

Company presentation





1. Our origins



Our origins

Ferrocarrils de la Generalitat de Catalunya was founded in 1979

As a public company associated to the **Ministry of Territory** of the Generalitat de Catalunya (Catalan Government), its functions are as follows:

- Operate railway services and manage the infrastructures.
- Manage tourist trains and mountain resorts.

More than 40 years at the service of citizens

... committed to **territorial balance**, sustainable mobility and combating climate change,

... benchmark in **efficiency, competitiveness, leadership** and excellence,

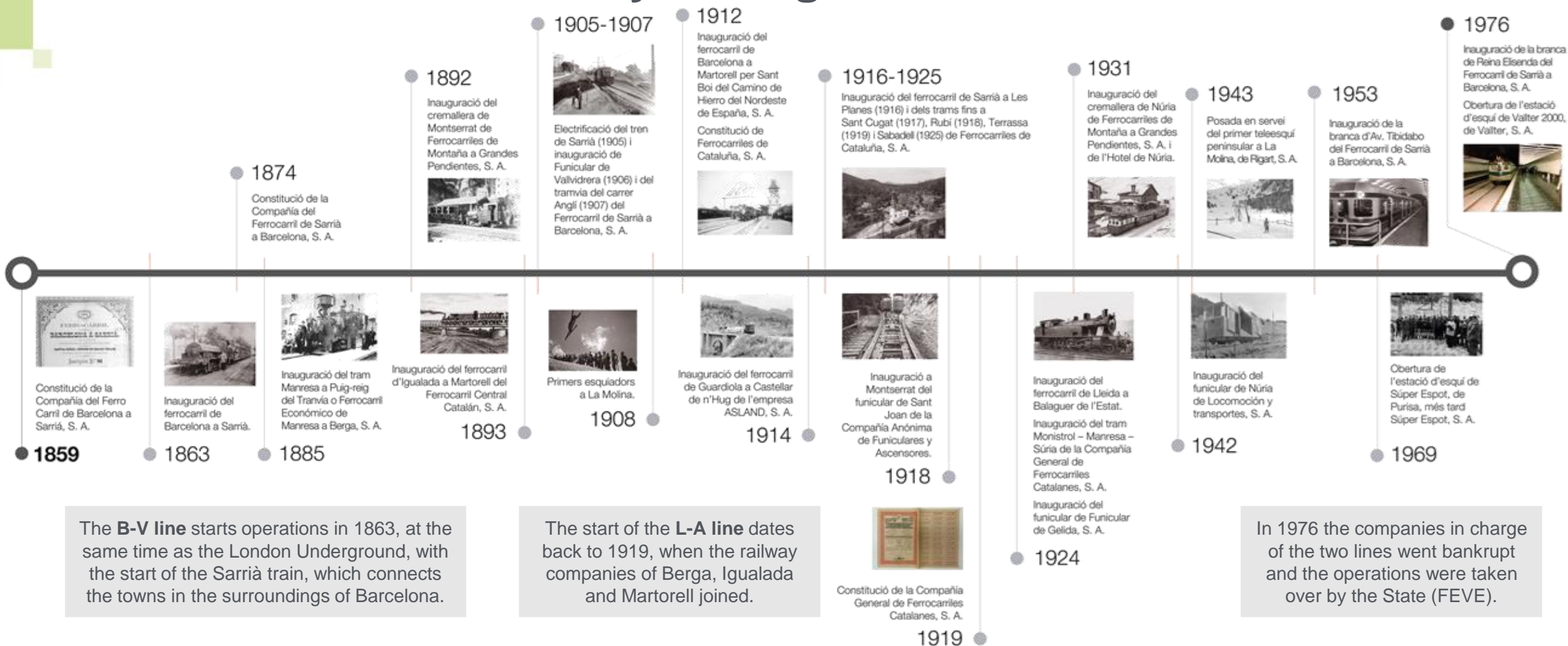
... leader in **punctuality, reliability and availability of trains** during peak hours.



FGC is a mobility and tourist services firm that operates with maximum efficiency and effectiveness, putting users at the center, promoting talent and generating value for society.

Our origins

It all started over 150 years ago...



The **B-V line** starts operations in 1863, at the same time as the London Underground, with the start of the Sarrià train, which connects the towns in the surroundings of Barcelona.

The start of the **L-A line** dates back to 1919, when the railway companies of Berga, Igualada and Martorell joined.

In 1976 the companies in charge of the two lines went bankrupt and the operations were taken over by the State (FEVE).





2. Our services



FGC Territorial presence in Catalonia

Current services

- 16 Railway lines
- 2 Rack railways
- 6 Mountain resorts
- 3 Funicular railways
- 57 Lifts
- 1 Cable car
- 1 Cable railway
- 16 Chairlifts
- 7 Tourist trains
- 3 Freight lines
- 1 Astronomic park

Future services

- 2 Regional lines (*Lleida-Cervera; Cervera-Manresa*)
- 1 Fast connection with Barcelona airport
- 1 Tramway (*Camp de Tarragona tramway*)
- 1 New network interconnection (*connecting the Vallès and Llobregat lines*)

FGC expands its presence throughout the country to bring its model of sustainable, effective and quality mobility.



— Existing lines
 — New lines commissioned by the Generalitat



Our services: current rail mobility services

Lleida – La Pobla de Segur line



FGC continues its **progressive expansion** outside the metropolitan area.

Our services: current rail mobility services

Rolling stock for the passengers' transport



TU 112

- 22 units
- 500 passengers
- Barcelona-Vallès line



TU 113

- 19 units
- 528 passengers
- Barcelona-Vallès line



TU 114

- 5 units
- 397 passengers
- Barcelona-Vallès line



TU 213

- 42 units
- 323 passengers
- Llobregat-Anoia line



TU FGC 331

- 3 units
- 201 passengers
- Lleida-la Pobla line



TU 115

- 15 units
- 578 passengers
- Barcelona-Vallès line

The **15 TU 115** entered service in 2022, allowing to **increase frequencies** on the B-V line and reaching maximum capacity.

A continuous investment to continue providing a **timely, reliable and resilient service** to our lines.



Our services: current rail mobility services

Rolling stock for freight



Hopper 62.000

- 72 units
- Potash



Articulated car transporter

- 7 units
- Autometro



Locomotive 257

- 5 units
- Potash and Autometro



Locomotive s/353

- 4 units
- Cargometro



Flatcars

- 18 units
- Cargometro

In 2023 FGC put into service **5 new locomotives** dual electric and diesel (series 257).

FGC is also **preparing the acquisition of new hopper units** to be used for the transport of potash.

