frequency of cleaning and disinfection of office premises has been increased
- In all passenger trains, the disinfection regime has been strengthened through the use of virus-resistant disinfectants and magnified clean-up frequency.
- The storerooms of the units of JSC FPC's branches have a minimum supply level of the above disinfectants
- The Company has ensured that the ventilation and air coordination systems in the premises and rolling stock operate efficiently
- On the way, the air disinfection units in carriages are working properly and control over the timely replacement of expired germicidal lamps is in place
- Remote mode of operation is applied in the Company

In order to prevent the spread of the new coronavirus infection COVID-19, to encourage employees of JSC FPC to be vaccinated against COVID-19 and to form collective immunity, the Company approved an order On Providing Certain Categories of Employees of JSC FPC Who Have Undergone a Full Course of Vaccination against the New Coronavirus Infection COVID-19 with an Additional Paid Day of Leave.

The Company's employees are familiarised with recommendations on preventing coronavirus infection. Awareness-raising activities include conducting outreach to personnel, posting leaflets and announcements indicating the main symptoms of a new coronavirus infection and procedures, and posting courses in the Parent Company's distance learning system. Staff has been informed of the need to observe personal and public hygiene rules.

OCCUPATIONAL HEALTH

Personnel health has always been a priority for the Company and was a particular focus during the pandemic.

Psychologists of the structural units of FPC branches ensured full compliance of psychological support offices with measures imposed to prevent the spread of the novel coronavirus.

In 2021, more than 2,000 sessions were held in psychological recovery rooms. In addition, stress management sessions are held to develop self-regulation skills.

AWARDS

In 2021, 1,954 employees of JSC FPC were recognised with various awards for dedication and performance at work:

- State awards of the Russian Federation — 1 employee
- Awards of the Ministry of Transport of the Russian Federation – 154 employees
- Awards of the parent company – 749 employees
- Awards of JSC FPC – 1,050 employees

CORPORATE PENSION SYSTEM

Corporate pensions are included in the Company's employees' social security packages.

Over 17,000 employees have pension plans with Private Pension Fund Blagosostoyaniye.

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.

293,3 RUB MILLION

expenditures on non-state pension benefits for JSC FPC employees in 2021

JSC FPC'S SUPPORT FOR NON-WORKING PENSIONERS

The Company provides its retirees with all possible support. In 2021, Regulations On the Rooms of Labour Valour and Military Glory and Regulations On Approval of the List of Significant Events in the History of Branches and Their Units were adopted. In order to support non-working pensioners, the monthly payment to the guardians of rooms of labour valour and military glory was increased to the common Holding-wise rate.

At present, the Company's register includes over 56,000 non-working retirees.

Special attention is paid to the railway workers who took part in the Great Patriotic War (World War II), home front workers, and survivors of Nazi concentration camps.

287,6 RUB MILLION

the Company's expenditures for support of non-working pensioners in 2021

Non-working retirees who have worked at FPC for over 20 years receive compensation for dentures and subsequent repairs, high-tech medical services at the Parent Company's healthcare facilities, free travel on suburban and long-distance trains, and resort healthcare services.

RENOVATION OF THE ROOM OF LABOUR VALOUR AND MILITARY GLORY AT THE CHELYABINSK PASSENGER CARRIAGE DEPOT OF THE URAL BRANCH

For the purpose of preservation of historical heritage of JSC FPC passenger facilities, moral education of rising generation of railway workers in the spirit of respect for the traditions of JSC FPC, major maintenance of the room of labour valour and military glory in the Passenger Carriage Depot Chelyabinsk of the Ural Branch was carried out under extremely tight schedule. On 24 December 2021, the opening ceremony took place with the participation of V. Piastolov, JSC FPC General Director.

DIALOGUE WITH EMPLOYEES

JSC FPC traditionally ensures that it has a continuing dialogue with its employees. Annual corporate surveys help to assess the morale across our workforce, identify potential for performance improvement and gather the information needed to support management decision making.

A unified personnel engagement survey was conducted with over 15,000 employees of all job categories sharing their opinions. Follow-up actions based on survey results proved to be effective as indicated by improved satisfaction scores given by employees for certain aspects of their work (average of 5%). Thus, the Company's employees are most satisfied with the provision of information (91%), interaction with their direct supervisor (88%) and compliance with ethical standards (86%).

In 2021, as part of the communication campaign, the Direct Line of JSC FPC General Director with attendants was held. In preparation for the event, more than 3,800 questions were received, the most relevant of which were answered during the online meeting. In addition, in order to raise the awareness of train crew personnel, direct lines were held between the heads of JSC FPC's branches and employees.

CODE OF ETHICS

In 2015, the Board of Directors approved JSC FPC Code of Ethics (the Code) to codify uniform corporate values, personnel behaviour norms and rules serving to make employees aware of their role in achieving the Company's

mission, and improve the bottom line and business performance. The key ethical principles set forth in the Code are binding on all employees of the Company.

The key ethical principles of JSC FPC

1 People first

People are our key asset. Everything we do is for the comfort and benefit of a particular individual — a passenger, customer, employee

4 Being part of a whole

Being part of the team means being attentive to, and honest with, one's colleagues, seniors and juniors and placing the interests of the team and JSC FPC above one's own. Our strength lies in mutual trust and coordinated team work

2 Conscientious work

It means diligent and accurate performance of one's job duties, being helpful and attentive to passengers and customers at all times, honouring one's business commitments, carrying plans through, have zero tolerance for any form of corruption, live up to the honour of being part of JSC FPC.

5 Building on excellence

It means fostering professionalism and professional excellence, sharing best practices with young employees, learning best practices from previous generations, and using the learnings creatively on one's job to improve passenger and customer satisfaction and achieve positive results

3 Taking pride in being part of JSC FPC team

Every JSC FPC employee is proud and privileged to be part of a company featuring a unique history, rich traditions and ambitious plans. It is our duty to honour traditions, respect the industry veterans, maintain and improve JSC FPC's reputation as a dynamic national passenger carrier

6 Focus on results

In line with this principle, we keep in mind that our efforts should always yield specific results: higher revenue for JSC FPC, delivery of new projects, passenger and customer satisfaction, and people's trust.

Informed decision making

7

We are aware that our decisions may affect the interests of many citizens and organisations, so we carefully weigh every decision we make. All decisions that we make are guided by the principles of prioritising safety and risk mitigation as well as economic benefits and commercial interests of JSC FPC.

Being a leader

9

In their efforts to maintain JSC FPC's high reputation, our people should act in proactive manner: lead the way, embrace change, set an example for others within and outside JSC FPC

Upholding JSC FPC's commercial interests

8

We are fostering a culture of continuous improvement, making and saving money while meeting high legal and ethical standards and without compromising on quality and safety

Aspiring to innovate

10

We always seek perfection, find opportunities to do better, innovate, acquire new knowledge, and drive professional and personal self-development. Innovation is the foundation of future growth and prosperity of JSC FPC

In order to ensure a systematic approach, including monitoring of compliance with the Code, an FPC Ethics Officer and Ethics Officers at branches were appointed, with business ethics commission set up at the corporate and branch administration levels.

The Company is focused on ongoing monitoring of employee compliance with the Code of Ethics standards and rules. In order to improve the implementation of ethical standards and rules in day-to-day operations, the regulatory framework related to the Code was updated in 2021.

JSC FPC'S INITIATIVES IN CORPORATE AND SOCIAL RESPONSIBILITY

Федеральная пассажирская компания

