

Anti-Corruption Hotline

GRI 205-3

The Company has a whistleblowing hotline in place to report corruption in the Russian Railways Group, including anonymously. The contact channels are available in the Anti-Corruption section of Russian Railways' website.

The Anti-Corruption Hotline is open 24/7 and has a voicemail service. The Anti-Corruption Centre, Russian Railways' structural unit, receives and processes the incoming reports. At the end of each quarter, information on investigation results and actions taken is submitted to Russian Railways' Deputy CEO for corporate security.

In 2023, we received 378 reports, down 5% against the previous year, 212 of which (56%) were on suspected offences. Investigations proved 25 reports (12%) to be true.

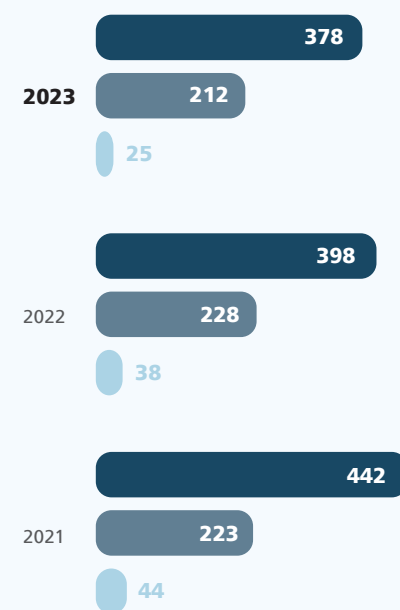
The findings of investigations into the received reports are considered in the management of corruption risks and are escalated to the heads of business units to perform relevant preventive initiatives.

Following the investigation of complaints received through the Anti-Corruption Hotline, the Company took disciplinary action (reprimands) against six employees and dismissed five employees, with materials on seven reports forwarded to law enforcement agencies.

In accordance with Russian Railways' Code of Business Ethics and the Company's anti-corruption policy, we ensure confidentiality and protect whistleblowers from negative consequences arising from their reports of potential corruption in the Company.

212
corruption violations reported in 2023

Number of complaints



- Total complaints received
- Reported corruption violations
- Confirmed violations



[Anti-Corruption Hotline](#)

Reports can be submitted in the following way:

- via the virtual reception desk on the Company's official website (Corruption to be chosen as the topic)
- via e-mail anticorruption@center.rzd.ru;
- by mail at: 2/1 Novaya Basmannaya St., Bld. 1, Moscow 107174, Anti-Corruption Centre, Russian Railways' structural unit
- by phone 8 (800) 775-65-66

Zero tolerance for corruption

GRI 205-2

Staff training

Russian Railways' centralised system of mandatory anti-corruption training is one of the key instruments for fostering responsible conduct culture. Pursuant to Russian Railways' regulations anti-corruption training has become mandatory for all of the Company's employees since 2019, as they have to complete relevant courses within one month of their employment date. Refresher training is required every three years.

In 2023, over 106,000 employees (up 32% compared to 2022) completed relevant training on Russian Railways' distance learning platform, including more than 94,000 people who took the general course and more than 11,000 people who took a special course geared towards executives and employees whose responsibilities included anti-corruption activities.

Furthermore, 429 employees responsible for overseeing anti-corruption efforts received advanced training at the Institute of Legal

Studies at MIIT (Russian University of Transport) in line with the 2023 centralised plan for the training and development of Russian Railways managers and office employees.

All new hires are required to read and sign Russian Railways' Code of Business Ethics, anti-corruption policy and other internal anti-corruption regulations when accepting employment and to get acquainted with any amendments thereto by reading and signing them in a hardcopy, digital¹ or electronic format.

Anti-corruption promotion programme

GRI 205-2

As a result of running the Comprehensive Anti-Corruption Promotion Programme in 2021–2023², the Company developed a platform for raising employee awareness about anti-corruption issues. We paid special attention to educating employees, promoting ethical values, supporting young activist movements and cooperating with controlled entities on combating and preventing corruption.

To raise employee awareness the Company distributed anti-corruption infographics. Our corporate media featured news, interviews and other materials on anti-corruption compliance, and RZD TV broadcast themed videos and satirical articles.

The Group's quarterly almanac Anticorr, a dedicated blog on the Employee Service Portal,

and associated Anticorr channels on Telegram and Rutube have all focused on anti-corruption efforts.



¹ Via the single automated document management system.
² Approved on 24 December 2020 (Minutes No. 1955).