FGC strengthens its role as a **logistical partner** of companies rooted in the territory by contributing to the **sustainability** of its chains.



Our services: future railway services

Ongoing railway projects (1/2)



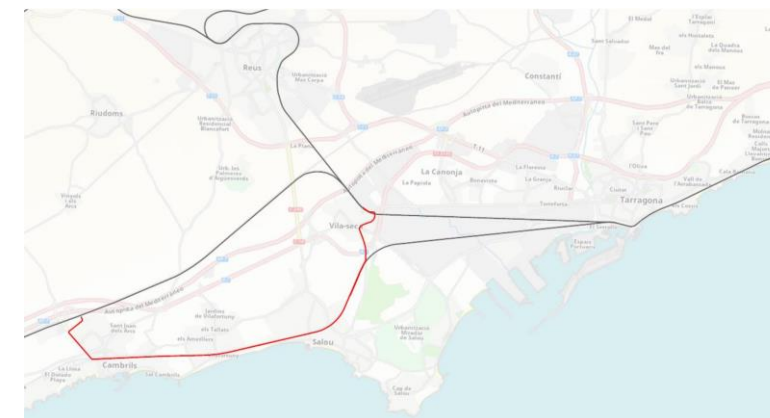
Rapid connection to the airport



Lleida-Manresa services



Camp de Tarragona tramway



Ferrocarrils looks to the future boosting projects that will contribute to a more connected, competitive and sustainable territory.



Our services: future railway services

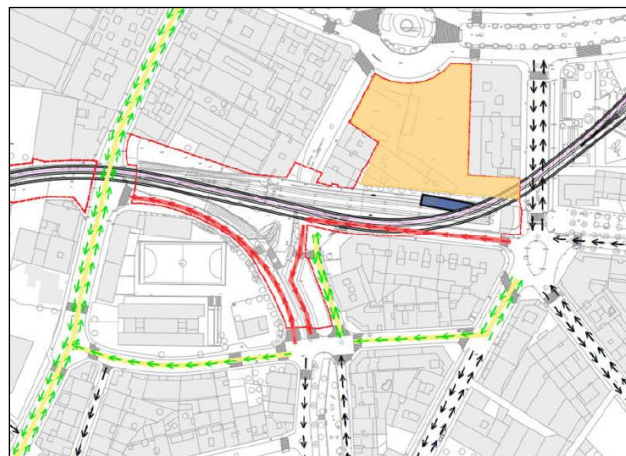
Ongoing railway projects (2/2)



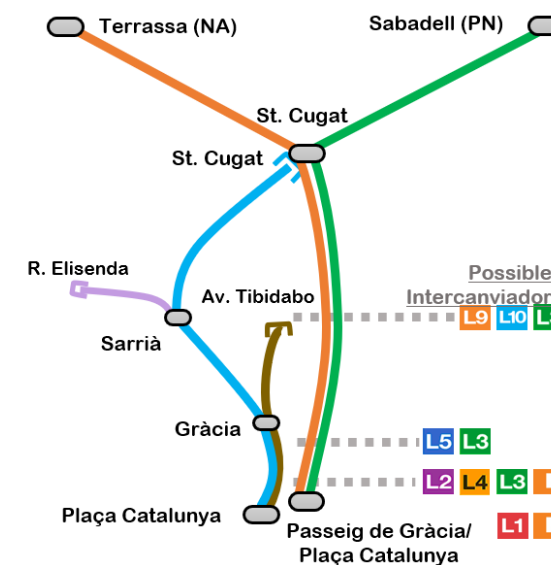
Connection of the B-V and the L-A lines



Urban integrations in Igualada and Manresa



The new Vallès Tunnel



Ferrocarrils looks to the future boosting projects that will contribute to a more connected, competitive and sustainable territory.



Our services: tourism and mountain resorts

FGC manages six mountain resorts in the Catalan Pyrenees

These are located in different **natural parks**, thus contributing to **territorial economic growth**:



La Molina in Cadí-Moixeró Natural Park.



Vallter in Capçaleres del Ter i el Freser Natural Park.



Boí Taüll in Aigüestortes i Estany de Sant Maurici National Park.



Esport in Aigüestortes i Estany de Sant Maurici National Park.



Vall de Núria in Capçaleres del Ter i el Freser Natural Park.



Port Ainé in Alt Pirineu Natural Park.

FGC also manages **touristic trains** and the **Parc Astronòmic del Montsec**.

We promote activities throughout the year **ensuring sustainable access and enjoyment** of these valued natural spaces



Our services: tourism and mountain resorts

Ski and mountain resorts offer...

Diversification of supply during the year, with 360° experiences.

Generation of **opportunities**.

We foster environmental awareness through agreements with the natural parks of the area of influence.

We contribute to economic activity and to job creation.



Our services: tourism and mountain resorts

Turistren, FGC's tourist experiences

**TURIS
TREN**
L'EXPERIÈNCIA DEL VIATGE

Montserrat Rack Railway and Funiculars



Núria Rack Railway



Tren del Cement



Tren dels Llacs



Our services: tourism and mountain

Parc Astronòmic, disseminating astronomy

FGC manages the **Parc Astronòmic del Montsec**, in the town of Àger. It is a great multi-leisure area and a **reference in Catalonia for teaching and disseminating astronomy and space sciences**. Astronòmic is located in an optimal area for sky observation.





