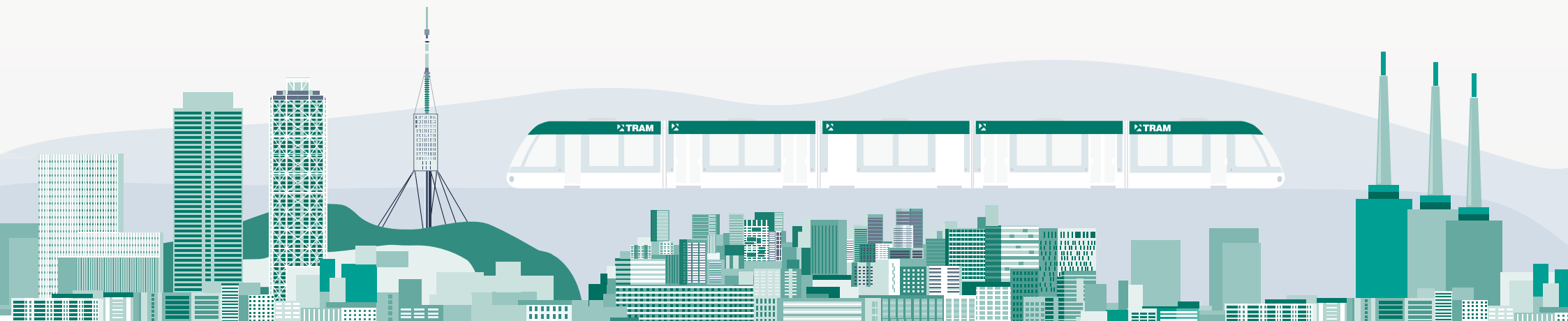




*Barcelona Metropolitan Area Tram*

# *2017 Corporate Social Responsibility Report*



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## 1. COMMITMENT TO THE FUTURE

Barcelona and its Metropolitan Area have changed a great deal in the past few years. Barcelona has undergone a transformation that has positioned it as an area of strong economic, urban and social development. This improvement has been possible thanks to many factors, and we are proud to say that the tram has helped because our cities and the 9 municipalities which benefit from quality public transport are now more user-friendly than ever before.

The Barcelona tram is a part of these cities, of the people who live in them and of those who visit them on a daily basis. So, in the next few years we want to continue to be a competitive, efficient, sustainable and accessible option. In coming years the debate on new mobility options and air quality will be increasingly prominent, and the city of the future will need to be designed and planned well.

At TRAM, we continue to seek excellence and we strive for constant improvement to offer the best service and customer care. We have been the most highly-rated public transport system since the beginning of the tram in the Barcelona

Metropolitan Area according to the Working Days Mobility Survey (EMEF, initials in Catalan) by the Metropolitan Transport Authority (ATM, initials in Spanish) and we will work to maintain this position of which we are so proud.

We are committed to our users, and we keep our mission in sight: our search for excellence and the goal to make each trip a satisfactory experience. We stand by our principles and values: quality, safety, customer service, environmental protection, innovation and efficiency, transparency, responsibility, honesty, care for people and equity.

In these pages, you will find some of our commitments to our stakeholders. You will find a summary of who we are and how we work at TRAM. You will find plenty of information and a host of initiatives started by a team that does its utmost to do a better job every day. How do we do it? With great care but, above all, with great enthusiasm.

**Felip Puig**  
**CEO of TRAM**



## 2. ABOUT THIS REPORT

At TRAM (Barcelona Metropolitan Area Tram) we firmly believe that sustainable development is a requirement of today's society to meet the needs of the present without compromising those of future generations, and we believe that sustainability must include not only environmental, but also ethical and social factors. We also believe that Corporate Social Responsibility (CSR) is a process of permanent renovation towards "sustainable balance": a process of learning and continuous improvement.

In this context, we present our first Corporate Social Responsibility report in which we offer transparent, reliable and detailed information on the main activities carried out by the group in the field of CSR in 2017.

The TRAM social responsibility report is published annually, thus ensuring that our users, customers and society in general are aware of the commitments that TRAM undertakes in terms of CSR, and the actions we take to achieve them.

This report has been developed following the model of the Global Reporting Initiative (GRI Guide), G4 version, specifically the "basic contents for the preparation of GRI reports", although it does not meet all the requirements under the "conformity" options. Chapter 9 includes a list of these basic contents and their location in the report of the organisation.

### MATERIALITY AND PARTICIPATION OF STAKEHOLDERS

Based on the principles and basic contents of the GRI G4 guide, this report focuses mainly on those issues identified as important in the materiality analysis carried out by the company in November 2016 in which several stakeholders took part.

From this analysis, we concluded that ethics, transparency, commitment to society and good governance practices should be key, as they are the factors with the highest impact on the success of the business.

### SCOPE

The data collected in this document refers to the full range of TRAM's activities.

*This report collects information on the management approach, the actions and results of TRAM's main activity: public transportation of passengers in the Barcelona Metropolitan Area.*

In 2016 we developed our first Corporate Social Responsibility Model that rationally and consistently embodied a long history of convictions and activities in the field of CSR carried out by TRAM from the outset. This first model had an expiration date, so it will be reviewed in 2018 to ensure that the objectives of all our business activities and areas in which we carry out our activities are included.

To assess Tram's performance in CSR, the Model will be evaluated in 2018 and will encompass the entire Group, defining priorities and objectives common to all business activities and areas in which TRAM operates.

If you need any information on any of the data included in this Report, a direct communication channel is available to you at [comunicacio@tram.cat](mailto:comunicacio@tram.cat)



