

# QUALITY POLICY

At **TRAMVIA METROPOLITA, S.A. (TRAM)** we have established this Quality Policy in order to demonstrate our commitment to excellence in the management of the Trambaix/Trambesos tram system, i.e. to ensure it is a safe public transport service for users and for our staff, that makes the travel experience satisfactory and that is respectful of society and the environment.

Quality management, environmental impact, and health and safety at work are strategic factors applied through:

The implementation of an integrated management system that facilitates decision-making, in order to guarantee that the necessary activities are carried out to achieve the established objectives

The correct allocation of the necessary resources to meet the requirements and commitments of the organisation

Encouraging participation of customers and goods and service suppliers in those aspects considered important to implement this quality policy

Compliance with all legal requirements and regulations, as well as those that TRAM adopts voluntarily

This Quality Policy takes into account the fact that sustainability involves not only environmental factors, but also ethical and social ones. Therefore, we incorporate Social Responsibility in all processes, procedures and instructions governing our activity, based on three commitments:

Internal

With the users

With the community

We are also firmly committed to ensuring that our management is aligned with the **17 United Nations Sustainable Development Goals (SDGs)**, although the main focus is on 7 of these goals due to our scope of action:

**ODS 3:** Ensuring health conditions of all people, promoting healthy lifestyle habits, implementing policies and tools to reduce the number of traffic accidents and offering safe jobs as a result of ensuring decent working conditions.

**ODS 5:** Achieving gender equality and the empowerment of all women and girls by ensuring equal opportunities without gender discrimination, promoting work-life balance measures and encouraging the recruitment of women.

**ODS 7:** Ensuring access to affordable, secure, sustainable and modern energy by improving the energy efficiency of the tramway.

**ODS 8:** Promoting continuous, inclusive and sustainable economic growth, full and productive employment and decent work for all by maintaining a safe and healthy environment and working conditions, encouraging training and promotion and ensuring decent pay.

**ODS 9:** Building resilient infrastructures, promoting sustainable industrialisation and fostering innovation, with investments in R&D to modernise our assets.

**ODS 11:** Making cities and human settlements inclusive, safe, resilient and sustainable by promoting access to safe, affordable and accessible transport systems for all and improving road safety by expanding public transport, with a particular focus on the needs of people in vulnerable situations.

**ODS 12:** Ensuring sustainable consumption and production patterns through responsible supply chain management, transparent reporting and the sustainable use of resources.

By applying this policy, we are certain to ensure that TRAM will be considered a brand of excellence and the best place to work and will satisfy all stakeholders.

This policy is periodically reviewed to reflect the current situation and it is disseminated through publication on the company's website ([www.tram.cat](http://www.tram.cat)).

**Humberto López Vilalta**  
General Manager of TRAM

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