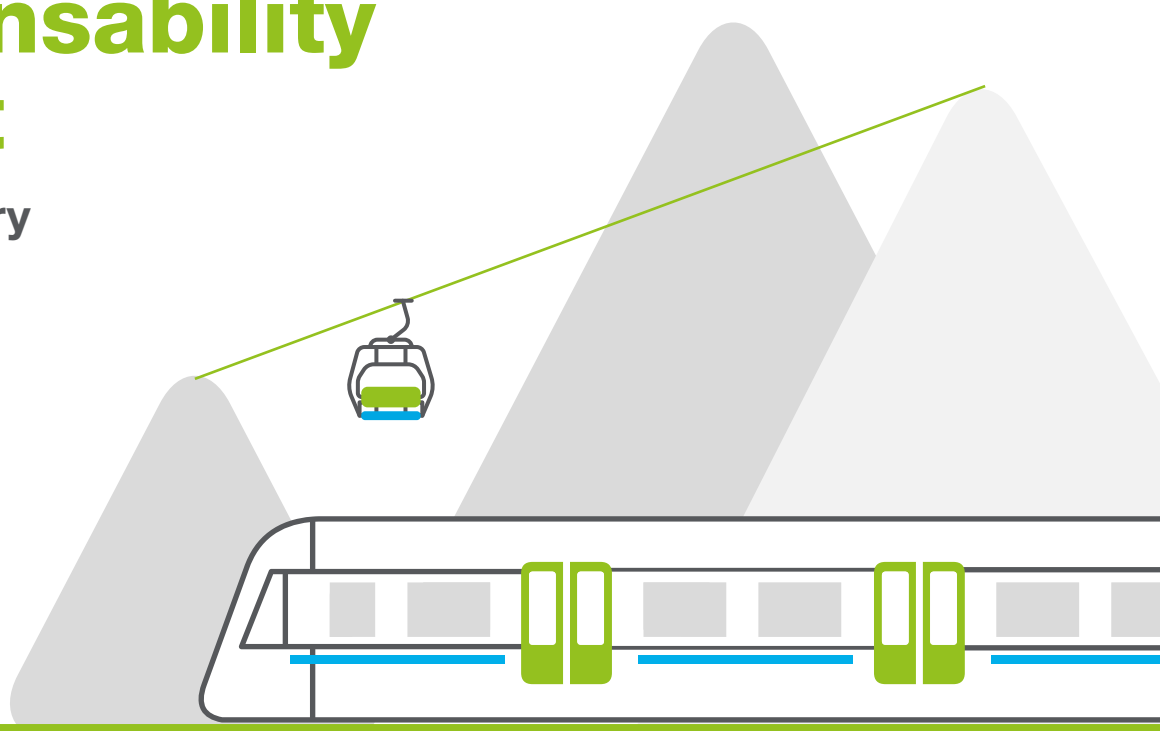


# Social Responsibility Report

2020 Summary



## FGC, an activist company

As a public company providing services to the citizenry, we want to respond to the challenges facing us as a society and as a country, and within the framework of our commitment to the 2030 Agenda and the Sustainable Development Goals; we want to be a benchmark in corporate activism and the promotion of ethical, responsible, and sustainable management, actively involving our stakeholders.

### FGC's Activism Strategy 2020-2030

FGC has developed the Activism Strategy 2020-2030, which will enable it to adopt an activist stance in the face of new business, social and environmental challenges, from a global and local perspective.

The 2020-2030 Activism Strategy is articulated as a roadmap and is structured around four lines of action and a cross-cutting challenge.

### CROSS-CUTTING CHALLENGE

#IAmAnActivist.  
Activism as corporate culture.



Concept 1.  
#BeingEthical



Concept 2.  
#GrowingWithPeople



Concept 3.  
#ChooseASustainablePath



Concept 4.  
#GenerateOpportunities

## Management of COVID-19 in FGC

During 2020, safety and quality in the FGC Service have been especially considered due to the context given by COVID-19.

FGC has obtained the AENOR quality certificate for its cleaning and disinfection protocol against COVID-19

### Preventive measures and actions

- 130,260** installed signage
- 566,809** units of protective equipment provided
- 14,321** litres of hydroalcoholic gel
- 37,653** cumulative hours of absenteeism in FGC due to COVID-19 (1.33 % cumulative percentage)
- € 56,813** Thousands of euros of costs and investments linked to management of COVID-19

## FGC activities

FGC is a public company that operates in the transport, tourism, and mountain sectors, with the aim of contributing to the improvement of mobility and leisure in Catalonia.