### 3. PROFILE OF THE TRAM ORGANISATION

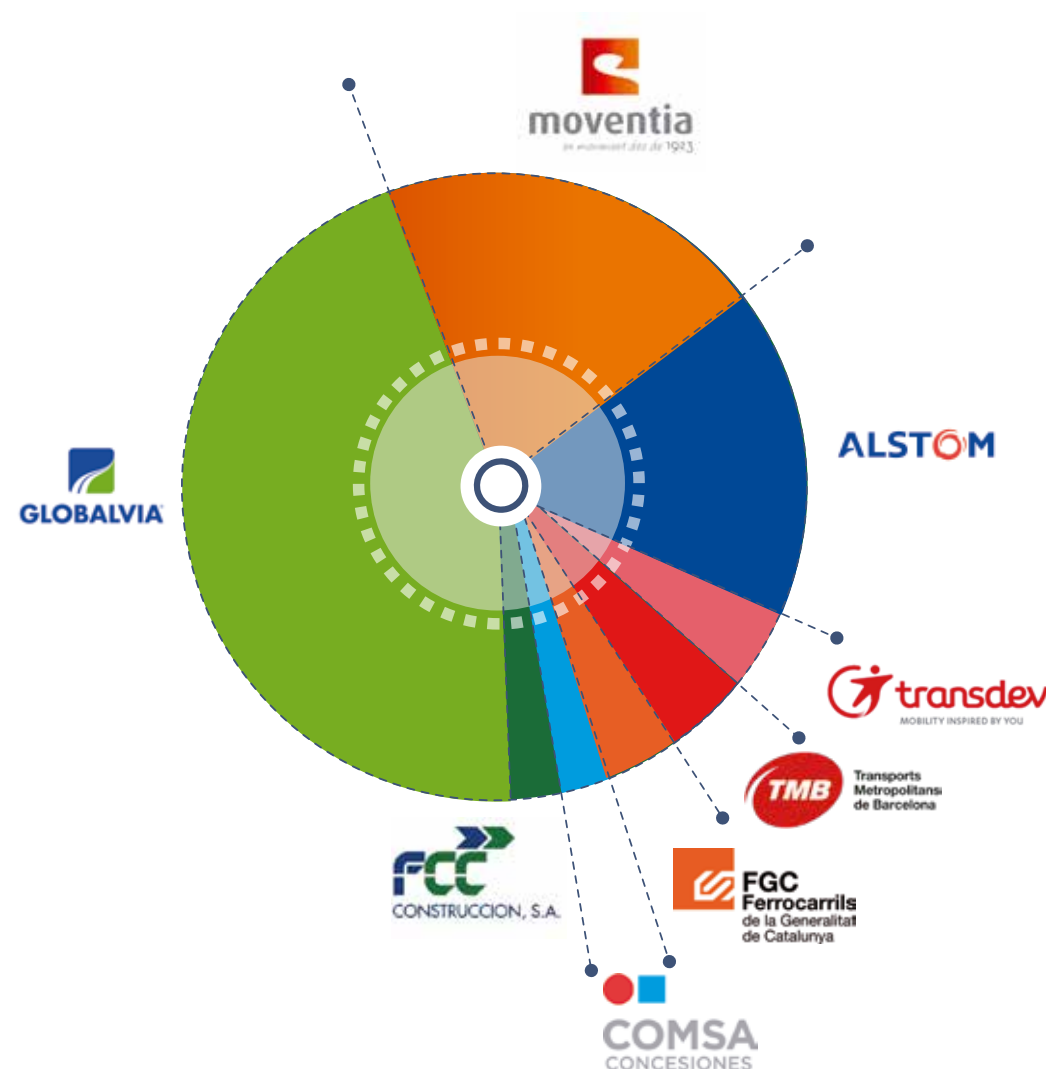
At TRAM we manage the two tram networks of the Barcelona Metropolitan Area to offer the best possible service in the more than 97,000 trips on a regular working day, and the nearly 28 million trips per year.

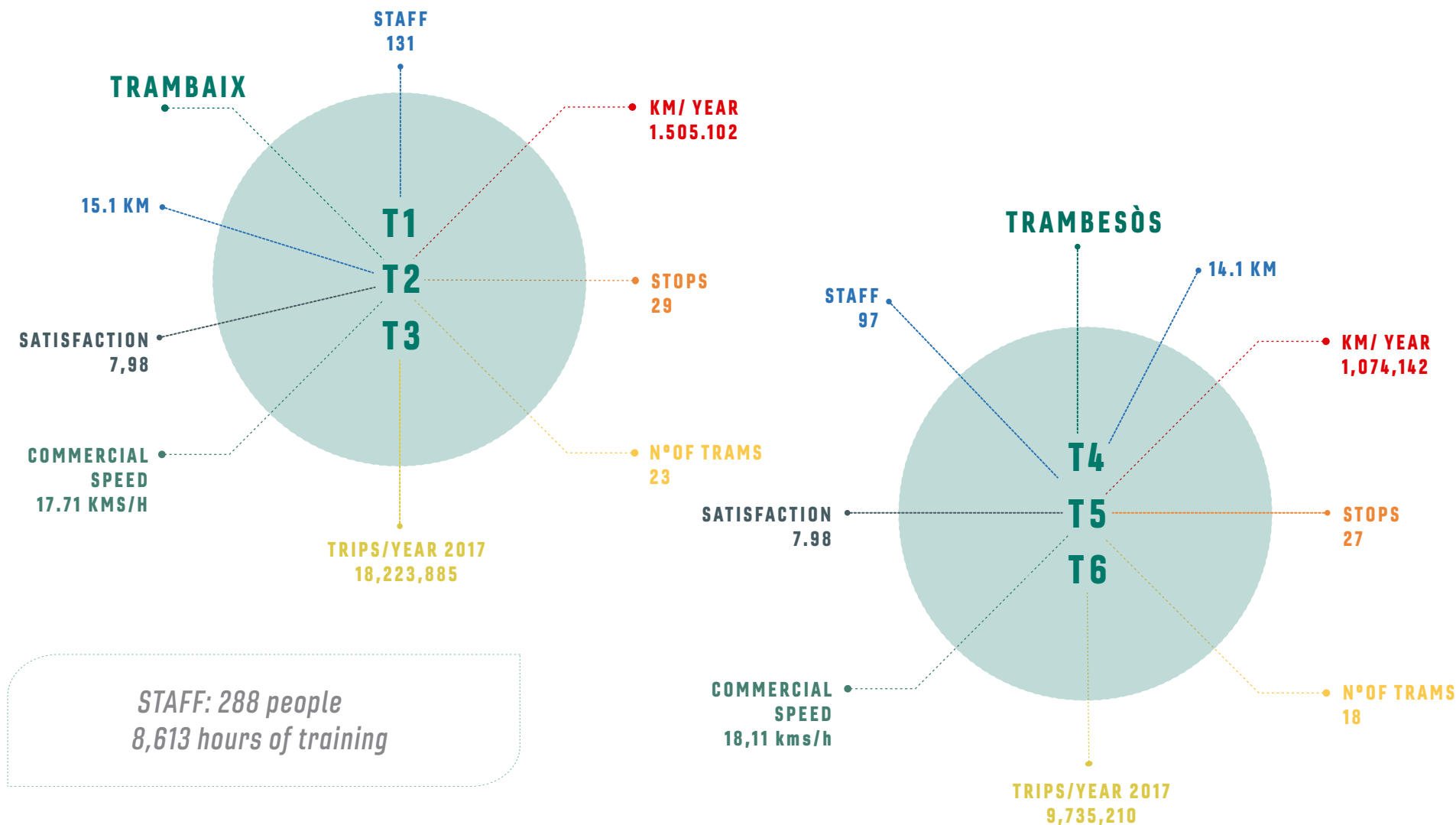
Our client is the Metropolitan Transport Authority that in the year 2000 and the year 2003 we awarded the contracts to design, build and operate the Diagonal Baix Llobregat and Sant Martí Besòs tram systems respectively.

TRAM is made up of Tramvia Metropolità, SA, Tramvia Metropolità del Besòs, SA, and the joint ventures Trambaix UTE and Trambesòs UTE. TRAM shareholders are key organisations in the field of management of concession agreements, operation and maintenance of public transport networks and high capacity roads, manufacturing of rolling stock and systems in the rail sector and in construction of public works.

The graph shows the relative holdings of our shareholders.