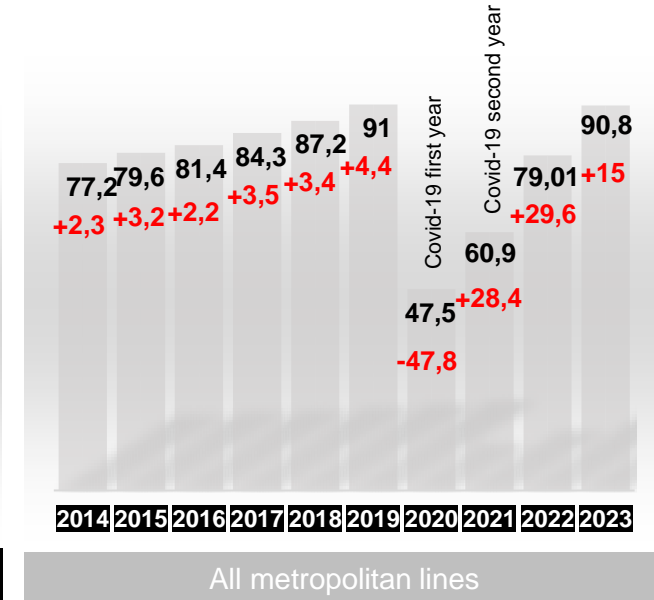
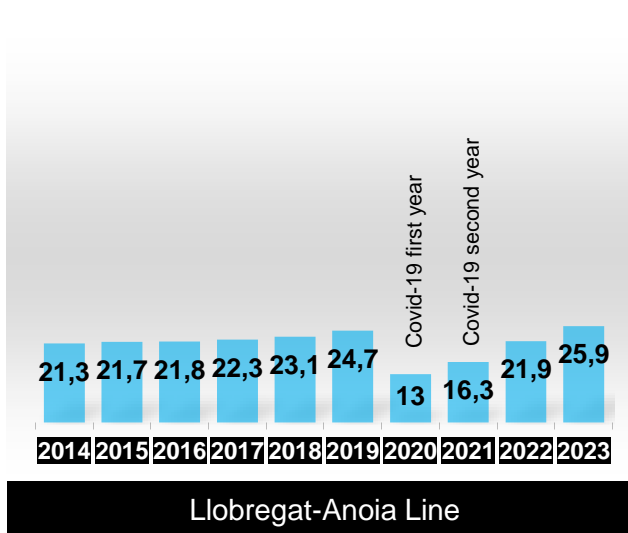
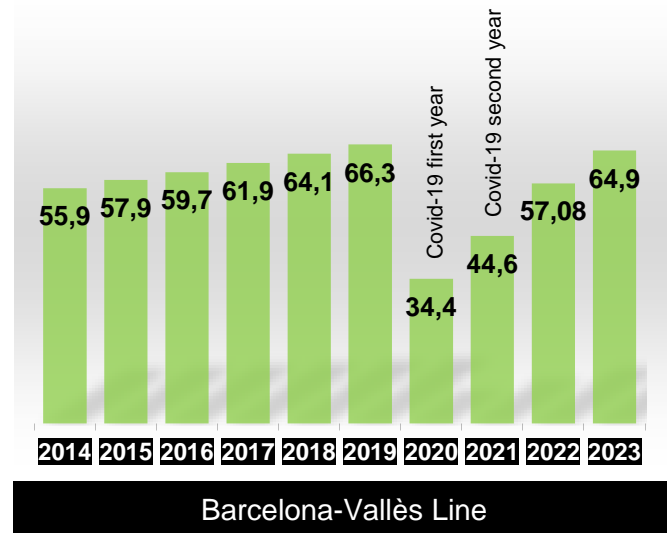
3. Main figures

Main figures

Passengers on the Metropolitan Lines

- **32 trains** at peak hour/direction
- Vallvidrera Funicular: 196 trips a day

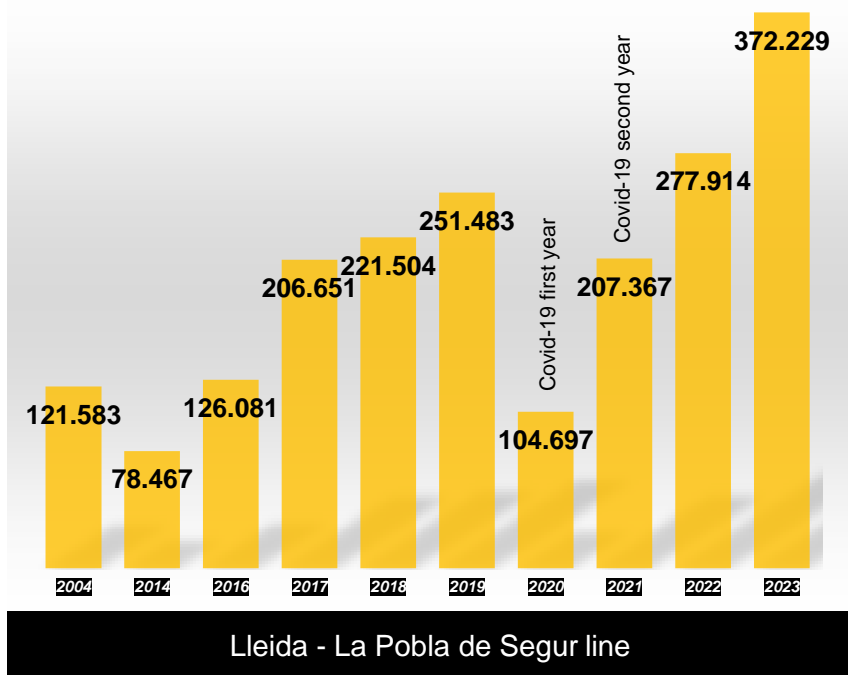
- **15 trains** at peak hour/direction



In 2023 the Metropolitan Lines reached **90,8 million trips** practically recovering pre-pandemic demand levels

Main figures

Passengers on the Lleida – La Pobla de Segur line



- 10 circ/dir Lleida-Balaguer on weekdays
- 5 circ/dir Lleida - La Pobla de Segur on weekdays

In 2004, FGC assumed the responsibility for the line; in 2014, maintenance and regulation; and in 2016, FGC bought the new trains.

In 2023, the line has broken the record, with 372,229 trips.



Figures resulting from the effort to provide a timely and quality service

Main figures

Freight transport

Salt and potash

- **Loading point:** Súrria mines.
- **Unloading point:** Barcelona port.
- **Customer:** ICL Iberia, the only company in Spain that produces potassium salts. It is specialized in extracting, processing and marketing potassium salts.

745 trains and 539,817 tonnes
transported in 2023

Autometro

- **Loading point:** SEAT plant at Martorell.
- **Unloading point:** Barcelona port.
- **Customer:** SEAT, the main industrial, export company in Spain. FGC and SEAT foster a fast, efficient and sustainable supply of vehicles.

689 trains and 106,425 cars
transported in 2023

Cargometro

- **Loading point:** SEAT plant at Zona Franca.
- **Unloading point:** SEAT plant in Martorell.
- **Customer:** SEAT, the main industrial, export company in Spain. FGC and SEAT foster a fast, efficient and sustainable supply of vehicles.