Due to COVID-19 there has been a decrease in the number of visitors to Tourism and Mountain, in the number of validations on FGC lines and in the number of goods transported.

**47.51**  
million validations on Metropolitan Lines

47.82 % ↓

**104.70**  
million validations on the Lleida-La Pobla de Segur Line

58.37 % ↓

**867.92**  
million visitors to Tourism and Mountain

56.31 % ↓

**223.01**  
million tonnes of goods transported

46.88 % ↓

## Concept 1. #BeingEthical Becoming a committed organization

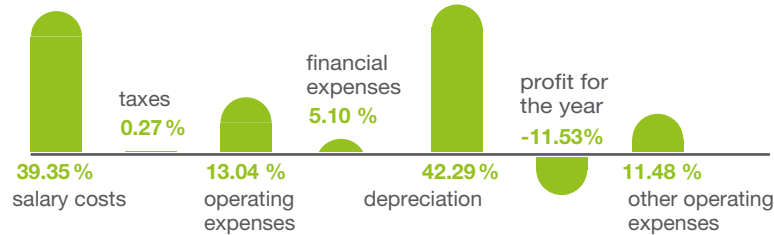
### Economic management

FGC works to achieve maximum efficiency in the use and management of resources and to enhance their positive impact on the territory.

**244,044**  
thousand in economic value created.

**134.46**  
thousand € in investments in infrastructure and services supported by FGC.

### Value-added status



### Socially Responsible Contracting

The socially responsible contracting model is the element promoted with the aim of enabling FGC to become a benchmark in the Catalan public sector in terms of its capacity to influence its environment through public contracting.

### Tender dossiers

**425** 106.31 % ↑  
Tender dossiers with social criteria

**317** 73.22 % ↑  
Tender dossiers with environmental criteria

**455** 71.70 % ↑  
total number of tender dossiers with socially responsible procurement criteria

**97.64 %**  
of tenders with socially responsible criteria

## Concept 2. #GrowingWithPeople Being and growing with people

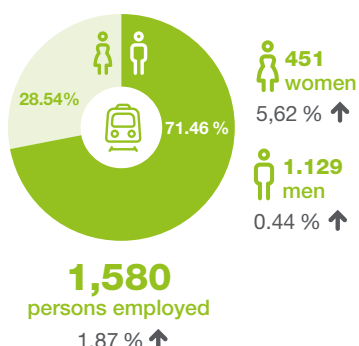
**1,944**  
total people in FGC  
0.97 % ↓

**573**  
women in the FGC staff  
2.69 % ↑

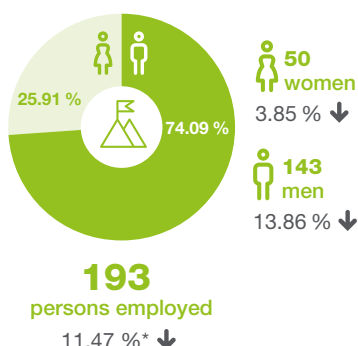
### The people

People are at the centre of FGC and that is why we work to guarantee the quality of employment and promote equal opportunities in a safe and healthy working environment.

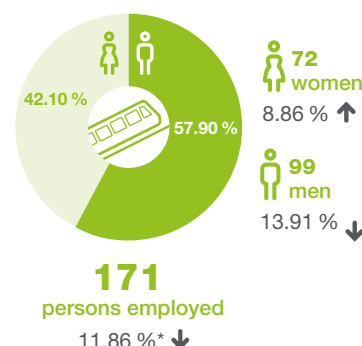
### Metropolitan lines



### Tourism and Mountain



### Other Rail Services



\* The decrease of persons employed in Tourism and Mountain and Other Railway Services is due to the situation given by COVID-19.