*"Thanks to its capacity and quality of service, TRAM is one of the main operators providing sustainable mobility."*



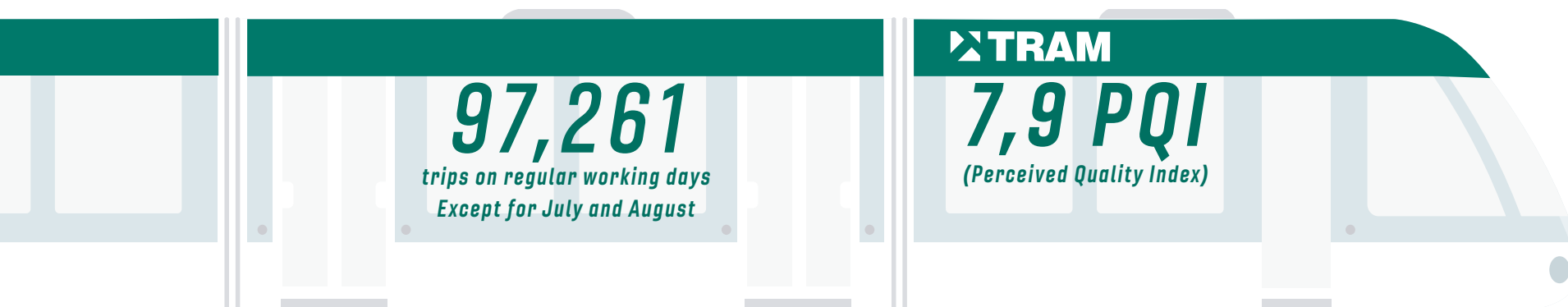


## 3.1 OUR WORK

Our job is to provide a top quality, responsible public service. **At TRAM we serve nine municipalities in the Barcelona Metropolitan Area and, in 2017, we have almost arrived 28 million trips with an average of 97,000 passengers per day on a regular working day (except for July and August).**

**We are also the public transport service with the highest value for users according to the survey carried out every year by the ATM** (EMEF, Survey of Mobility on Working Days). Moreover, according to the company's satisfaction survey, the Perceived Quality Index (PQI) is over 7.9 out of 10 in the two networks operated by the Group.

However, far from being satisfied with the positive results achieved, at TRAM we continue to work, not only to improve our service, but also to be more responsible and efficient in our social and environmental surroundings, thus reinforcing our commitment to our staff, our customers and users, and to society in general.







## 3.2 BUSINESS AREA

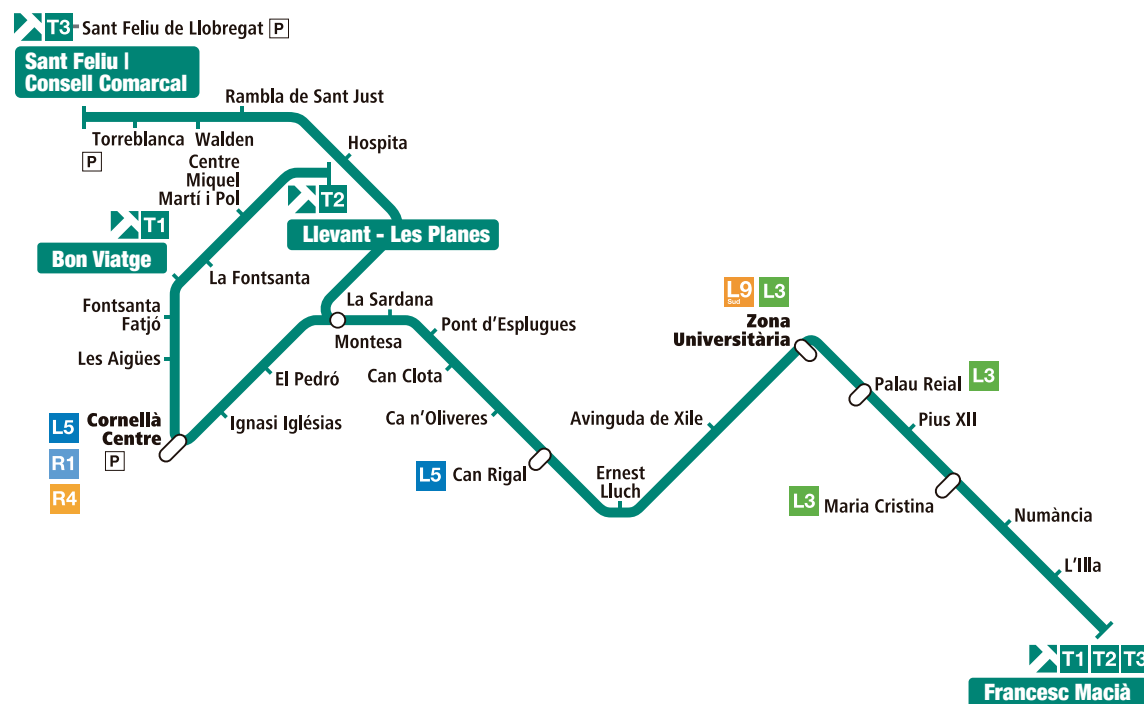
*Our business is the transport of passengers by tram.*

**Trambaix:** Network comprising lines T1, T2 and T3, all opened in 2004, starting at Francesc Macià and connecting Baix Llobregat with the Les Corts district in Barcelona. It is **15 kilometres** long and it has **29 stops** and 6 exchangers. The three Trambaix lines have a shared section of 6 km between Francesc Macià and Montesa. From there, T3 branches to Sant Feliu and Consell Comarcal passing through Sant Just Desvern. From there, T3 branches to Sant Feliu and Consell Comarcal passing through Sant Joan Despí.

Because of its connections that go through the University District and business districts, the Trambaix has a greater influx of passengers during regular working days, and its peak hours coincide with the worker commuter traffic, being especially busy from 8 am to 9 am and from 5 pm to 7 pm.

We have a depot and workshops in Sant Joan Despí with 22,000 m<sup>2</sup> to serve our fleet even in the most complex operations.

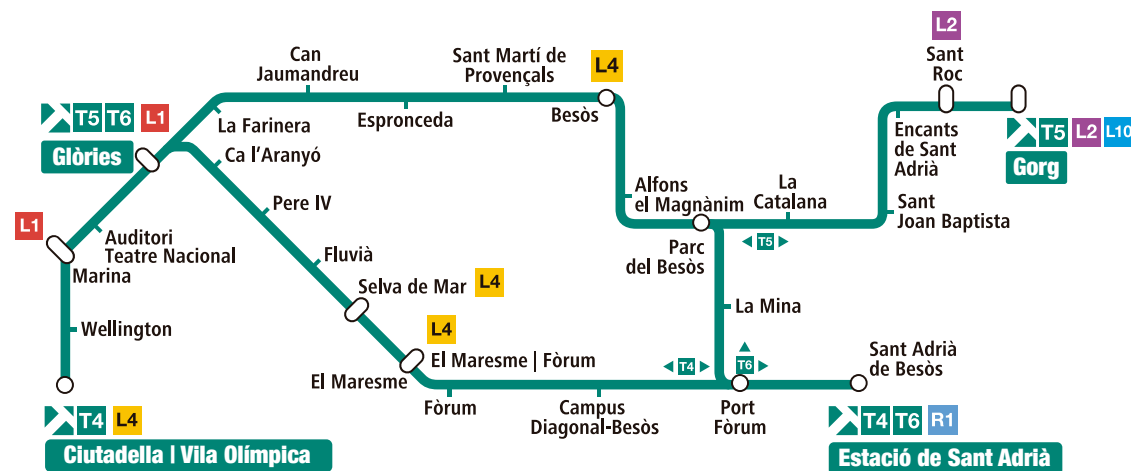
**Features:** 15.1 km long. 3 lines (T1, T2 and T3). 29 stops. 23 vehicles.  
**Operating hours:** from 5 am to 12 am Mondays to Thursdays, from 5 am to 2 am Fridays and Saturdays, from 5 am to 12 am Sundays and holidays.



