



Committed to Social Responsibility

Social Responsibility is a vital component of FGC's corporate strategy

Social Responsibility
Action Plan 2016-2020

Social Responsibility
policy and principles



Certified management systems

ISO 14001
Maintenance of rolling stock in Rubí
La Molina
Vall de Núria
Montserrat operations

ISO 9001
Transportation of goods
Maintenance of signal boxes
Rail network – substations and medium-voltage



Principles of the Ethical Code

Legality, sustainability, impartiality, integrity, frugality, institutional loyalty, equality, objectivity, exemplariness, transparency

Stakeholders: FGC's raison d'être

Staff Customers Administration Suppliers Country, territory and society

FGC's activities

Ferrocarrils de la Generalitat de Catalunya is a publicly-owned company that operates in the fields of transportation, tourism and mountain-based activities. Its aim is to help improve mobility and leisure in Catalonia.

↑ increase compared to 2017
↓ decrease compared to 2017

↑ **3.4 %**

87.20 millions
passengers
carried on
Metropolitan lines

↑ **8.2 %**

207.18 thousand
passengers
carried on the Lleida-
La Pobla de Segur line

1.88

million visitors
in the Tourism and
Mountain categories

534.95

thousand tonnes of
goods transported

2018:
a record number
of passengers
carried

At the 2018 Quality Awards FGC won the Gold Medal in the field of innovation and technological development

Safety and quality of service

FGC's aim is to evolve towards a system of integrated safety management

In 2018, service users rated FGC's services very highly, breaking new records

Quality

(Quality Control Index)

98.62 (↑0.23 %)
Barcelona-Vallès line

99.24 (↑0.01 %)
Llobregat-Anoia line

99.66 (↑0.01 %)
Lleida-La Pobla de Segur line

Satisfaction

(Customer Satisfaction Index)

77.40 (↑0.52 %)
Barcelona-Vallès line

75.50 (↑3.71 %)
Llobregat-Anoia line

81.20 (↑2.78 %)
Lleida-La Pobla de Segur line

Punctuality

99.49 % (↑0.05 %)
Metropolitan lines

99.10 % (↑0.06 %)
Lleida-La Pobla de Segur line

Committed to accessibility, civility and coexistence

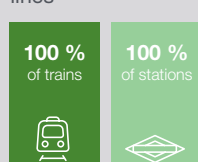
FGC strives to ensure that everyone can exercise their right to mobility and to ensure the safety of service users.

969 hours of staff training in awareness-raising sessions on protocols to apply in the event of incivility.

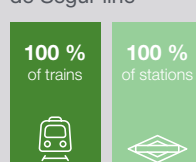
136 people trained in the protocols and procedures to apply in the event of incivility.

World leader in accessibility

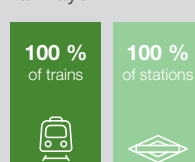
Metropolitan lines



Lleida – La Pobla de Segur line

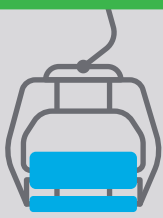


Núria and Montserrat rack railways



"Ladies, will you get on the train?"

FGC video recognized as an example of good practice for the Global Compact. The video was created by FGC for the Women in Transport campaign promoted by the European Economic and Social Committee.

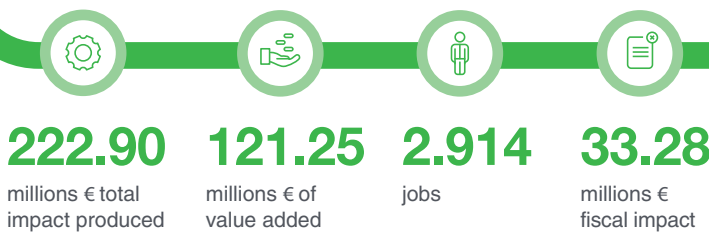


*2016 data from the "Economic Impact of FGC's Mountain-Based Stations" study conducted by Pompeu Fabra University

Financial management

Thanks to efficient management practices based on the criteria of accountability, productivity and ethics, FGC is able to serve society while fulfilling its responsibilities.

Socio-economic impact of the Tourism and Mountain-Based stations:



FGC's activities include maintaining the functionality of infrastructure that contributes to socio-economic performance in the areas of Tourism and Mountain-based activities.

2018
New record for income, with
104,719
thousand €

102.43
million € invested in infrastructure and services supported by FGC



People

FGC wants to be a benchmark for how to treat people and for guaranteeing quality employment.

↑ increase compared to 2017
↓ decrease compared to 2017

↑ **88.23 %**
staff training hours
2018: 77,709 total hours

62.76 %
staff on permanent contracts

100 %
staff covered by collective-bargaining agreements

The FGC Approp app won the 2018 Alfons Ortuño Award in the Developing People category

↑ **3.09 %**
staffing number

1,901
total employees at FGC

↑ **5.08 %**
female Staff

New Equality Plan 2018-2022 approved

1,552 Rail Network

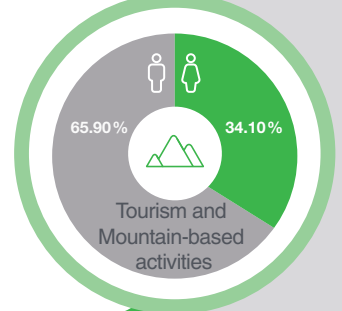
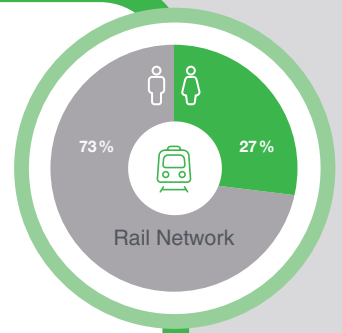
1,133 men

419 women

349 Tourism and Mountain-based activities

230 men

119 women



Espai Sabadell Rambla

Professional development centre for the rail industry, designed to help put rail-related emergency procedures into practice.

Occupational health and safety

19.02
Frequency rate (Metropolitan lines)

28.31
Incident rate (Metropolitan lines)

0.78
Severity rate (Metropolitan lines)

43.56
Frequency rate (Tourism and Mountain-based)

72.34
Incident rate (Tourism and Mountain-based)

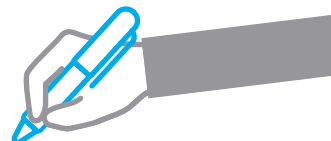
0.85
Severity rate (Tourism and Mountain-based)

Action Plan for Psychosocial Risk and Commitment

51 %
of actions implemented

10,587
hours of training in occupational risk prevention

1,882
alcohol and drug tests performed as part of the Action and Prevention Plan



Relationship with the Environment

FGC has incorporated the preservation of the environment into its corporate strategy and strives to minimize the negative impacts of its activities

FGC is implementing its Environmental Improvement Plan for 2018-2021

Passenger rail transport has 41 times less environmental costs than road transport

↓ **0.15 %**
electricity consumption
2018: 111,266.04 MWh

↓ **2,674,000**
kWh/year of saving due to replacement of lights for LED at FGC stations

50.37 %
energy consumed is from renewable sources (↑19.00 %)

↓ **22.31 %**
special waste volume
2018: 50.76 tons

↓ **35.69 %**
water consumption for the Rail Network
2018: 44,804.00 m³

1,310
reusable bottles distributed among workers