584 trains
in 2023



Tourism and mountain resorts (1/2)



Mountain resorts						
	2019	2020	2021	2022	2023	
La Molina	391.124	309.351	215.671	347.927	328.488	visitors
Vall de Núria	282.150	162.538	171.562	213.558	235.089	visitors
Espot	54.114	50.167	42.739	71.695	71.716	visitors
Port Ainé	121.087	90.956	80.115	128.000	122.177	visitors
Vallter	62.155	59.933	45.840	79.797	55.424	visitors
Boí Taüll	-	94.677	74.555	148.734	164.609	visitors
Parc Astronòmic del Montsec						
	2019	2020	2021	2022	2023	
PAM	-	14.773	24.443	31.234	29.502	visitors

Tourism and mountain resorts (2/2)



	Tourist trains					
	2019	2020	2021	2022	2023	
Rack Railway						
Montserrat	702.157	148.430	189.648	385.354	591.330	visitors
Núria	282.150	162.538	171.562	213.558	235.089	visitors
Funiculars						
Sant Joan	394.969	72.608	110.329	201.587	282.652	visitors
Santa Cova	<i>(out of service)</i>	5.156*	27.566	46.310	59.941	visitors
Gelida	5.138	2.513	3.987	4.361	2.187	visitors
Tren dels Llacs	7.039	1.411	4.709	5.820	5.482	visitors
Tren del Cement	23.406	13.734	19.030	17.860	19.484	visitors

* Operational in August 2020





4. FGC as a reference

Our services

Our will is to remain **leaders in service quality** in rail traffic in Catalonia

ISC (customer satisfaction index)

The CSI indicator allows FGC to know the evolution of the **client's perception** of the actions the company takes on providing the service. It is measured by means of direct public surveys.

	2018	2019	2020	2021	2022	2023
LMT	76,9	76,63	73,94	77,09	77,8	79
LPS	81,2	85	78,5	79	79,8	82

Punctuality

Punctuality is one of the Ferrocarrils **brand values**. FGC counts as a punctual train one that arrives at its destination on time or with a maximum delay of 3 minutes.

	2018	2019	2020	2021	2022	2023
LMT	99,49	99,48	99,61	99,51	98,94	99,4
LPS	99,1	99	99,47	99,26	99,41	99,4

ICQ (quality control index)

The ICQ indicator allows FGC to objectively control the **degree of real service** compliance with respect to the scheduled service. It is measured by the daily assessment of service breaches (delays, stopped lifts or escalator stairs, etc).

	2018	2019	2020	2021	2022	2023
LMT	98,91	98,79	99,11	98,98	99,17	99,3
LPS	99,66	99,39	99,81	99,65	99,6	99,8

Accessibility and station management plan

FGC is leader in accessibility. **100% of the stations are adapted to the mobility disabled.**

Since 1997 FGC offers a **fully automated model** of station management (ticket sale, access control, exit control, customer service) and we are evolving towards **4.0 stations**, devised as digital spaces and hubs for mobility services.



FGC as a reference



Digital Company

FGC's digital strategy is to evolve from a railway service company into a mobility company, with 4.0 stations, accessible to everyone and interoperable with other mobility companies and services, in a digital environment.

Sustainable Company

We are activists against the climate change and for improving the air quality. Our contribution to dealing with the climate emergency is to offer more punctual and quality public transport.

Activist Company

We promote ethical, feminist, and environmental activism that creates opportunities to respond to the new needs and global challenges facing society and the environment: the climate change, the technological change and the scale change: from local to global.





Digital company

FGC has developed its **Digital Strategy**, which is fully aligned with its long-term Agenda and focuses on four axes:

1. **Client:** to create a customised, quality experience for travellers and visitors.
2. **Operation:** to be efficient in internal operation to ensure flexibility, resilience and adaptability to change.
3. **Environment:** to consolidate the digitalization of FGC's infrastructures and assets to improve energy efficiency and achieve greater predictability of service, security and customised information.
4. **Company:** to adopt disruption and sustainability as company values.

Key elements:



Digital mobility services



Advanced maintenance and operations



Leading company



Digitalizing Tourism and Mountain





Digital company: innovation

FGC is committed to **technology and innovation** to improve efficiency and sustainability.

- The company participates in diverse **R+D+I** projects.
- FGC keeps commercial, institutional and research connections at an international level to guarantee state-of-the-art information, ensuring the technical upgrade of the company.

Geotrain System

It allows us to always know the location of each train, its destination, its stops, its punctuality, its schedules and its capacity.

5G Technology

FGC leads one of the first 5G rail laboratories in the world, between the stations of Pl. Espanya and Europa | Fira. The 5G commercial network is installed not just at the stations but also in the tunnel connecting 4 stops.

Google StreetView

FGC stations are visitable in 360° virtual reality, and accessible to internet users worldwide.

Open data

Creating an open data portal makes it easier for third parties to query and reuse public data to foster interoperability between operators and public bodies, stimulate innovation and generate wealth, as well as transparency and citizen information.

Technology at the user's service

Online tickets sales, updated information queries through the FGC app, touchscreens at the stations, connection points inside the trains for mobile devices and tablets, and many other services that certify an intelligent railway management.





Sustainable company

FGC promotes **clean mobility** and **climate action** with actions such as:

Sustainable mobility

Promoting mobility plans from metropolitan areas and mobility hubs (airports, train stations, ports, European road links) to the resorts.

Charging points for electric vehicles

We boost both intermodality and electric mobility by offering charging points for electric vehicles at the car parks provided at FGC stations.

E-commerce

Our station lobbies have pick-up points for products purchased online. We bring added value to the travel experience and promote sustainable e-commerce.

Renewable traction energy

We strive to promote energy switch by fostering the use of renewable energies. Since 2021 the **100% of the energy consumed is generated by solar power plants.**

Intermodality spaces

The modal interchange spaces at the stations enable users to switch to public transport. Park&Ride, car park and bike secure parks and rental areas reduce dependency on private vehicles. These solutions minimize dependence on the private vehicle.

Geothermal energy usage

We are committed to reducing CO2 emissions and to improving the energy efficiency of the thermal production systems. This is why we work in a transition programme from diesel to geothermal energy both for our facilities and equipment.





Empresa activista #ImActivist

The **Activism Strategy for 2020-2030** is a roadmap for the next ten years, with projects and objectives that will position activism as a transversal tool within FGC corporate culture and which are aligned with the SDGs.



Axis 1.
#BeEthical

1. Free growth: transparency and open data.
2. Managing the ethical commitment.
3. Alliances in the value chain: socially responsible hiring.



Axis 2.
#GrowingWith People

1. A feminist company.
2. A company where everyone counts.



Axis 3.
#ChooseThe Sustainable Path

1. Mitigating and adapting to the climate change.
2. Valuing, preserving and promoting the natural capital.



Axis 4.
#Generate Opportunities

1. Demographic challenge: generating wealth and opportunities.
2. Universal accessibility.

- The Activism Strategy is also related to other sectoral plans in the company, such as the FGC **Equality Plan**.
- **FGC has adhered to numerous local and international initiatives** within the Social Responsibility framework (UN Global Compact, Manifest Business for Ambition 1.5°, UN Science Based Targets, Glasgow Declaration, Women in Transport, Observatori Dona Empresa i Economia, Associació 50 to 50 etc.)