**Trambesòs:** Network comprising lines T4, T5 and T6. Operating since 2004, expanded in 2006 and again in 2008, it connects Sant Adrià de Besòs and Badalona with Barcelona. It has **27 stops** covering a total of **14.1 km** with 9 exchangers.

Line T4 starts at Ciutadella/Vila Olímpica and ends at Sant Adrià station. Line T5 starts in Glòries, where it connects with T4 and it runs as far as Gorg. Finally, T6 shares routes with T5, then branches at La Mina and connects with T4 to Sant Adrià Station.

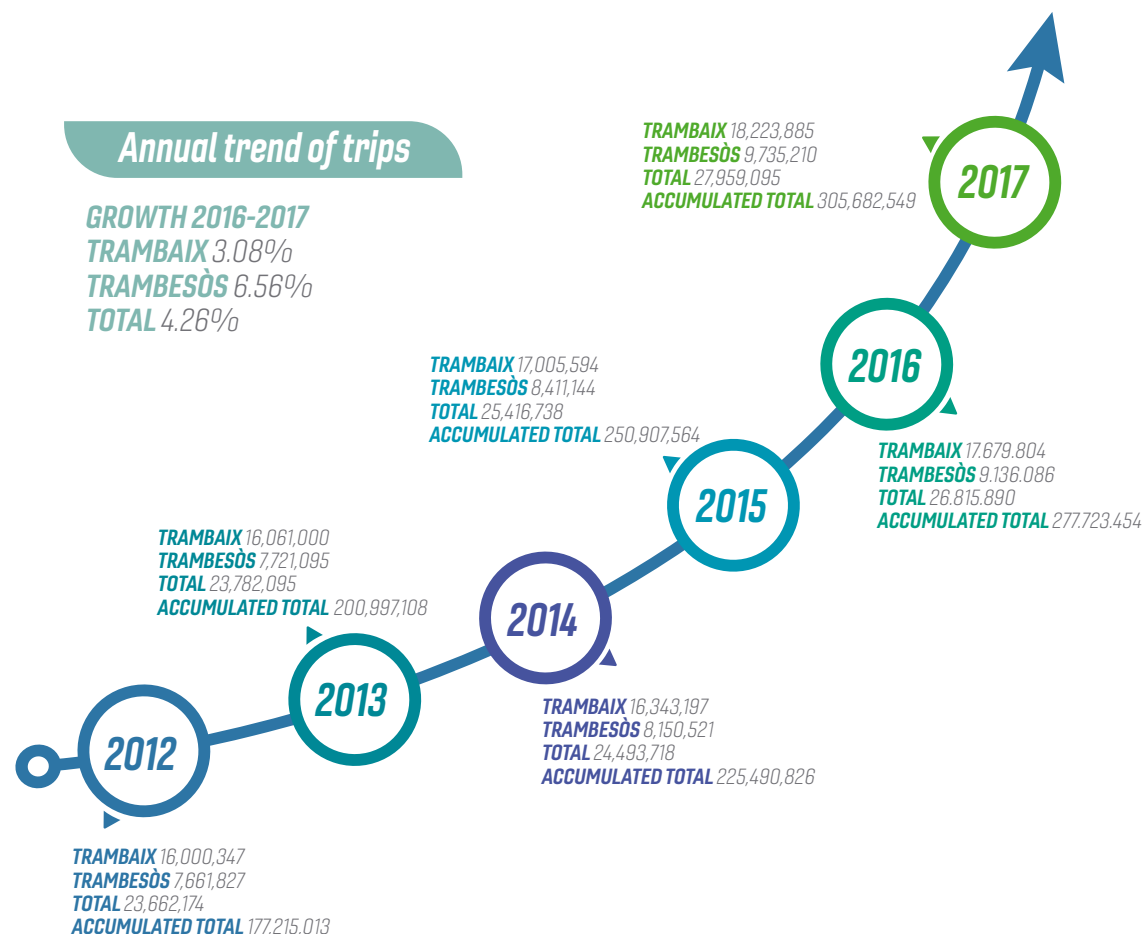
**Features:** 14.1 km long, 3 lines (T4, T5 and T6), 27 stops, 18 vehicles.  
**Operating hours:** from 5 am to 12 am Mondays to Thursdays, from 5 AM to 2 AM Fridays and Saturdays, from 5 AM to 12 AM Sundays and holidays.



### 3.3 OUR SERVICE

In 2017 there were **a total of 27,959,095 trips. This was an increase of 4.26 % compared with the previous year.** The annual increase of travellers thus continues at the usual pace since TRAM began operating in 2004, except for a small downturn in 2010 and 2012.

**From the 7.5 million trips in 2004, the tram has completed over 305 million trips after 14 years of operations.** Trambaix is the most heavily used network with **18.2 million trips in 2017, and a total of 208 million in 14 years.** Trambesòs, with two fewer stops completed 9.7 million trips in 2017 and over 96 million since 2004.



### TRAMBAIX NETWORK

Out of the total Trambaix user base in 2017, 65% travelled Mondays to Thursdays and around 18% travelled on Fridays. The rest, 17%, travelled during weekends and holidays. For that reason, and given that these people use the TRAM to go from home to work or to school, especially the University District, peak hours are from 7:00 am to 10:00 am, especially from 8:00 am to 9:00 am and from 5:00 pm to 7:00 pm, which is the time people normally return home.

# 11,886,889.

*trips on working days (Mondays to Thursdays)*

*3,290,729 on Fridays*

*1,694,761 on Saturdays*

*1,351,506 on holidays*

# 18,223,885.

*total trips*

### TRAMBESÒS NETWORK

In Trambesòs, the time distribution during the day is very similar to that of Trambaix, although the number of people using this service is smaller. Of the 9,735,210 trips in 2017, 62 % were Mondays to Thursdays, almost 18 % were on Fridays, and the remaining 20 % were on weekends and holidays. Trambesòs' services are used more during weekends and holidays than Trambaix's services because Trambesòs runs closer to the beach, the shops, and the leisure areas in Barcelona.

# 6,015,546.

*trips on working days (Mondays to Thursdays)*

*1,720,137 on Fridays*

*1,101,455 on Saturdays*

*872,911 on holidays*

# 9,735,210.

*total trips*



### 3.4 OPERATION INDICATORS

To ensure that our services maintain an optimum standard of quality and safety, we carefully monitor all operations carried out with our trams from our control centres located at the TRAM depots. In 2017 the average commercial speed was around 18 km per hour, and punctuality was over 97.5 % for Trambaix and 98.6 % for Trambesòs.

*TRAMBAIX commercial speed*

**17.71 km/h**

*TRAMBAIX kilometres travelled*

**1,505,102 km**

**TRAMBAIX PUNCTUALITY.** Punctuality index was 97.56% in 2017. Only 2.44% of the trips were delayed by more than 1 minute.

Despite maintaining similar levels of electricity consumption over the years, consumption by motor units has been decreasing in recent years: it has gone from an average of 4.43 kWh / km in 2012 to 4.31 kWh / km in 2017. This improvement is the consequence of our hard work in the areas of operation and maintenance to adapt our facilities and promote efficient driving (eco-driving).

