



FGC, a feminist company: Our gender inclusive approach to the Public Transport

Rail Transport Security with a focus on Women Users



Ferrocarrils de la Generalitat
de Catalunya (FGC)



June 2024

1. Who are we?

- We are a **railway company** based in **Barcelona** owned by the Catalan Government.
- Besides **operating and managing railway infrastructure**, we also operate **mountain resorts**.
- Some of our figures:
 - +290 km of railway lines
 - +100 stations
 - +90 million passengers/year
 - +2,200 employees
 - 6 mountain resorts
 - 2 rack railways



2. How do we promote gender equality in the sector?

Internal actions

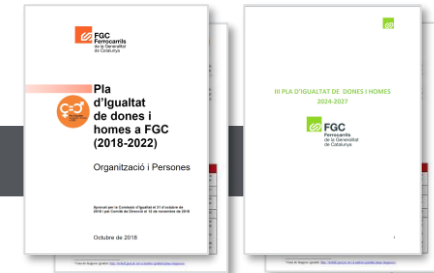
To increase and normalise the presence of women in the rail sector - in those jobs and positions that have been traditionally occupied by men -, and to accompany this process by a collective awareness of gender equality and non-discriminatory behaviors.

External actions

To improve the security of all our users - specially to the more vulnerable collectives such as women -, and to disseminate inclusive and anti-harassment campaigns.

FGC's Equality Plan 2018-2023 / 2024-2027

- FGC includes all its gender initiatives and measures in its Equality Plan, which has been **designed both by employees and company representatives**
- The **3rd Equality Plan (2024-2027)** has been approved in March 2024
- An **Equality Commission** is in charge of implementing and monitoring its results and achievements



3. Security and anti-harassment measures to our users



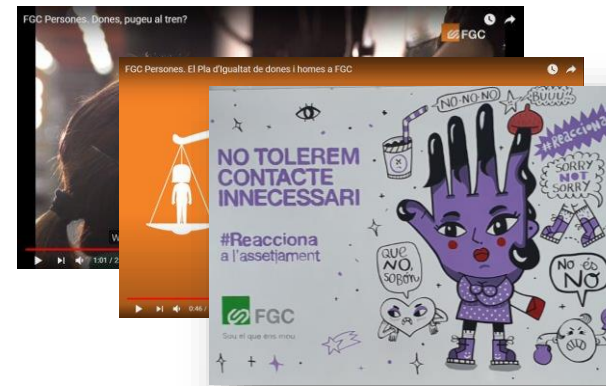
3. Security and anti-harassment measures



Trainings to staff and public awareness campaigns

At FGC we believe in the **importance of raising general gender-equality awareness** through communication and practice.

- Trainings to >750 employees, mainly to drivers and station agents, on how to identify abuse and harassment situations, and know how to act (in collaboration with the Catalan Police).
- People of reference
- Zero tolerance campaigns to denounce sexual harassment



3. Security and anti-harassment measures



Antisocial Behaviour Alerts

Report an incident ➔

Gender violence ➤

If you spot any situation of harassment or discrimination for reasons of gender, please tell us. Zero tolerance here.

No ticket ➤

Paying your fare is real public-spirited behaviour that benefits everyone. Not doing so is punishable.

Stone-throwing ➤

Throwing stones or any other objects at trains endangers passengers and FGC staff and may be an offence punishable by law.

App to report sexual harassment situations

Gender violence

Date	Time
10/06/2024	10:05

Where did the incident occur?

Train

Station

Line	▼
From	▼
To	▼

Gender violence

Date	Time
10/06/2024	10:05

Where did the incident occur?

