

STAKEHOLDER ENGAGEMENT

JSC FPC is aware of its high responsibility to all stakeholders and strives to maintain ongoing, constructive dialogue with them.

JSC FPC is committed to meet all stakeholders' expectations for comprehensive, sustainable development of the Company across economic, social and environmental

dimensions, reflecting the current needs and future opportunities. All stakeholders are categorised into internal and external.

Stakeholder engagement mechanisms

| Stakeholders | Engagement approaches and mechanisms | Key communication channels |
|---|---|--|
| Internal stakeholders | | |
| Our people | <ul style="list-style-type: none"> • Labour relations under the Collective Bargaining Agreement • Management functions • Social partnership • Personnel development • Corporate surveys • Reporting to a stakeholder • Dispute resolution procedures • Employee recognition | <ul style="list-style-type: none"> • Addresses from top management • E-mail • Corporate publications • Corporate website • Internal regulations |
| Governance and control bodies | Description of governance and control bodies as well as interaction principles and governance procedures are set forth in JSC FPC's Articles of Association and other internal documents of the Company. More details can be found on page XXX of the Report, Corporate Governance Model and Practice section. | Management reporting and financial statements Ongoing interaction in business processes |
| External stakeholders | | |
| Shareholders | <ul style="list-style-type: none"> • Direct dialogue through General Shareholders Meetings • Reporting to a stakeholder • Shareholder property rights and guarantees of freedom to dispose of their shares are ensured by the Registrar. | <ul style="list-style-type: none"> • Mandatory disclosures, including quarterly issuer's reports, RAS and IFRS financial statements, material fact notifications, and submitting the lists of affiliates • Voluntary disclosure of additional information on the Company's website • Corporate publications |
| Government authorities and non-governmental organisations | <ul style="list-style-type: none"> • Implementation of agreements on cooperation in the transportation of passengers, baggage and unaccompanied baggage by long-distance trains • Joint participation in image-building ceremonies and business events at the federal and regional levels • Responding to requests from government authorities | <ul style="list-style-type: none"> • Submission of financial, statistical and environmental reports to regulatory authorities • Publication of reports on Company operations |

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|---------------------------|--|--|
| Business partnerships | <ul style="list-style-type: none"> • Contractual relations • Preparing and concluding the Agreements on Cooperation • Regular working meetings • Joint working groups with Russian and foreign project partners • Participation in conferences and forums | <ul style="list-style-type: none"> • Publication of information on Company operations on the corporate website and dedicated procurement sites • Mass media |
| Customers and consumers | <ul style="list-style-type: none"> • Passenger services • Catering on board • Passenger satisfaction surveys • Marketing campaigns • Information on the Company's activities • Charity actions • Conducting volunteer events | <ul style="list-style-type: none"> • Feedback channels: <ul style="list-style-type: none"> – Customer questionnaires – Single help desk – Addressing the Company via a mobile application – Company's website • Public reporting by the Company |
| Media and NGOs | <ul style="list-style-type: none"> • Press releases and other materials with information on JSC FPC's activities • Responding to requests for information from the media • Accompanying reporters shooting photos/videos of infrastructure | <ul style="list-style-type: none"> • Company's website • Mass media • Industry-specific media • Social networks, Telegram channels • Events for external audiences |
| Educational institutions | <ul style="list-style-type: none"> • Targeted employment of students • Vocational guidance events • Benefits for JSC FPC employees' children • Joint research and cultural initiatives • JSC FPC employees contributing to educational institution activities | <ul style="list-style-type: none"> • Company's website • Mass media • Social networks of the Company and educational institutions |
| Social partnership actors | <ul style="list-style-type: none"> • Engaging with trade unions in the social protection of employees and non-working retirees | <ul style="list-style-type: none"> • Meetings • Corporate events • E-mail |