5. Heritage



FGC preserves and showcases its historical heritage

The Heritage Strategy includes **movable property, real estate and written and graphic material**: 80 vehicles catalogued, 2 million historic documents, 30,000 photographs and 14 exhibition áreas.

The aim of the **Heritage Strategy** is to value the heritage from a cultural, educational and scientific perspective, closely linked to the county and as a potential knowledge-generating instrument.

It includes:

Thematic exhibition spaces

(Monistrol, Montserrat, Ribes de Freser, Núria or La Pobla de Lillet)



Albert Vilalta Documentation and Exhibition Centre in Barcelona



Running trains of historical interest (UT 400 in B-V, wooden car transporter train in L-A, saloon carriage in R-N, Lake train in LPS)



Educational programmes (Education Train)



Cultural tours (The Sarrià Railway)





Exhibition spaces

Two new exhibition spaces have been recently inaugurated:

La Nau del tren històric del Vallès, Rubí (2019)



L'Espai de la Via Mètrica, Martorell Central (2023)



These spaces testify the **evolution of rail transport in Catalonia** and, at the same time, the evolution of the country





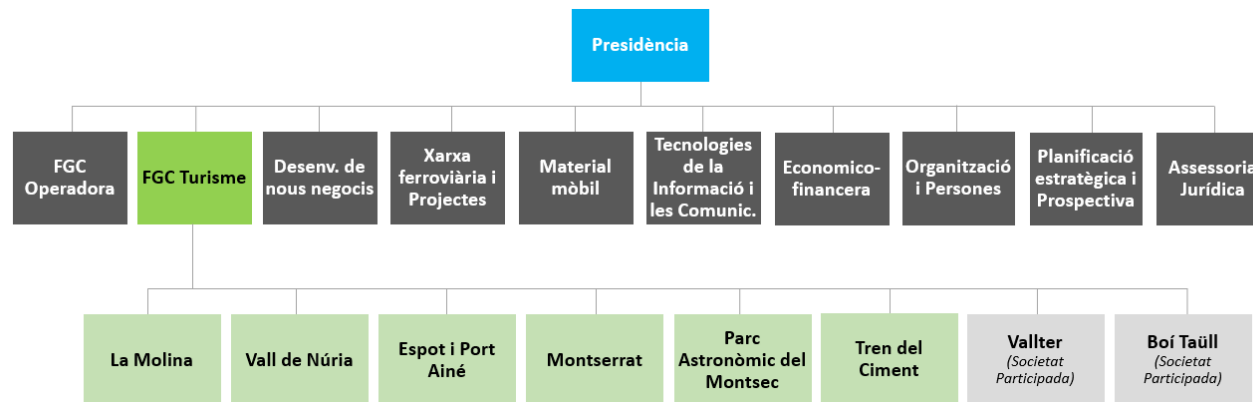
6. Business and organization



FGC Group structure and organization

Direct provision of services

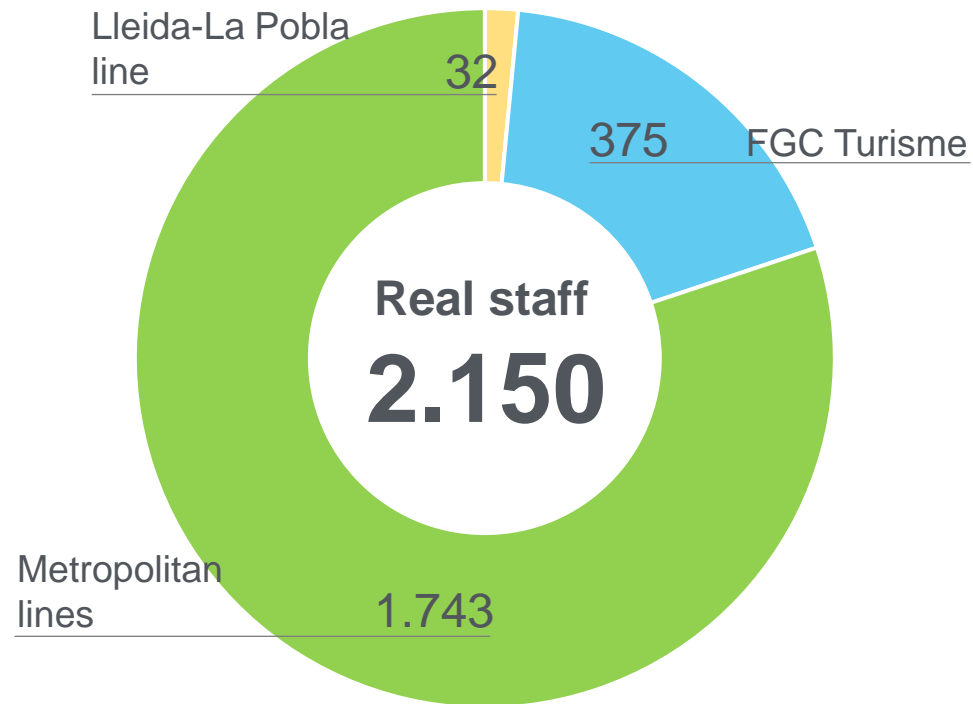
- **LMT:** Metropolitan Lines
- **LPS:** Lleida-La Pobla Line
- **TUR:** FGC Tourism



FGC participation in other companies

Railway area	Tourism area	Transport area
<ul style="list-style-type: none"> ▪ FGC Rail SA (100%) ▪ FGC Mobilitat SA (100%) ▪ Autometro SA (70%) ▪ Cargometro Rail Transport SA (51%) 	<ul style="list-style-type: none"> ▪ Vallter SA (99,46%) ▪ AMSA (100%) 	<ul style="list-style-type: none"> ▪ Tramvia Metropolità SA (2,5%) ▪ Tramvia Metropolità del Besòs SA (2,5%) ▪ Societat Catalana per a la Mobilitat SA (1,4%)