*TRAMBESÒS commercial speed*

**18.11 km/h**

*TRAMBESÒS kilometres travelled*

**1,074,142 km**

**TRAMBESÒS PUNCTUALITY.** Punctuality rate was 98.62 % in 2017. Only 1.38 % of trips were delayed by more than 1 minute.



## SERVICE AVAILABILITY IN 2017

In 2017, the service availability rate was **99.98 %** for both TRAMBAIX and TRAMBESÒS



TRAMBAIX  
**35**

### Breakdowns

of rolling stock that require units being out of service or interruption of the service exceeding 5"

TRAMBESÒS  
**33**

### Breakdowns

of rolling stock that require units being out of service or interruption of the service exceeding 5'



## FRAUD CONTROL

During 2017, the percentage of inspections in relation to validations, in TRAMBAIX, was reduced by 15.5% compared with the previous year, and TRAMBESÒS it decreased by 5.6%.

As for penalties in Trambaix, an increase of 3.7% has been observed, a percentage very similar to that of Trambesòs.



TRAMBAIX	INSPECTIONS	PENALTIES	VALIDATIONS	% IINSPECTIONS /VALIDATIONS	% PENALTIES /INSPECTIONS
2013	526,825	6,932	16,061,000	3.28 %	1.32 %
2014	552,090	7,329	16,343,197	3.38 %	1.33 %
2015	607,527	8,478	17,005,594	3.57 %	1.40 %
2016	638,422	7,798	17,679,804	3.61 %	1.22 %
2017	555,966	8,089	18,223,885	3.05 %	1.45 %

TRAMBESÒS	INSPECTIONS	PENALTIES	VALIDATIONS	% IINSPECTIONS /VALIDATIONS	% PENALTIES /INSPECTIONS
2013	330,068	7,813	7,721,095	4.27 %	2.37 %
2014	342,637	6,723	8,150,521	4.20 %	1.96 %
2015	350,118	6,866	8,411,144	4.16 %	1.96 %
2016	324,272	6,558	9,131,488	3.55 %	2.02 %
2017	326,140	6,761	9,735,210	3.35 %	2.07 %



## 4. AWARDS AND RECOGNITION

Over the years TRAM has received several awards for the excellence of the services we provide and our commitment to society.

In 2017 the Group's customer service department received the **Global Light Rail Awards** organised by the publisher of the magazine Tramways & Urban Transit, considered one of the most important international awards for tram systems. This honour especially highlighted TRAM's lost property service that, since 2014, has included the option of sending said objects directly to the traveller by courier and at no cost to the user. In 2017, the Group successfully recovered **727 lost objects**. In addition, unclaimed objects are sent to work placement and training NGOs such as Solidança and Engrunes.

This same year, the **Federación de Asociaciones Gitanas de Catalunya** (Federation of Romany Associations of Catalonia-FAGIC) awarded us the **10th FAGIC Award** for our contribution to the development of the Romany community for our "sensitivity and good practices" with the community. Since 2011, TRAM has worked closely with the FAGIC to prevent and eradicate anti-social behaviour in trams and at stops, as well as promoting co-existence and respect for diversity in Catalonia.

### CUSTOMER SERVICE:

**727**  
lost and found

**15000**  
requests  
handled

**8000**  
questions  
answered

### Global Light Rail Awards



## 5. PARTICIPATION IN ASSOCIATIONS

**TRAM participates actively in diverse associations in the rail industry and supports numerous external initiatives.**

**UITP:** TRAM is part of the International Association of Public Transport, founded in 1885, with headquarters in Brussels. This association has 3,000 associate members and its main objective is to bring together all international stakeholders in public transport and sustainable transport.

**AMTU:** TRAM supports the Association of Municipalities for Mobility and Urban Transport whose purpose is to provide technical, legal and administrative support to its associates in terms of mobility, infrastructure and public transport. AMTU currently comprises 93 municipal councils and 2 District Councils, representing a population of 2 million inhabitants.

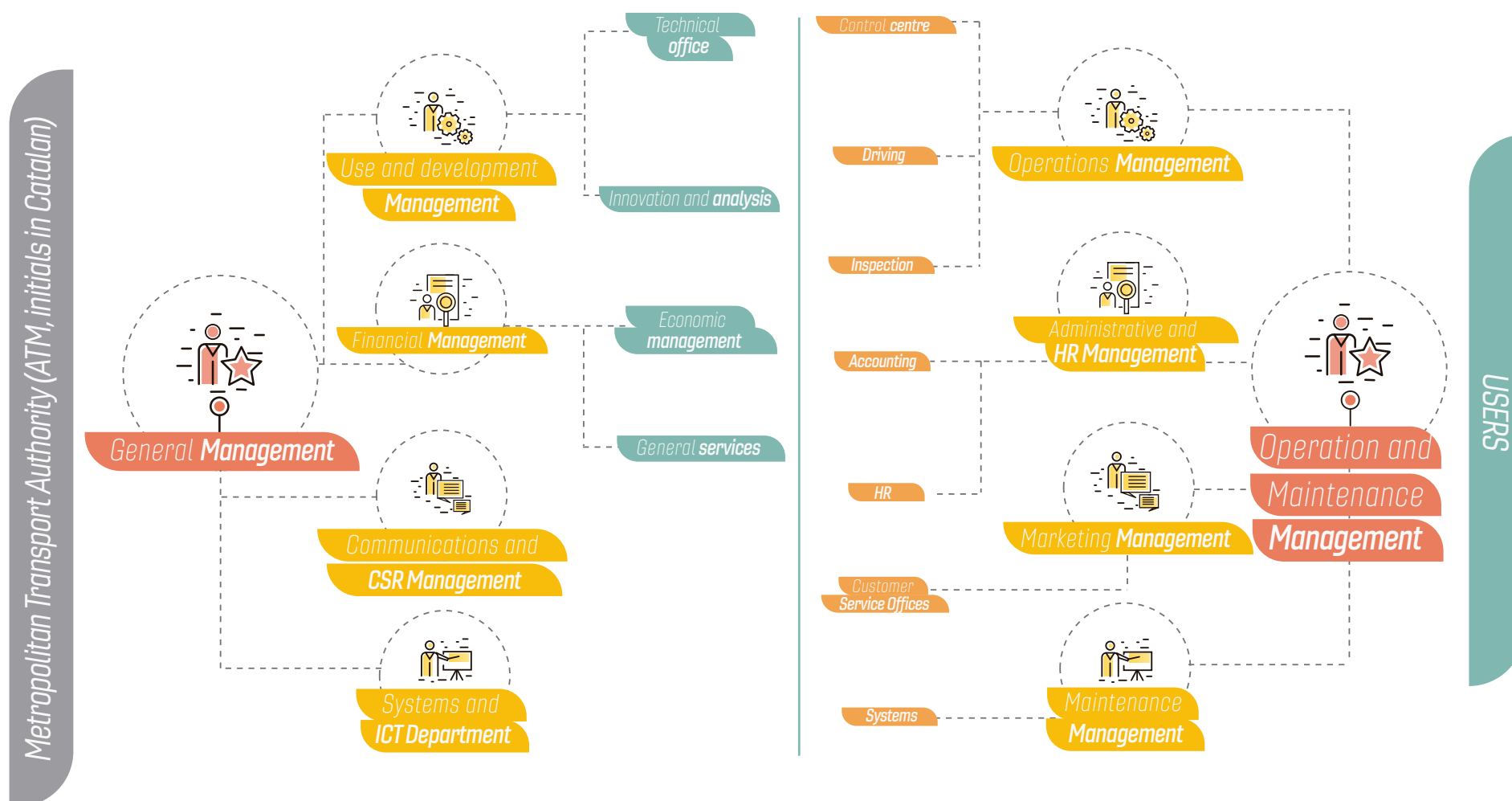
**ALAMYS:** TRAM is a member of the Latin American Metro and Subway Association established in 1986 with the mission of sharing experiences and promoting knowledge that lead to the implementation of mass rail transport systems, thus contributing to the quality of life of the inhabitants and the sustainability of urban transport in Latin America and the Iberian Peninsula.

