

SUSTAINABLE DEVELOPMENT

As one of the major and systemically important elements of the national economy, the crucial link of the country's transportation system and employer to 755,000 people, Russian Railways maintains a priority focus on compliance with the sustainable development principles and social responsibility towards employees, community and the state.



Dmitry Shakhanov

Deputy CEO for HR and Social Policy

// Russian Railways adheres to the principles of corporate social responsibility and implements a social policy focused on effective employee relations. People are the priority. Our employees are the primary driver of Russian Railways' performance and competitiveness. Ultimately, they are the ones who create the Company's market value. That is why attracting qualified talent across all lines of Russian Railways' operations and motivating them to work productively and efficiently are the most important objectives of our social policy.



Russian Railways is committed to the UN Global Compact, the largest international initiative in social responsibility, and is a member of the National Network of the Participants to the Global Compact for Implementing the Principles of Responsible Business in Corporate Practice Association. The Company complies with the principles of socially responsible business practices enshrined in the Social Charter of the Russian Business adopted

by the Russian Union of Industrialists and Entrepreneurs. The Company's main regulations in the area of social responsibility include the Corporate Social Responsibility Code of Russian Railways, the Collective Bargaining Agreement for 2017–2019, and the Industry Agreement for Railway Transportation Organisations for 2017–2019.

Stakeholder engagement

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Stakeholders	Interaction formats and mechanisms	
Staff	<ul style="list-style-type: none"> • Collective Bargaining Agreement • Social partnership • Training and education • Management functions and talent pool programme 	<ul style="list-style-type: none"> • Conflict resolution procedures • Healthcare benefits for employees and their families • Private pension plans
Educational institutions	<ul style="list-style-type: none"> • Sponsored admission arrangements • Benefits for children of Russian Railways' employees • Joint academic and cultural events 	<ul style="list-style-type: none"> • Input to the work of educational institutions from Russian Railways' employees • Educational programmes for children and youth
Shareholders and investors	<ul style="list-style-type: none"> • Dividends • Road shows • Regular investor meetings 	<ul style="list-style-type: none"> • Reporting • Participation of the Company's management in industry conferences • Investor days
Government authorities	<ul style="list-style-type: none"> • Implementation of socially important projects • Mid-term social and economic cooperation agreements with the regional authorities of the Russian Federation • Transport coordination councils 	<ul style="list-style-type: none"> • Expert support to members of the State Duma and the Federation Council • Events and activities in line with the legislative work schedule of the State Duma and the Federation Council and legislative initiatives of the Russian Government
Local communities across the Company's footprint	<ul style="list-style-type: none"> • New jobs • Social and economic cooperation agreements • Procurement from local small and medium-sized businesses 	<ul style="list-style-type: none"> • Support of culture and sports • Charity
Mass media and non-governmental organisations	<ul style="list-style-type: none"> • Press releases covering Russian Railways' operations • Replies to media enquiries • Press conferences, briefings, management interviews 	<ul style="list-style-type: none"> • Site visits for journalists to cover events attended by the Company's management, as well as progress of investment projects, and other corporate activities • Accompanying journalists during photo and video tours at infrastructural facilities
Passengers	<ul style="list-style-type: none"> • Train station services • Transportation services • Catering services on board • Unified Information Service Centre 	<ul style="list-style-type: none"> • Mobile app • Russian Railways website • Surveys on http://fpc.ru/presentation/FPC/Opros201603/Anketa.htm?/ and on Sapsan trains • Passenger satisfaction surveys: Russian Public Opinion Research Centre (VCIOM), Company surveys
Freight transportation clients	<ul style="list-style-type: none"> • Basic freight transportation services • Transportation and logistics services • Unified Freight Transportation Call Centre, part of Russian Railways Unified Information Service Centre 	<ul style="list-style-type: none"> • Enquiries via RZD Cargo mobile app • Freight section of the Russian Railways website • Sales offices • Client satisfaction surveys: Russian Public Opinion Research Centre (VCIOM), RZD-Partner