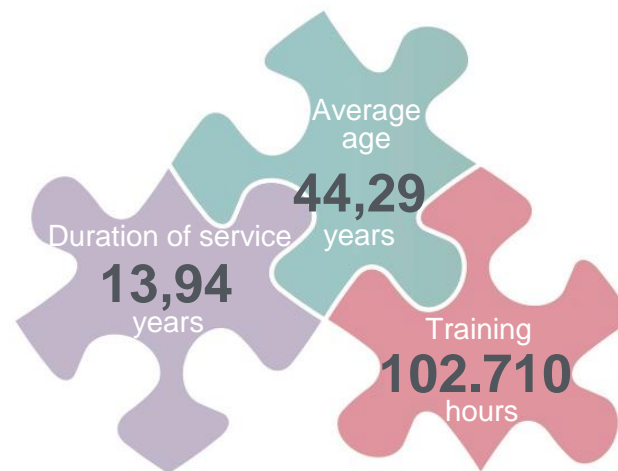
Main staffing figures



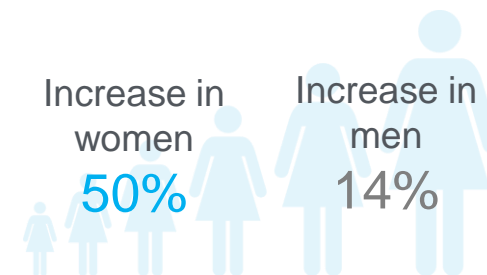
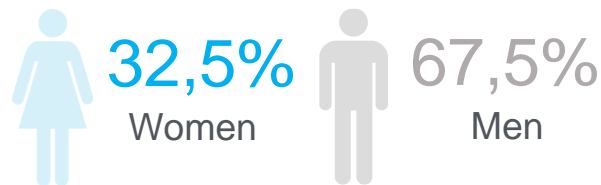
We are a **great team**, made up of professionals with a common objective: **to provide the best service** and move towards sustainable mobility



Staff



Between 2016 and 2023:



Main corporate centres

NEO (Sarrià)

- Corporate offices and administrative management.

COR (Rubí Operational Centre)

- Integrated Command Centre (CCI), from where all the FGC rail traffic is controlled and monitored.
- Rolling stock depot for the Barcelona-Vallès line.
- Workshop and logistics area for fixed installations.

COM (Martorell Operational Centre)

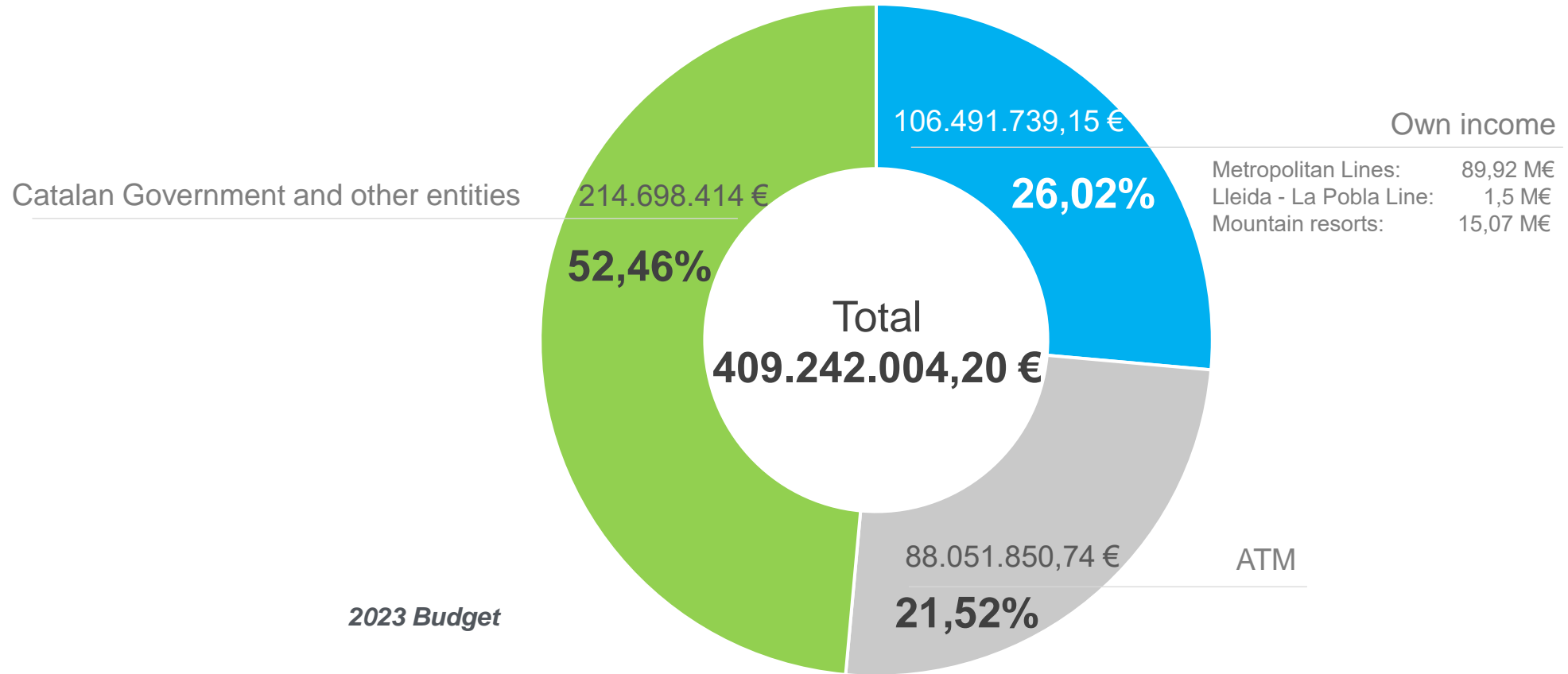
- Rolling stock depot for Llobregat-Anoia line.
- Workshop and logistics area for fixed installations.

Ribes de Freser

- FGC Turisme Offices
- Workshops and logistics area for permanent facilities.