# Social Responsibility Report

2020 Summary



**61.57 %** 0.22 ↓  
people with indefinite contracts

**100 %** →  
staff covered by collective agreements

**66,057** 23.92 % ↓  
total hours of training on the personnel

**5.61%** 0.74 ↓  
Gender pay gap in average total hourly earnings

**7.5 %** 0.54 ↑  
Gender pay gap resulting from median pay

FGC is part of Target Gender Equality, a Global Compact accelerator programme focused on supporting companies in setting and implementing ambitious business goals to increase the representation and leadership of women in business

	Metropolitan Lanes	Tourism and Mountain	Other Rail Lanes
Accident Frequency Rate	<b>12.01*</b> 12.03 % ↑	<b>51.42</b> -15.98 % ↓	<b>6.35</b> 48.33 % ↓
Incidence rate	<b>2,104.82*</b> 12.06 % ↑	<b>9,909.91</b> 7.57 % ↓	<b>1,112.14</b> 48.33 % ↓
Severity rate	<b>0,29</b> 48.33 % ↓	<b>5,57</b> 43.93% ↑	<b>0,21</b> 86.79 % ↓

\*The increase in the frequency and incidence rates is due to the comparison of this index with the year 2019, where particularly low rates were obtained.

**11,541\*\*** 14 % ↓  
hours of training in occupational risk prevention

**1,003\*\*** 38 % ↓  
alcohol and drug tests carried out

\*\* The decrease in training hours and alcohol and drug testing is due to the situation given by COVID-19.

Note: compared to 2019  
↑ increase ↓ decrease → unchanged



## Concept 3. #ChooseASustainablePath

Environmental sustainability, climate action and protection of natural capital



### Climate change mitigation and adaptation

FGC contributes to the global and local strategy for the fight against climate change beyond mitigation and adaptation measures, working to become a carbon neutral company by 2030 and integrating adaptation to climate change in the planning, construction, and maintenance of infrastructures.

**5,336.26** tCO<sub>2</sub>  
direct emissions  
25.24 % ↓

**45.27** tCO<sub>2</sub>  
indirect emissions associated with electricity consumption  
10.58 % ↓

<b>99.70 %</b> of the electricity contracted is of renewable origin	<b>70.97</b> MWh photovoltaic energy production 108.12 % ↑	<b>501,740</b> m <sup>3</sup> of water consumed on the Railway Network 40.77 % ↓	<b>121,848.58</b> MWh energy consumption 11.25 % ↓	<b>85.93%</b> Energy from renewable sources 2.16 % ↑
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Rail passenger transport has 41 times lower environmental costs than road transport



## Concept 4. #GenerateOpportunities

Territory, mobility, connectivity, and social cohesion



### Commitment to accessibility, civility, and coexistence

FGC aims to guarantee access to its facilities and trains for everyone, with full autonomy, and to promote coexistence and civility in these areas.

#### ACCESSIBILITY

**100 %**  
of stations and trains adapted for persons with reduced mobility

100% Metropolitan Lanes  
100% Lane Lleida-La Pobla de Segur  
100% Funicular of Núria and Montserrat

#### CIVILITY AND COEXISTENCE

**3,536** alerts  
for incivility cases received through FGC Approp  
9.10 % ↑

**1,663** alerts  
for the use of masks accounted for 47% of the total number of alerts received during 2020

Since 2016, FGC users have been able to immediately report uncivil behaviour on the trains and on the premises through the FGC Approp app. This year alerts have been added for the silence train and the use of masks

The Customer Satisfaction Rate is a pioneering indicator in the service quality analysis sector and assesses the quality of service perceived by customers and users



### Safety and quality of service

FGC ensures the safety of the transport system and tourism and mountain facilities, applying the principle of prevention beyond compliance with the minimum legal requirements.

	Lane Barcelona-Vallès	Lane Llobregat-Anoia	Lane Lleida-La Pobla de Segur
<b>Quality</b> (Quality Control Rate)	<b>99.10</b> 0.23 % ↑	<b>99.13</b> 0.45 % ↑	<b>99.81</b> 0.42 % ↑
<b>Punctuality</b> (Punctuality Rate)	<b>99.69</b> 0.05 % ↑	<b>99.40</b> 0.40 % ↑	<b>99.47</b> 0.47 % ↑
<b>Satisfaction</b> (Customer Satisfaction Rate)	<b>74.60</b> 3.12 % ↑	<b>72.20</b> 4.50 % ↑	<b>78.50</b> 7.65 % ↑

Note:  
↑ increase compared to 2019 ↓ decrease compared to 2019 → unchanged compared to 2019