

Stakeholders Map

PKP CARGO Group stakeholders

102-42

The PKP CARGO Group maintains a dialogue with its stakeholders on many levels and through many communication channels. Based on the stakeholder map in 2017, the company first identified the significance matrix and undertook numerous activities and initiatives to better address the needs and expectations of all stakeholder groups.

102-40

PKP CARGO Group identifies following categories of stakeholders:



102-44

Stakeholders	Description	Communication channels	Implemented initiatives
Employees	The PKP CARGO Group employs over 23,000 people. The PKP CARGO team are professionals with knowledge and experience who build the Group's success. An experienced staff responds effectively to market challenges so that PKP CARGO can develop and achieve its goals every day	<ul style="list-style-type: none"> ■ internal meetings; ■ Intranet and e-learning portal; ■ dedicated entities - Husbands of Trust and Ethics Officer - to report irregularities; ■ social dialogue with trade unions; ■ internal publications, INFO CARGO; ■ social media. 	<ul style="list-style-type: none"> ■ training to improve the qualifications of employees, trainings in the areas of safety and health and safety; ■ numerous funding under the Social Fund, including for sports activities, recreational holidays, etc.; ■ an adaptation program for new employees; ■ Psychological Psychological Support Program; ■ Adoption of the Code of Ethics; ■ organization of sports initiatives, eg "Biegamy Pomagamy"; ■ implemented Collective Labor Agreement (ZUZP).
Clients	Among the customers of the PKP CARGO Group, you can name mines, steel mills, power plants, oil companies, producers and buyers of aggregates and other large industrial companies. The largest recipients of services provided by the PKP CARGO Group are: Grupa Arcelor Mittal and PKP CARGO CONNECT Sp. z o.o..	<ul style="list-style-type: none"> ■ Internet website; ■ Purchase platform; ■ satisfaction and opinion surveys; ■ inquiry form placed on the website; ■ infoline; ■ social media. 	<ul style="list-style-type: none"> ■ Intermodal Transport Forum Fracht 2018; ■ Innotrans Conference, Berlin; ■ Rail Freight Forward Coalition; ■ Noah Train.

Stakeholders	Description	Communication channels	Implemented initiatives
Contractors	Operating on the transport market, the Group depends on the largest provider of access to rail infrastructure in Poland - PKP Polskie Linie Kolejowe S.A. (PKP PLK). In addition, the main supplier of the Group in the field of traction fuel and traction energy is PKP Energetyka S.A..	<ul style="list-style-type: none"> meetings of the PKP CARGO Group representatives with contractors. 	<ul style="list-style-type: none"> X European Economic Congress; Spring European Midcap Event 2018; XXVIII Economic Forum, Krynica; V Eastern Economic Congress; Congress 590.
Investors	The share capital of PKP CARGO S.A. consists of 44,786,917 shares. The main shareholders are: PKP S.A., Nationale-Nederlanden OFE, MetLife OFE, Aviva OFE.	<ul style="list-style-type: none"> result conferences; individual Board meetings with institutional investors and analysts; current and periodic reports publications, presentations; investors conferences; teleconferences; Internet website; roadshows; social media. 	<ul style="list-style-type: none"> Results conference; Investors day; Investors conferences; Annual General Meetings; Roadshow Wood & Company-Scandinavia.
Financial institutions	Banks and insurers are financial institutions cooperating with the PKP CARGO Group to the largest extent. In addition to ongoing financial and insurance services, they provide the possibility of financing the Group's investment plans	<ul style="list-style-type: none"> result conferences; individual meetings according to arising; needs and projects. 	<ul style="list-style-type: none"> Results conference; Investors day; Investors conferences; Annual General Meetings.
Industry organizations	The PKP CARGO Group belongs to many industry organizations, including international ones. It gives the opportunity to develop the Group's operations abroad, establish business contacts and participate in international logistics undertakings.	<ul style="list-style-type: none"> conferences and industry meetings; scientific and technical conferences; international fairs and other promotional and media events; national and international congresses; social media. 	<ul style="list-style-type: none"> Intermodal Transport Forum Fracht 2018; VI International Maritime Congress, Szczecin; Innotrans Conference, Berlin; Rail Freight Forward Coalition; Noah Train.
Social organizations	Social organizations are one of the drivers of the development of civil society. The effects of the activities of local organizations can be seen in almost every region of the country. This is why the PKP CARGO Group actively supports a number of initiatives in the field of environmental protection and ecology (including in the field of transport ecology), science and education, culture and art, security and equalizing social differences.	<ul style="list-style-type: none"> charity and sponsoring activities; Internet website. 	<ul style="list-style-type: none"> Parowozjada; Summer with steam engines; Małopolskie Trourists Routes; Open-air museum in Chabówka; PKP CARGO Signatory of the Diversity Charter; Social campaign Bezpieczny przejazd - „Szlaban na ryzyko”; Co-financing of the cycling race of Solidarność and the Olympians.
Media	The PKP CARGO Group cares about informing the market about its plans and ongoing activities. Media publications help to strengthen the transparency of the company's operations	<ul style="list-style-type: none"> conferences for media and analysts, results conferences; promotion- media events; domestic and international congresses; social media. 	<ul style="list-style-type: none"> X European Economic Congress; XXVIII Economic Forum, Krynica; V Eastern Economic Congress; Congress 590.