Train

Station

From	▼

Send alert

3. Security and anti-harassment measures

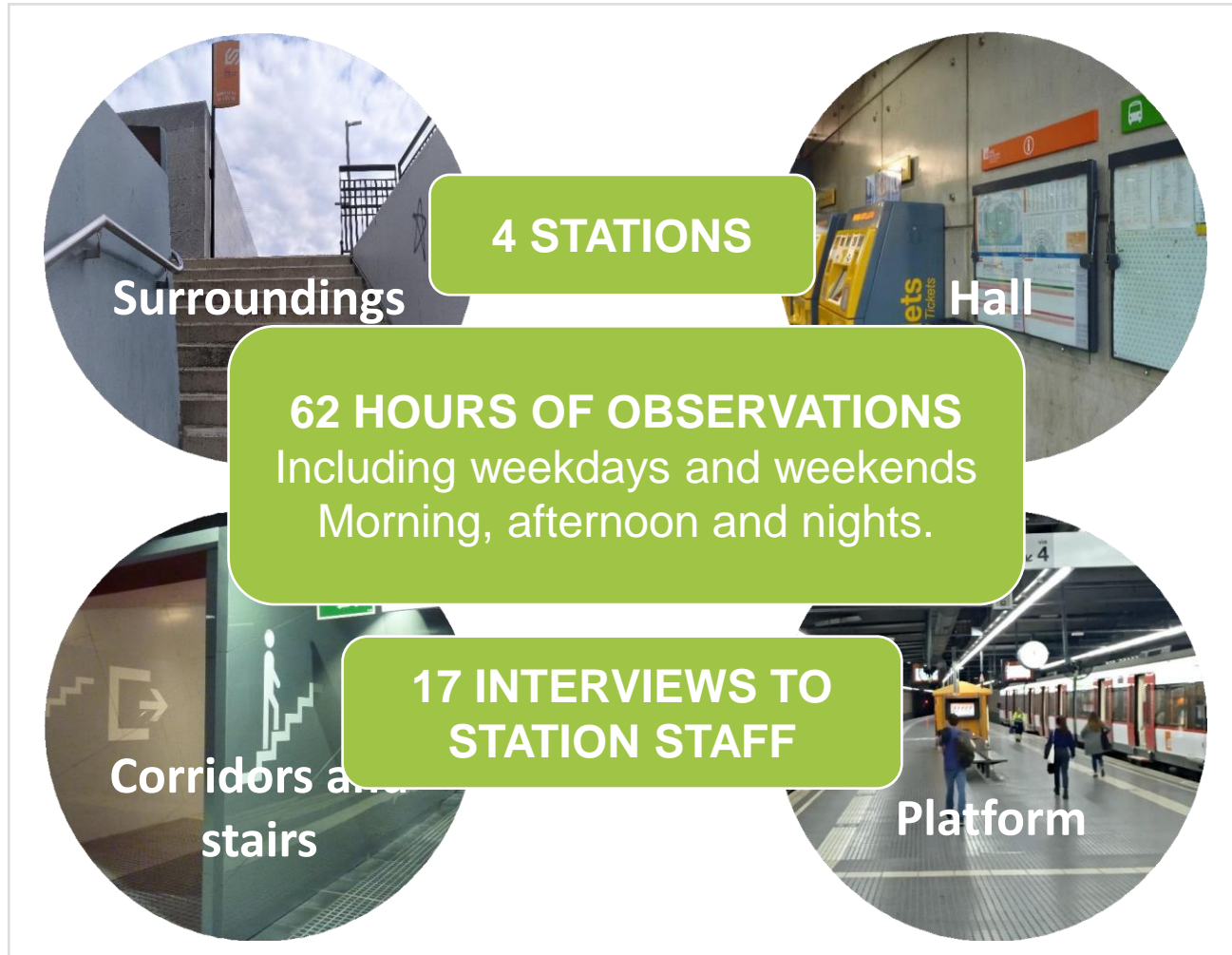


Security audit with gender perspective and re-design of our spaces, when necessary

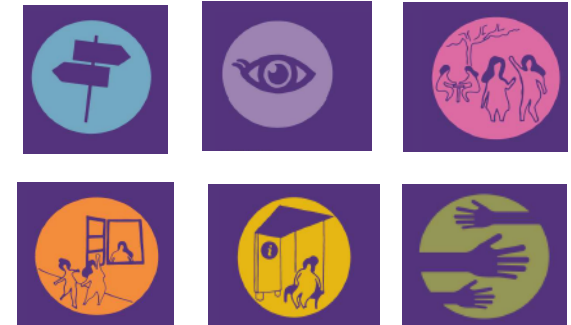
- Diagnose from a gender perspective
- Develop criteria to improve the stations and how they are perceived
- Responsive design for stations and infrastructure



4. Gender audit recommendations



RECOMMENDATIONS BASED
ON
6 PRINCIPLES



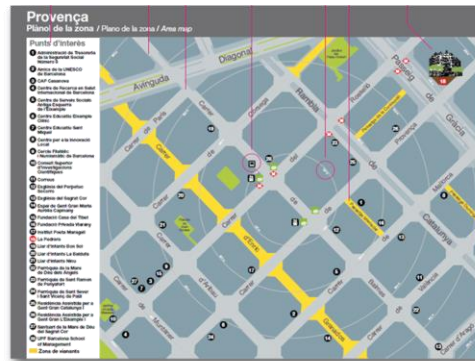
4.1. Signposted environment. To know where you are and where you go; visual, acoustic & tactile. Non-sexist and inclusive signage.



