

# TRAM OPERADORA POLICY



The Management of TRAM Operadora (Trambaix UTE and Trambesòs UTE), with a view to stating its respect for and commitment to the environment, the prevention of occupational risks, maximum people safety and to implement the ongoing improvement of the quality of its services, has established the following policy.

TRAM Operadora, which is responsible for managing the operation and maintenance of the tram systems, renders public tram transportation services to citizens and establishes the following principles as the core elements of its policy:

- ➔ Guarantee that its services are rendered safely and in accordance with the quality standards established with the customers and cater to their needs and requirements with a view to satisfying, and even surpassing, their expectations by striking a balance between the improvement of quality and efficacy and cost sustainability.
- ➔ Observe the legislation applicable to the organisation, as well as the commitments voluntarily taken on beyond the legal requirements in these activities in which this is economically and technologically possible.
- ➔ Take a particular interest in people safety and health and as well as in the protection of the environment, including the prevention of environmental pollution by implementing prevention and oversight measures by means of the periodic review of the evaluation of occupational risks and environmental aspects related to the company's activities in order to eliminate hazards and reduce and control risks in such a way as to allow the company to provide safe and health-friendly working conditions.
- ➔ Implement, maintain and promote the integrated management system in accordance with the ISO 9001, ISO 14001, ISO 45001 standards and adapting trams to the Royal Decree 929/2020, in accordance with the size and the context of the organisation to permit the analysis of risks and opportunities related to the four reference standards.
- ➔ Establish operating procedures and implement strict operating control in order to ensure that the management system operates properly.
- ➔ Apply ongoing improvement processes based on establishing objectives, planning and implementing the necessary measures to accomplish them and analyse and evaluate fulfilment with a view to establishing new objectives and actions for improvement.
- ➔ Guarantee that workers have sufficient and adequate training and information to be able to do their jobs based on criteria related to quality, risk prevention and occupational health, environmental operating control and traffic safety.
- ➔ Encourage employees and their representatives to participate, establishing two-way channels for information and for receiving their opinions and enquiries. Similarly, promote the participation of customers, suppliers and contractors in any important aspects in order to guarantee compliance with the management system and to work in accordance with this policy and the system requirements.
- ➔ Monitor traffic safety, identifying threats and controlling the risks inherent in the service provided.
- ➔ Cooperate with the public administrations and other entities to establish improvement procedures in priority areas. As necessary, freely disseminate policy, objectives and audit results.
- ➔ Apply the system requirements to any technical or organisational development, renewal or new investment.
- ➔ Assign the resources required to fulfil the commitments derived from the management system.

This Policy is the reference framework for establishing objectives and continuous improvement. For this reason, the policy is distributed to all the people who work in the organisation or on its behalf and is also made available to the general public.

The Managing delegates the Security and Integrated Management System Director for them, with the support of the Management Systems Committee, to develop, implement, oversee, review and improve the system continuously.

This policy will be reviewed periodically to adapt it to reality, always taking on the aforementioned commitments.

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Managing TRAMBAIX UTE / TRAMBESÒS UTE

We ensure that people enjoy  
using the TRAM,  
an efficient way to travel that respects both  
society and the environment.