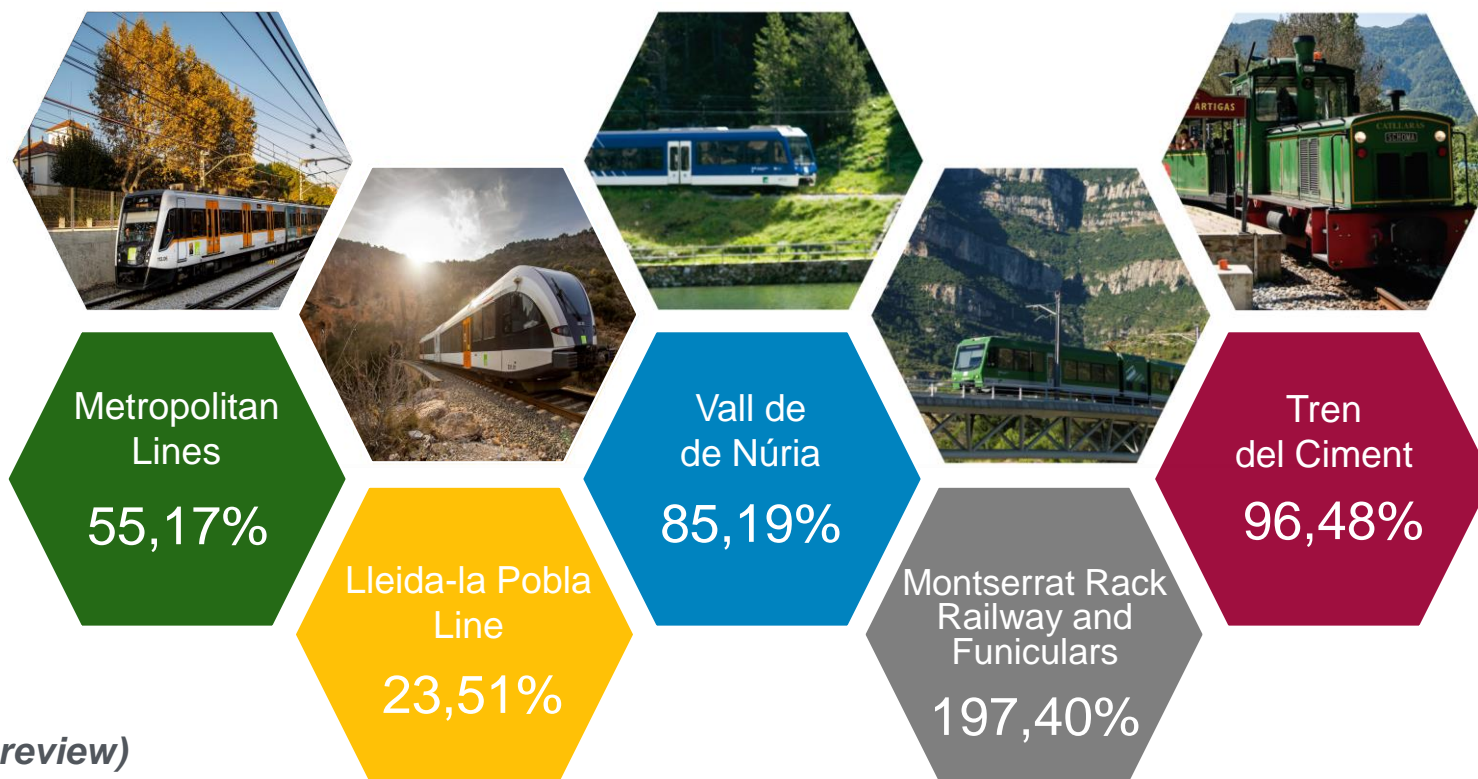


Source of funds



Coverage rates

The **rate of coverage** is the indicator that shows how much revenues cover operating costs.



2023 Reality (pending audit review)

Planning instruments

The FGC planning activity is done using different planning instruments:

Short-term
(1 year)

- **Plan of Action:** They are annual and complement and develop action plans.

Mid-term
(5 years)

- **Action Plan:** They run for five years and are linked to a Contract – Program with the Generalitat de Catalunya. The current Action Plan is from 2022-2026, approved together with the Contract – Program in December 2021.
- The **new Contract – Program 2022-2026** considers the long-term strategic vision and has been elaborated as a development of the Strategic Agenda 10/30.

Long-term
(10 years)

- **Strategic 10/30 Agend:** An instrument of reflection that projects the company’s areas of action until 2030.
- **Sector Plans:** These are developed in line with the 10/30 Agenda and specify the actions for certain transverse and relevant areas.
- Highlights: Climate action agenda 2030, Digital strategy, Heritage strategy, Equality plan for men and women, Social responsibility plan, Activism strategy.

Action Plan and Contract–Program 2022-2026



Ferrocarrils has signed with the Generalitat de Catalunya the next Contract - Program (CP) for the period 2022-2026. Together with the Action Plan, these two key tools enable the **projection of activities and company financing** in the mid-term.

In the next few years, the Action Plan will allow FGC **to consolidate and improve the current services**, and also to **carry out new projects** that will lead the company to take a qualitative leap in its level of service and territorial impact.

Key ideas of the Action Plan and CP 2022-2026/30:

- **Consolidate FGC as an agent of innovation and for fighting against the climate change.**
- **Foster structuring projects** in the territory to increase the capacity of public transport so as to offer a real alternative to using private vehicles.
- **Maintain stability in the contributions the Generalitat makes to FGC** through the Ministry of Territory (Catalan Government), maintaining the effort made during the last CP.
- **Propose a debt that does not exceed the level of indebtedness of previous years.**
- **Develop a new corporate structure**, facilitating both the financing and technical cohesion of projects, particularly framing them outside the SEC perimeter.
- **Establish the conditions to improve the provision of the FGC service while maintaining its levels of quality and excellence.**



The Strategic Agenda 10/30

- The **Agenda was introduced** by the Minister of Territory and Sustainability and the FGC Steering Committee **on 4 March 2019**.
- It sets out a roadmap up until 2030 providing for the transition from railway company to **mobility operator**.
- It is aligned with the **Sustainable Development Goals**.
- The complete document and the summary are public and can be consulted on the FGC website: <https://www.fgc.cat/agenda-estrategica-1030/>

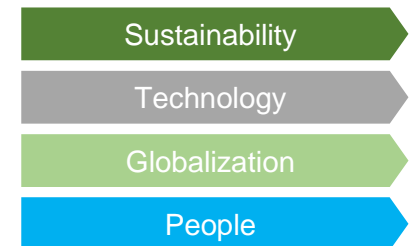
The **principles of Agenda 10/30** are reflected in:

- The draft of the new **Contract-Program** between the Generalitat and FGC for the period 2022-26.
- The idea of the new **Action Plan** for this same period.
- The development of the FGC **strategic projects** in each area.

Now is the time **to implement, assess and redesign Agenda 10/30 by developing specific projects.**



↓
Strategic axis



The Strategic Agenda 10/30

The **strategic projects** defined in the Agenda include actions such as the following:

LMT projects

- Extension of the Llobregat-Anoia line and connection with the Vallès
- Urban integrations in Manresa and Igualada
- Design of a new service on the L-A line, including the acquisition of new trains
- New potash hopper and transport terminals
- 4G and 5G coverage on FGC metropolitan lines
- New Vallès tunnel (double track)

New business development

- Fast connection to Barcelona airport
- New services Lleida-Manresa
- Camp de Tarragona tramway
- Analysis of new railway opportunities: operation on the High Speednetwork, promotion of railway facilities connected to the RFIG, Metro del Delta del Llobregat, among others.