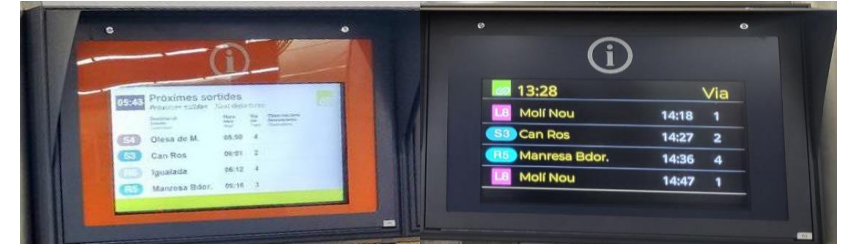
Improvement of Intermodal signaling



New area maps: Easier and better info



Increase size of letters and visibility



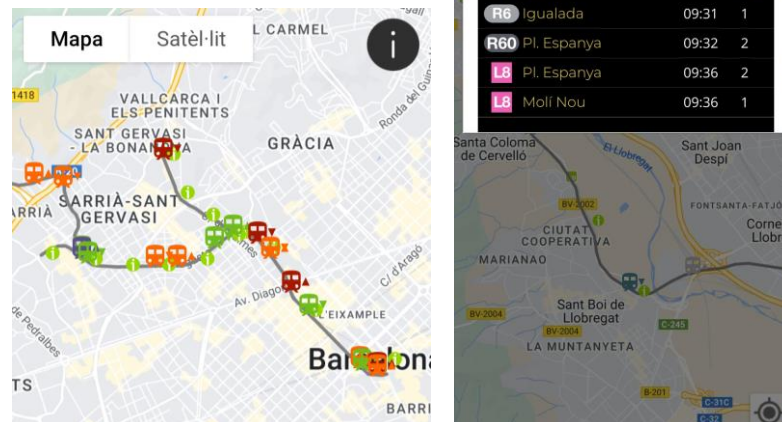
Improvement of PRM doors user instructions



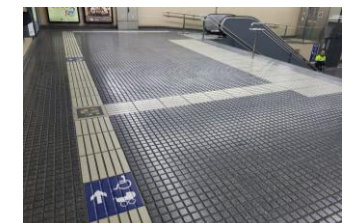
Non-sexist pictograms for reserved seats



Geotren App



Braille Signaling adapted accesses



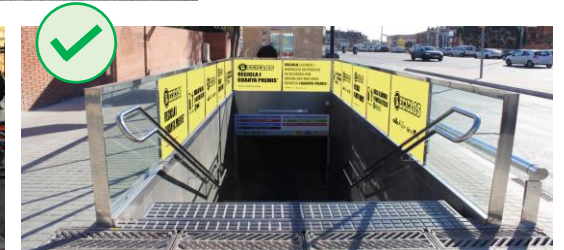
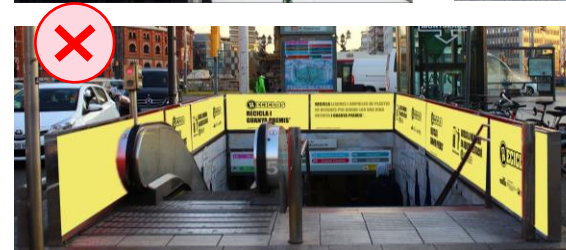
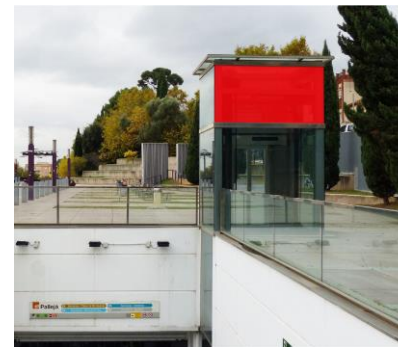


4.2. Visible environment. See and be seen.

- ✓ Design open spaces allowing high visibility of people, equipment, accesses and exits.
- ✓ Use transparent materials, avoid obstacles, eliminate and reduce corners, or install mirrors.
- ✓ Improve lighting at stations to achieve good and homogeneous illumination