**22@ Network:** TRAM is a partner in the 22@ business network, a leading innovative association of organisations in Barcelona that contributes to dialogue and relationships among professionals of the member companies. Through this network, it contributes to the economic and social development of the innovation district.

**Railgrup:** TRAM is a partner of Railgrup, an entity founded in 2002 with the aim of boosting the global competitiveness of its members by promoting their interests. This organisation promotes, among others, professional studies of the sector. It currently has some 100 companies and a total turnover of €17 billion.

**PTP:** TRAM regularly supports PTP initiatives for the Association for the Promotion of Public Transport. The association works for the defence of public transport in general and rail freight with the common interest of the general public in mind. The PTP is part of the European Transport & Environment Federation and the European Passenger Federation.

## 6. ORGANISATION CHART







## 8. ETHICS AND INTEGRITY

### 8.1. MISSION, VISION AND VALUES

**MISSION:** To transport people by tram in a way that allows them to enjoy an efficient mobility service respectful of society and the environment.

**VISION:** To be recognised as a model company with excellence in the transport business; an example of efficiency, innovation, respect for the environment, and commitment to its users. An operator that makes each journey a satisfactory experience.

#### VALUES:

**QUALITY:** At TRAM we define quality as excellence in the provision of our services. Effectiveness in terms of meeting our customers' needs and efficiency when providing them with the best cost/benefit ratio.

**SAFETY:** The staff who work at TRAM are key, at all times, for both their safety and that of their co-workers and users, beyond compliance with all established regulations, standards and procedures.

**CUSTOMER FOCUS:** At TRAM we carry out our work with the aim of meeting our customers' reasonable expectations; we seek not only to meet their requirements, but also to satisfy their expectations.

**RESPECT FOR THE ENVIRONMENT:** TRAM carries out its activities with the aim of promoting awareness for the preservation of the environment with actions that allow for an effective and responsible use of the available resources in the organisation, while complying with all current regulations.

**INNOVATION AND EFFICIENCY:** We conceive innovation as the best way to identify and anticipate opportunities to improve our services, with the greatest efficiency and the full use of resources according to their sustainability.

**TRANSPARENCY:** Transparency calls for an open-minded attitude and two-way dialogue, with truthful and accurate information about all of our actions.



**RESPONSIBILITY:** We are committed to compliance with ethical values and principles, taking into consideration customers, employees and collaborators, partners and society in general.

**HONESTY:** Responsibility for ourselves and for others, in relation to the quality of the work carried out.

**CARE FOR PEOPLE:** Involves caring for the people of the organisation to achieve a balance between work and family life, professional development and staff involvement and motivation, thus being able to provide the best service.

**EQUAL OPPORTUNITIES:** Equal opportunities means equal and non-discriminatory treatment regardless of means, age, origin, religion, gender or ethnicity, and an objective and impartial way of behaving towards all people.



## 8.2 ETHICAL FRAMEWORK

In order to reaffirm the values and principles of TRAM, we have a Code of Ethics and Conduct, approved by the Board of Directors in 2016, which establishes the rules that govern the behaviour of people within the organisation.

Its objective is to guarantee that the performance of our daily activities takes current law into consideration, the values of the company and the interests of customers, employees, partners and society in general. To this end, TRAM's ethical code is binding for all personnel, regardless of their position or role.

In addition to this ethical Code, at TRAM we also have a code of conduct (approved in 2016), which establishes rules of conduct applicable in the relations with the company's various stakeholders. With it, we want to make public our commitment to guarantee the good governance of the organisation and an appropriate ethical behaviour, within the framework of corporate social responsibility, thus avoiding any conflict of interest.





# THE CSR MODEL AT TRAM



## 9. THE CSR MODEL AT TRAM

At TRAM we have a Social Responsibility Model that defines, on the one hand, the company's own strategy and, on the other, the expectations of the different stakeholders with whom we interact.

At TRAM, we are committed to a strategic management of CSR, in the belief that the only way to create value (strengthening the reputation and the production chain, employee motivation and retention, knowledge of the market, contribution to the resolution of social problems and minimising the environmental impact) is to incorporate CSR into the company's core business.

With this approach, TRAM is committed so that the "fulfilment of its legal, regulatory and contractual obligations and wealth creation for its shareholders is carried out under fair conditions for society as a whole, as a result of providing a quality service, efficiency in the use of natural resources, which minimises the generation of waste, providing appropriate working conditions for its workers and assistance to vulnerable sectors of society through collaboration with tertiary sector entities."

This commitment is integrated throughout the organisation and is implemented through a double responsibility:

- Through the elaboration of an Annual Strategic Plan of CSR, to guarantee that the commitments with third parties materialise in a coherent way and the activity that the company observe.
- The ethical code.

***TRAM's Corporate Social Responsibility is embodied in three commitments:***  
**INTERNAL COMMITMENT**  
**COMMITMENT TO OUR USERS AND CUSTOMERS**  
**COMMITMENT TO THE COMPANY**





***Each of these commitments embodies the principles and values described in the company's Ethical Code.***

#### **INTERNAL COMMITMENT**

To guarantee safe and healthy working conditions for our staff, under equal conditions, giving them training for their professional and personal development, facilitating work/life balance as much as possible and promoting healthy life habits.

Generate wealth to give back to shareholders, with an ethical and transparent management.

Promote mutually satisfactory relationships with our teams and suppliers, seeking the best practice within the framework of a socially responsible behaviour that respects the principles and values included in our Code of Ethics.

#### **COMMITMENT TO OUR CUSTOMERS AND USERS**

Guarantee the provision of a service in accordance with our obligations and commitments and evaluate our performance through satisfaction surveys.

Allow seamless communication to respond to questions and complaints quickly and efficiently.

#### **COMMITMENT TO SOCIETY**

Guarantee that our activity is carried out without any discrimination, benefiting the people with the most serious mobility restrictions.

Promote the benefits of sustainable mobility and citizenship through our educational programme, because we believe that responsible attitudes help to build a society that is more democratic, civic-minded and respectful of the environment.

Ensure that we share the wealth generated by our activity with society, which by using our services helps us to do so, through the direct realisation of social actions and promotion of culture, and the sponsorship of third-party initiatives in these fields.

Ensure that our activity is respectful of air and water quality, biodiversity and the consumption of natural resources and that it promotes the general principles of environmental protection, both from a local and global perspective.

## 9.1 WHO ARE OUR STAKEHOLDERS

At TRAM we maintain a solid commitment to dialogue with our stakeholders, to whom we provide the relevant corporate information at all times to meet their information needs, seamlessly and transparently. Identifying all the stakeholders of TRAM and knowing their expectations and demands has been decisive in defining our company's CSR model, since they contribute, directly or indirectly, to the smooth running of our activities, thus promoting the long-term viability of the business.

