

Social Responsibility Report

Summary 2019



Commitment to Social Responsibility

FGC is firmly committed to strategically integrate Social Responsibility into its organization, with the aim of continuing to work to contribute to the Sustainable Development Goals and to be a key agent in the 2030 Agenda, through:



- Social Responsibility Action Plan 2016-2020
- Social Responsibility Policy
- Social Responsibility Council



Commitment to **SUSTAINABLE DEVELOPMENT GOALS**

Management systems

- ISO 9001**
 - Goods Transport Llobregat-Anoia Line
 - Maintenance of Enclaves
 - Railway Network — Substations and Medium Tension
- ISO 14001**
 - Montserrat Complex
 - La Molina
 - Vall de Núria
 - Maintenance of Rolling Stock in Rubí
 - Espot
 - Port Ainé
- Family, Nature and Mountain Tourism Equipment Seal**
 - La Molina
 - Vall de Núria
 - Espot
 - Port Ainé
- ICTE Q for Quality**
 - Vall de Núria
 - La Molina
 - Espot
 - Port Ainé

Ethical Code Principles

Legality, institutional loyalty, sustainability, equality, impartiality, objectivity, integrity, exemplariness, austerity, transparency.



Commitment to our stakeholders

- Personnel
- Customers
- Authorities
- Suppliers
- Country, Territory and Society

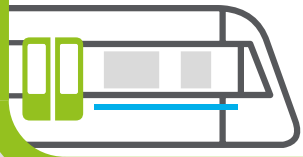
Note: ↑ increase in relation to 2018 ↓ reduction in relation to 2018 = same in relation to 2018

FGC Activities

Ferrocarrils de la Generalitat de Catalunya is a state-owned company operating in the transport, tourism and mountain sectors, with the aim of contributing to improve mobility and leisure in Catalonia.



- ↑ **4.4 %**
91.05 million ticket validations on Metropolitan Lines
- ↑ **5.3 %**
1.98 million visitors to Tourism and Mountain
- ↑ **13.5 %**
251.49 million ticket validations on Lleida-La Pobla de Segur Line
- 419.81 thousand** tons of goods transported



“ The transport of passengers continues to increase: historical record of ticket validations for the second consecutive year. ”

Safety and quality of service

FGC oversees the safety of its transport system and its tourist and mountain facilities, applying the principal of prevention beyond compliance with the legally required minimum levels.



“ The Customer Satisfaction Index is a pioneer indicator in the sector for the analysis of the quality of service, and evaluates the quality of service perceived by customers and users. ”

	Barcelona-Vallès Line	Llobregat-Anoia Line	Lleida-La Pobla de Segur Line
Quality (Quality Control Index)	98.87 (=)	98.69 (=)	99.39 (=)
Punctuality (Punctuality Index)	99.64 (=)	99.00 (=)	99.00 (=)
Satisfaction (Customer Satisfaction Index)	77.00 (=)	75.60 (=)	85.00 (+ 4.68 %)

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Commitment to accessibility, civility and social harmony

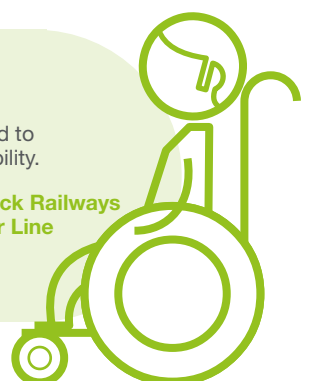
FGC's aim is to guarantee access, with total autonomy, of everyone to its facilities and trains, thus promoting social harmony and civility within these spaces.



Accessibility

stations and trains adapted to persons with reduced mobility.

- Núria and Montserrat Rack Railways
- Lleida-La Pobla de Segur Line
- Metropolitan Lines



Aquí, tolerància zero a la violència de gènere (Here, zero tolerance against gender violence), a campaign recognised as good practice by the Global Compact Sustainable Development Goals

Sessions to increase awareness and training on how to act when faced with cases of antisocial behaviour are given periodically

810.30 hours of training in intervention protocol when faced with antisocial behaviour

97 people trained in intervention protocol when faced with antisocial behaviour

“ Evolucionem. Fem civisme (Let's evolve. Let's be civil) FGC campaign to promote ethical values and social harmony on public transport, with the aim of encouraging civic behaviour between users. ”



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Economic management

As a state-owned company, FGC works to obtain maximum efficiency in the use and management of resources, and thus strengthen its positive impact within the territory.

96,807 thousands of € in tariff incomes, a figure 7,56 % lower in relation to the tariff incomes in 2018 due to changes in metropolitan fares.

136.78 millions of € in investments destined to FGC infrastructures and support services.