Watch out:

- x Temporary closures for improvement works
- x Commercial advertising surfaces
- x Abrupt changes in light





4.3. Guarded environment. Formal and informal guarding, and easy access to help.

New design for information and emergency posts

- ✓ More visible
- ✓ Clearer, simpler information



Promote informal guarding



Clear signaling for the customer information and attention points

- ✓ Trainings to station staff
- ✓ Available staff



Give space for campaigns against gender violence



4.4. Equipped environment. Accessible, clean and well-maintained equipment.



Full equipped, unisex, inclusive WC.



Double height handrails



↑ Users ↑ Safety perception

Ischiatic supports and comfortable benches with armrests to make it easier for old people to get up



Auto-opening button



4.5. Living environment. Listen and be heard.



4.6. Community environment. To increase the sense of belonging, space ownership and space care, respect, solidarity and social network.



Give space for civic awareness campaigns



↑ Vitality

↑ Help

↑ People

↑ Safety perception

4.7. Gender audit conclusions

1

The interrelationship and combination of these 6 principles helps to increase women's perception of security at stations.

2

Responding to these principles not only increases women's perception of security but also improves:

- Accessibility
- Daily activities
- People care
- The coexistence and diversity of people in public transport and train stations

3

FGC is committed to an inclusive mobility and responds to these principles in its daily activity.

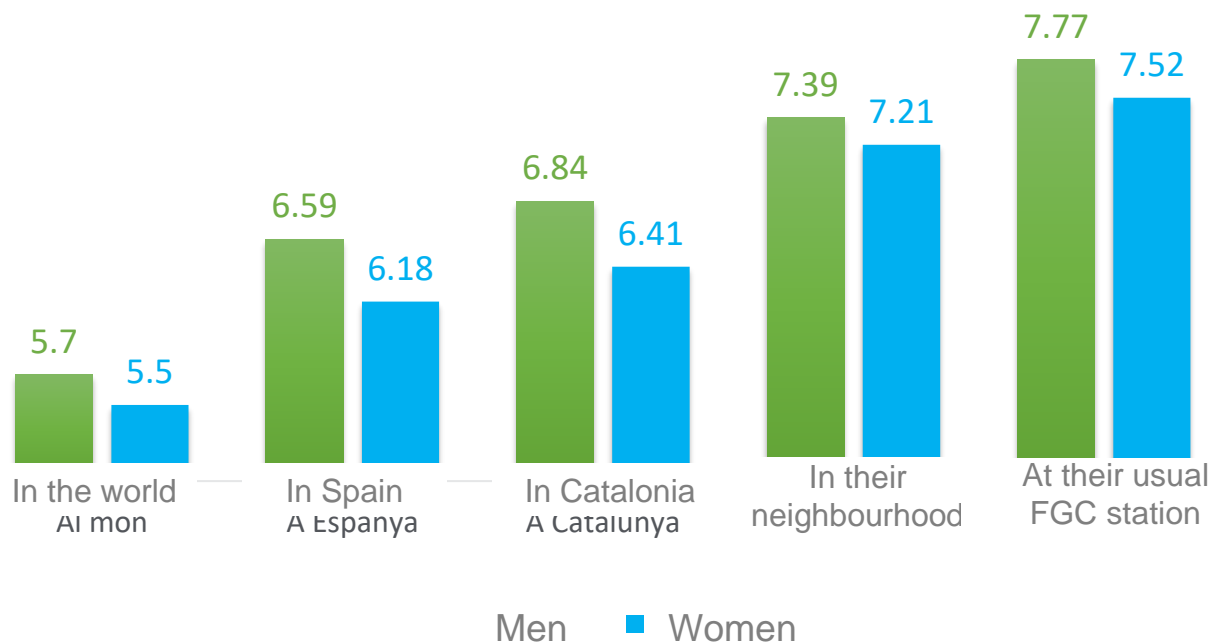


5. Results and achievements

Users feel safe at FGC stations

Perceived feeling of security (from 0 to 10)

Answers from FGC users in the Barcelona-Vallès line



FGC has been awarded recognition as the best initiative against harassment in the 1st Women in Rail Awards (2022)





Thank you!

Marina López
Stations Manager in L-A
line, FGC

Meritxell Salas
Strategic Planning
Specialist, FGC