At TRAM we regard as a stakeholder all social groups that are or may be affected by the company's activities, now or in the future, or which rightly affect or may affect the activity of the company and, therefore, our results.

To identify and prioritise the stakeholders, at TRAM we have classified them based on the following factors:

**Leverage:** ability that a certain group has to impose demands on the organisation.

**Legitimacy:** capability of a certain group to influence the results of the organisation.

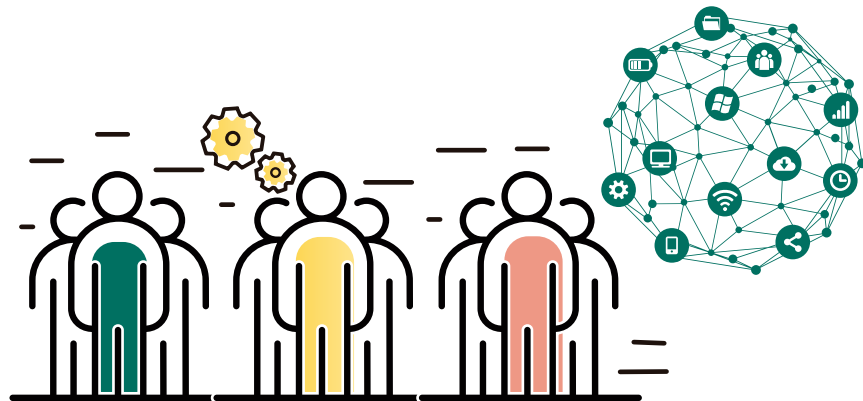
**Criticality:** urgency with which attention is required for the group.

Among our stakeholders are the public administration agencies, the staff, partners and shareholders, users, media, staff, suppliers and the community (citizens, NGOs, associations, etc.).

In order to maintain a close, accessible and transparent relationship with all groups, and to be able to listen to their demands and opinions, we actively manage our communication channels.

Dialogue with stakeholders is maintained through satisfaction surveys, work environment and perception studies, among others.

Communication channels include the corporate website (with information on the segmented activity for different stakeholders, the state of the network and its performance) and social networks.



## 9.2 DIALOGUE WITH STAKEHOLDERS

### PUBLIC ADMINISTRATION

The Public Administration is one of the main stakeholders in TRAM, since it manages the concession contract and regulates the current legal framework in which TRAM operates. The company engages in regular dialogue with the various government agencies.

*Marketing Committee ATM*

*Cambra Meeting Point*

*ATM Nomenclature Commission*

*ATM Executive Committee*

*Periodic follow-up meetings*

*Mobility Commission*

### PARTNERS-SHAREHOLDERS

TRAM's partner shareholders are part of the company's management through the constituted government bodies.
















*Quarterly Management Councils*

*Specific meetings*

*Emails, phone*

### USERS

TRAM holds two-way communication with its users and customers, as the group has several formal and informal communication channels through which it receives their opinions periodically.

-  TRAM web [www.tram.cat](http://www.tram.cat)
-  Customer service Office
-  Tel. 900701181
-  Tel. Trambaix Office 934774444
-  Tel. Trambesòs Office 934626770
-  Twitter @TRAM\_Barcelona
-  Facebook.com/TRAM\_Barcelona
-  LinkedIn TRAM Barcelona
-  Instagram tram\_barcelona
-  Whatsapp 600904455
-  Youtube Channel TRAM Barcelona
-  App TRAM IOS and Android
-  Blog TRAM Next Stop
-  Satisfaction survey
-  Campaign: "Meet de managers"

## COMMUNICATIONS MEDIA

At TRAM we are transparent with our information and maintain direct contact with the general and specialised media through the company's communications team, which is in charge of carrying out the active management of the press office.

Website URL: [www.tram.cat](http://www.tram.cat) (form) Blog

Phone 932388770 / 629575150

Twitter @TRAM\_Barcelona

Announcements

InfoTRAM newsletter

## WORKERS

TRAM's staff are an essential part of the company's development, so the Group has several internal communication channels through which workers can express their opinions and make demands or suggestions for improvement to management.

Company Committee Meetings

Intranet

Information screens in dining rooms

Email

TRAMcomunica Operator

Whatsapp

InTRAM, newsletter

Annual company meetings

Management Committees

Annual survey of employee morale

Suggestion box

Notice board

Breakfast with the Manager

Meetings of internal communication team

Meetings Internal Communication Committee

Managing Operator Director talk

Personal interviews







## SUPPLIER COMPANIES

The dialogue with all providers and suppliers of TRAM is constant and seamless. Suppliers are an essential element in our activities and our relationship with them is based on guaranteeing the maintenance of collaborations and legal security in the concession and the transparency of the contracting process.

The recruitment policy of TRAM includes rigorous selection parameters and follows all the procurement procedures through a management based on transparency and safety encompassing all processes and their possible incidents to ensure, in this way, the value chain.

## COMMUNITY

At TRAM, we encourage dialogue and interaction with public and private initiative entities in the local environment with regard to our activity. For this reason, we interact with residents' associations, and others, such as foundations, NGOs, etc.

*Regular meetings*

*Collaborations with NGOs*

*Presence in different forums*

*Support for social, cultural and scientific projects*



Phone



E-mails



Budgets



Meetings



## 9.3. MATERIALITY ANALYSIS: CSR GOALS AND OBJECTIVES

*In 2016 TRAM carried out a materiality analysis that allowed us to define the “TRAM Corporate Social Responsibility Model”, identify and prioritise the most relevant material aspects for the management of CSR based on the company’s commitments. Every year, through the Social Responsibility Plan, the objectives and actions that allow us to materialise our CSR commitments are defined.*

The identification of the most important aspects and the strategic objectives was based on the analysis and diagnosis of the information gathered through fieldwork focused on:

- 1.** *Preparation and application of a self-assessment questionnaire on the situation of TRAM in relation to 7 core indicators and their CSR indicators.*
- 2.** *Reflection on and evaluation of the actions carried out so far, aligned with the rateable indicators of CSR.*
- 3.** *Identification and dialogue with stakeholders.*

Based on the results obtained in the fieldwork analysis, the CSR audit was conducted, which allowed us to identify the aspects that we wanted to promote and prioritise, which were consolidated in a proposal of lines of action embodied in TRAM’s Model of Corporate Social Responsibility.

For the preparation of the CSR Model, several sources were taken into account, among which the following stand out:

*The European Union Green Paper* (2001) and its subsequent Communication (2002), which establishes the framework of what Social Responsibility must be and provides a set of recommendations.

*Publications of the State Council* for Corporate Social Responsibility (CERSE), responsible for the promotion of Corporate Social Responsibility policies.

*Forética: SGE 21* “Ethical and Socially Responsible Management System.”

*RScat - Network* for social responsibility for SMEs-ESADE.

*Ethos Institute:* “Ethos Institute of Corporate Social Responsibility.”

*The G4 Guide* of the Global Reporting Initiative for the preparation of sustainability reports.

*The ISO 26000 Standard* “Social Responsibility Guide”.

The results obtained at all the stages of the materiality analysis made it possible to define TRAM’s goal and objectives in terms of CSR.