FGC Tourism projects

- Vallter 365 project
- ECOVALL project at Vall de Núria
- Other strategic projects of FGC Turisme including deseasonalization actions and initiatives for improving energy efficiency and sustainability in mountain resorts
- FGC Tourism Digitalization Plan

Other projects

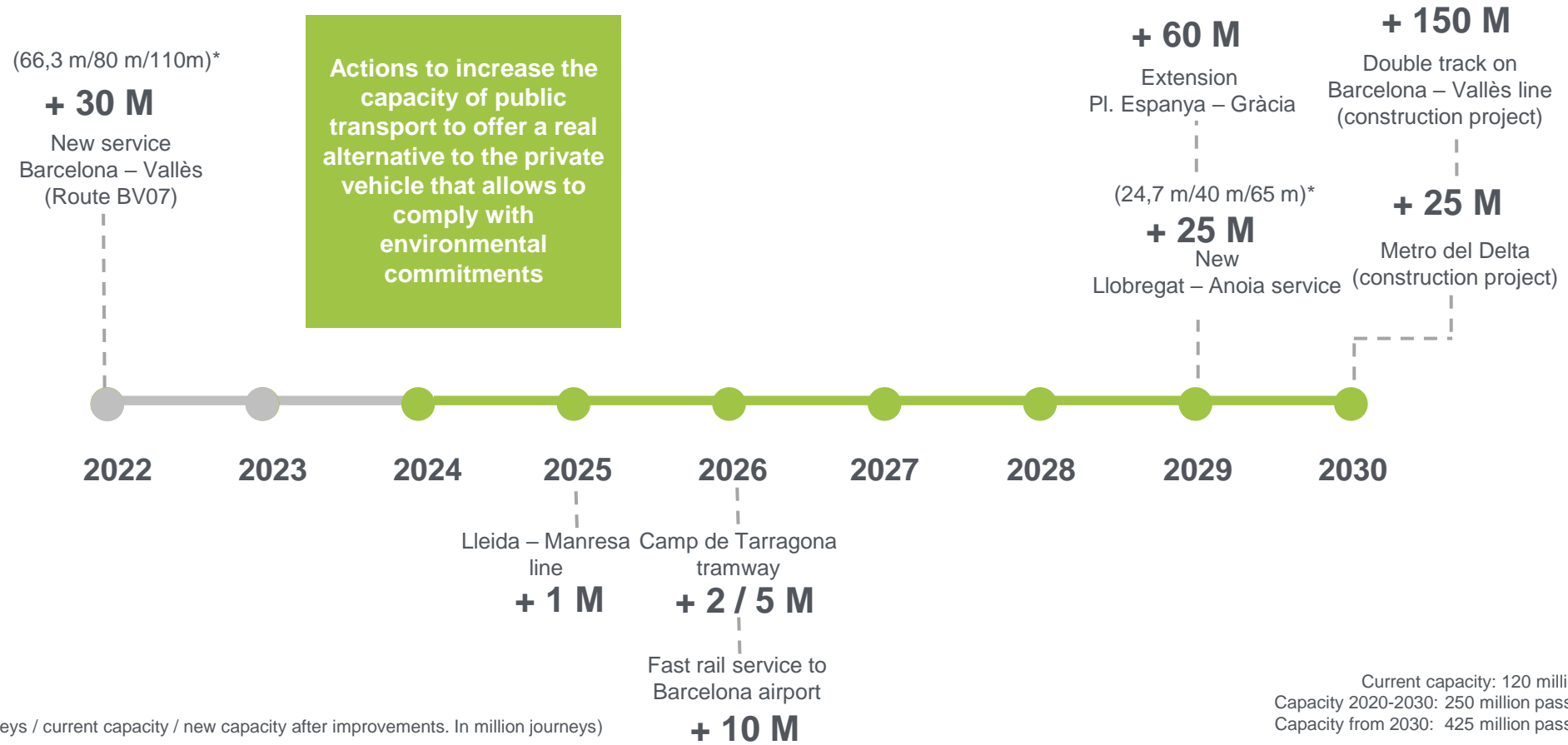
- Action at the Sant Boi bifurcation to increase capacity, reduce interference and improve regularity
- Adaptation of FGC infrastructures to climate change
- Actions to improve accessibility at FGC stations
- FGC Integrated Maintenance Center
- Digitalization and automation of the contracting procedure in FGC





Main actions

Increase in public transport capacity.



* (Pre Covid journeys / current capacity / new capacity after improvements. In million journeys)





Efficient management to respond to global challenges

FGC's activity is strongly linked to the economic and social context in which it develops, and in consequence, it must ensure an efficient management in a context of high uncertainty and emerging risks. Success in achieving the company goals depends on our ability to adapt to this uncertainty.

Climate Change

FGC's activity is strongly affected by climate change and the increasing incidence of extreme weather phenomena.

- Mountain resorts must become a referent in efficient resource management and adapt their activity to the new reality.
- Extreme climatic phenomena challenge our systems' resilience and the ability to continue providing service.

Globalization & Geopolitical Context

In an interconnected world with globalized markets, it is necessary to prepare for strong impacts that are difficult to predict.

- Pandemics and global health crises have challenged the adaptability capacity of companies and their people.
- We are witnessing strong cost increases in raw materials, specially regarding the cost of energy as a result of military conflicts.
- Lack of components and availability of critical supplies.

Transport as an integrated system

Approaching PT by independent operators' perspective is no longer possible, operators need to collaborate with each other and with the whole mobility sector

- Society asks for mobility as a service, involving the integration of all the actors involved.
- New technologies are key for this integration and for enabling transport services being fully available to all users.
- The system' sustainability depends on the global economic sustainability, and this needs to be considered when adopting measures and incentives such as restricted subsidies to some modes, operators or routes.





7. International projection



Collaboration with other countries and institutions

FGC leads

- **UITP:** Benchmark association in the public transport sector, with more than 1,600 companies in 99 different countries. FGC is an active member of different working groups and leads the fixed installations subcommittee.
- **Alamys: Board of Directors.** Cluster association of the main railway operators of Latin America and the Iberian Peninsula.
- **TopRail (UIC): Presidency.** Project by the International Union of Railways so as to foster the recreational aspect of trains as well as their tourist possibilities.

FGC participates

- **ISBeRG:** International Suburban Rail Benchmarking Group.
- **UIC:** Global association for cooperation between the main actors of the international railway sector.

FGC projects

- Railway management systems.
- R&D&I initiatives.
- Technological improvements.
- Safety and sustainability systems.
- High-speed regional cross-border services between Catalonia and the south of France.

FGC supervises

- Maintenance and Operation of L1 on the Metro in Lima (Peru).
- Technological renewal of the signalling system in the Metro of Medellín.
- New operational design of the railway network of the EFE Group in Chile.
- Operating and maintenance plan of the Project for the Limonense Electric Freight Train (TELCA) in Costa Rica.
- Commissioning of the new line 1 of the Quito Metro (Ecuador).

Thank you!

