

Stakeholder engagement

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Stakeholders	Interaction formats and mechanisms	
Staff	<ul style="list-style-type: none"> › Collective Bargaining Agreement › Trade union › Training and education › Social partnership › Employee surveys and sociological monitoring 	<ul style="list-style-type: none"> › Management functions › Conflict resolution procedures › Healthcare benefits for employees and their families › Private pension plans
Educational institutions	<ul style="list-style-type: none"> › Targeted student admission arrangements › Benefits for children of Russian Railways' employees 	<ul style="list-style-type: none"> › Joint academic and cultural events › Input to the work of educational institutions from Russian Railways' employees
Shareholders and investors	<ul style="list-style-type: none"> › Dividends › Roadshows › 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 master cooperation agreements associated with railway transportation › Drafting, signing, and implementation of mid-term social and economic cooperation agreements with Russia's regional authorities › Organising train days attended by heads of regions and Russian Railways Group's representatives › Regular working meetings with Russia's regional leaders › Meetings of interregional and regional transportation coordination councils, permanent working groups and committees involving representatives of Russian regions and local enterprises 	<ul style="list-style-type: none"> › Liaising with federal government authorities › Expert support to members of the Duma and the Federation Council › Drafting and implementation of Russian Railways' action plans in line with the legislative work schedule of the Duma and the Federation Council and legislative initiatives of the Russian Government › Meetings of Russian Railways with the Presidential Executive Office, Federal Assembly of the Russian Federation, Executive Office of the Government of the Russian Federation, ministries and other federal authorities, and regional and local government authorities
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

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Social partnership	<ul style="list-style-type: none"> › Interaction with national and international non-governmental organisations as regards the UN Sustainable Development Goals, participation in joint events, review of initiatives, including those related to federal laws governing social and labour relations › Liaising with industry trade unions in ensuring social security of employees and retirees › Non-financial/sustainability reporting › Expert support to members of the Duma and the Federation Council 	<ul style="list-style-type: none"> › Drafting and implementation of Russian Railways' action plans in line with the legislative work schedule of the Duma and the Federation Council and legislative initiatives of the Russian Government › Meetings of Russian Railways with the Presidential Executive Office, Federal Assembly of the Russian Federation, Executive Office of the Government of the Russian Federation, ministries and other federal authorities, and regional and local government authorities
Mass media and non-governmental organisations	<ul style="list-style-type: none"> › Press releases covering Russian Railways' operations › Replies to media enquiries 	<ul style="list-style-type: none"> › Press conferences, briefings, management interviews › Accompanying journalists during photo and video tours at infrastructural facilities
Passengers	<ul style="list-style-type: none"> › Railway station services › Passenger transportation services › Catering services on board › Unified Information Service Centre 	<ul style="list-style-type: none"> › Enquiries via the mobile app › Russian Railways' website › Surveys on www.opros.fpc.ru and on trains › Passenger satisfaction surveys
Freight transportation clients	<ul style="list-style-type: none"> › Basic freight transportation services › Transportation and logistics services related to basic freight transportation services, including public railway infrastructure services › Russian Railways' information services 	<ul style="list-style-type: none"> › Unified Freight Transportation Call Centre, part of Russian Railways Unified Information Service Centre › Enquiries via the RZD Cargo mobile app › Freight section of the Russian Railways website › Sales offices › Client satisfaction surveys