In the area of Tourism and Mountain, these investments allow the maintenance of infrastructures that contribute to the socioeconomic dynamism of the towns in which FGC is present.

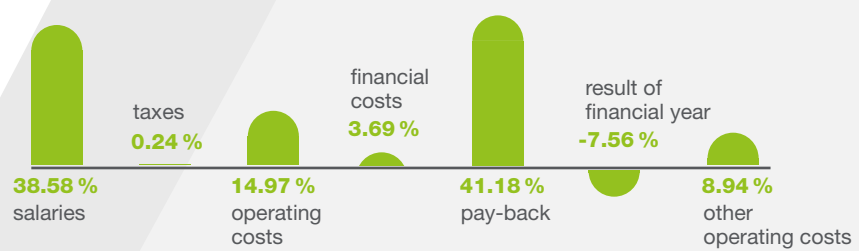


Socioeconomic impact



On production	305.40 millions of €	451 millions of €
Added value	166.80 millions of €	237 millions of €
Jobs	2,583	4,019
Fiscal impact	44.88 millions of €	68 millions of €

Statement of added value



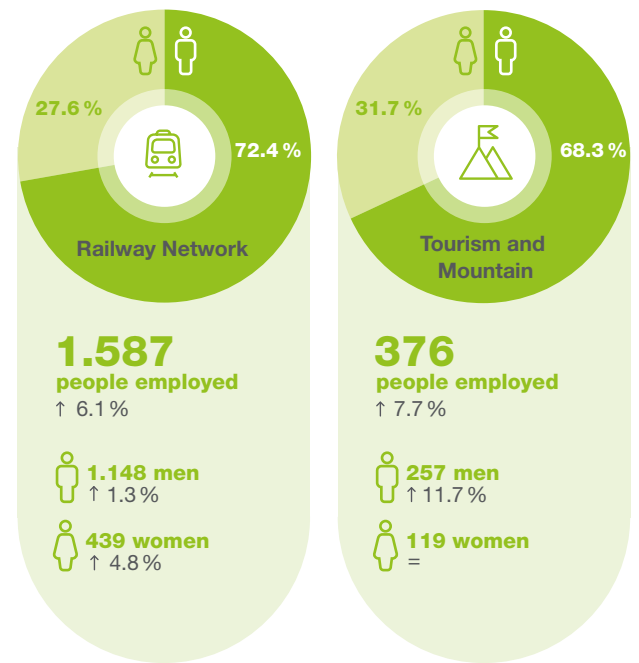
People

People are the centre of FGC and for this reason the company works to guarantee quality employment, promoting equal opportunities in a safe and healthy working environment.



- ↑ 3.26 %** people on the staff
1,963 total people on the staff at FGC
- ↑ 3.72 %** women on the staff
558 women on the staff at FGC
- 65 %** of the objectives of the II Equality Plan between women and men working at FGC achieved during the first year of its implementation

- 61.79 %** people with indefinite contract
- 100 %** personal covered by collective bargaining
- 86,895** (↑ 11.83 %) total hours staff training
- 6.35 %** (↓ 36.31 %) wage gap between men and women



Space dedicated to all the FGC employees on the access stairs to Provença station, in recognition of all of them.

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Health and Safety at Work



Railway Network	Tourism and Mountain
13.30 (↓ 28 %) Accident frequency rate	40.10 (↓ 8 %) Accident frequency rate
2,066.12 (↓ 25 %) Incident rate	6,666.67 (↓ 8 %) Incident rate
0.44 (↓ 44 %) Severity rate	1.17 (↑ 38 %) Severity rate

- 13,331** (↑ 26 %) Hours training on prevention of occupational hazards
- 1,606** (↓ 14.7 %) Alcohol and drugs controls carried out



Psychosocial Commitment and Risks Action Plan

97 % of actions implemented

“The Pla d’Empresa Saludable (Healthy Business Plan) to promote good habits and the continuous health improvement of all the people who form part of the company.”

Environmental

FGC incorporates environmental sustainability as a strategic value for the company, community and environment.



- 83.72 %** Reduction of greenhouse gas emissions
- ↓ 3.92 %** direct emissions associated with the consumption of fuel and cooling gases
- ↓ 99.88 %** indirect emissions associated with electricity consumption
- ↓ 2.36 %** Other direct emissions associated with the generation of waste, corporate travel and the purchase of goods and services

- 100 %** of contracted electrical energy is from renewable sources
- 2,784,855 kWh/year** energy saved by substituting illumination with LED in FGC stations
- 847,134 m³** (↑ 2,35 %) water consumed
- 140,056.29 MWh** (↑ 1,17 %) energy consumption
- 927.43 tones** (=) of waste generated

“Adherence to the Business Ambition for 1.5°C campaign, with FGC taking on the commitment to become carbon neutral in 2030.”

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