## 9.4. INTERNAL COMMITMENT

At TRAM we maintain an internal commitment to all those people who work and collaborate with the company. The company is fully aware of the importance, not only of carrying out a responsible management of its assets, but also of involving all workers, shareholders, suppliers and collaborators in the company's CSR practices.



### OUR COMMITMENT WITH WORKERS

At tram we are aware of the value of our human capital, we are committed to guaranteeing safe and healthy working conditions, ensuring equal conditions, fostering professional and personal development, facilitating a healthy work/life balance and promoting healthy life habits among workers.

## Decision

*Keeping the environment and working  
conditions safe and healthy*

*Developing the competences/resources to  
guarantee a good work  
performance*

*Facilitating the balance between work  
and family life*

*Promoting equal opportunities*

*Giving job security and decent pay*

*Developing seamless communication*

## Continuous improvement

- Ensure compliance with law on safety and health matters.
- Identify potential risks and carry out preventive actions, involving the staff in this task, as they have a better perspective of the problems and possible solutions.
- Ensure that all employees know the procedures in terms of health and safety in their workplace.

- Identify the current professional competences/resources and those required to do the job properly.
- Invest in training and personal development, so that gaps between requirements and competence/experience are overcome.

- Take into account the personal situation of the staff and, as far as possible, facilitate a work / balance through flexibility of schedules, equitable distribution of work and telecommuting.

- Ensure that in all processes (recruitment, hiring, compensation, continuous training and professional development) there is no bias on the grounds of gender, cultural origin, sexual orientation and religion do not affect decisions made.
- Ensure that all employees know the procedures in terms of health and safety in their workplace.

- Promote the participation of workers.
- Guarantee access to communication between the workers and the company management .
- Communicate the objectives, action plans and their trends to the staff.



## OUR COMMITMENT TO THE SHAREHOLDER

TRAM's commitment to our shareholders is based on generating business with ethical and transparent management and sharing our performance in CSR.

## Continuous improvement

### Decision

Promote ethical behaviour in  
management

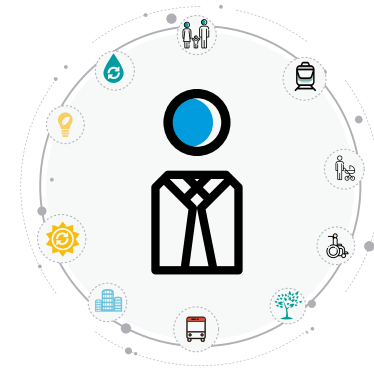
Provide transparent  
information

Make an express  
commitment to CSR

- Exercise, in an informed and responsible manner, their voting rights in the General Shareholders' Meetings and, in doing so, always demand that the company conduct itself in an ethical manner, including the approval of the Code of Ethics and Conduct Manual, to ensure they are implemented effectively.
- Configure the company as an instrument at the service of wealth creation, making compatible its inescapable goal of obtaining profits with a sustainable social development that is respectful of the environment, ensuring that all our activities are carried out in an ethical and responsible manner.

- Provide truthful information related to aspects of the company's management.
- Draw up an annual CSR report and publish it.

- Have a CSR Manual and commit to its implementation.



## OUR COMMITMENT TO COLLABORATORS AND SUPPLIER COMPANIES

At TRAM we understand that the excellence of our service is the consequence, among other things, of good practices in the selection and management of suppliers and collaborators, in which we seek ties and commitment to our company similar to that of a strategic partner. For this reason, we promote mutually satisfactory relations within the framework of our CSR model and compliance with the principles and values included in our Code of Ethics.



## Continuous improvement

### Decision

Ensure ethical practices in  
supplier companies

Guarantee the consideration of CSR  
aspects in the selection of  
suppliers and collaborators

Build mutually beneficial  
relationships

- Select suppliers and collaborators based on the suitability of their products or services, as well as their price, delivery conditions and quality, not accepting or offering gifts or commissions, in cash or in kind, that may infringe the rules of free competition in the production and distribution of goods and services.

- Ask the collaborators/suppliers for their Ethical Code and CSR model.
- Incorporate in the contracts with suppliers and collaborators the requirement to respect TRAM's Ethical Code and ask them to apply and disseminate it.

- Encourage lasting relationships.
- Promote efficient practices in relations with suppliers and collaborators.



## 9.5. COMMITMENT TO OUR CUSTOMERS AND USERS

In accordance with our vocation of public service and our orientation towards mobility access for people, at TRAM we have the duty to be responsible with all customers and users of our services.

We are committed to offering the best possible service to everyone who uses the Group services and for this we work constantly to transport people safely and comfortably. In addition, we maintain a transparency policy and set up a range of channels to maintain a seamless communication that allows us to address queries and claims quickly and efficiently.



### Decision

*Guarantee the safety and  
quality of the service*

*Know the degree of satisfaction  
and loyalty of our customers  
and users*

*Encourage seamless communication*

*Convey our environmental and  
social sensibility*

### Continuous improvement

- Have a certified management system.
- Respond quickly and effectively to complaints from consumers and users, seeking their satisfaction beyond the mere compliance with current regulations.
- Conduct periodic satisfaction surveys.
- Evaluate the Company's vision.
- Have seamless and efficient communication channels: customer service telephone, suggestion box, email, social networks, etc.
- Inform about the environmental and social benefits of our service.
- Disseminate the Code of Ethics through the website.
- Disseminate actions/campaigns in favour of sustainability and the most disadvantaged groups.

## 9.6. COMMITMENT TO SOCIETY

TRAM directs its commitment to the social and environmental sphere towards the creation of shared value with the community, promoting actions and investments aligned with our business objectives that generate value for the company and contribute positively to society, the territory and its inhabitants.

### SOCIAL ACTIONS

TRAM aims to play an important role in people's lives, Continuous improvement not only as providers of a quality public service, but also as agents of community development, by contributing with wealth generated through collaborations and sponsorships of social and cultural programs; as well as through the development of projects that align with our social commitment, helping people with mobility difficulties and promoting sustainable mobility and citizenship through our educational programme.



### Decision

*Carry out activities of  
a social nature*

*Take actions of  
cause-based marketing*

*Carry out campaigns to raise funds  
in favour of social or environmental  
causes of the local or global  
community, related to the sale  
of our services*

### Continuous improvement

- Collaborate in the delivery of programmes of social institutions, through financial support or in kind.
- Develop awareness-raising actions about citizenship and responsible mobility, through an educational programme.
- Develop actions dedicated to improving levels of social care for the most disadvantaged.
- Ask the collaborators/suppliers for their Ethical Code and CSR model.
- Incorporate the requirement to respect the Ethical Code of TRAM in contracts with suppliers and collaborators and ask them to apply and disseminate it.
- Encourage lasting relationships.
- Promote efficient practices in relations with suppliers and collaborators.

## OUR COMMITMENT TO THE ENVIRONMENT

At TRAM we carry out our activities taking into account the protection of the environment, in accordance with the principles established in our environmental policy, including the commitment to prevent pollution and the precautionary principle.

We are committed to carrying out activities that respect air and water quality, biodiversity, the consumption of natural resources and the promotion of the general principles of environmental protection, both from a local and global perspective.



## Continuous improvement

### Decision

*Minimise the use of  
natural resources*

*Minimise generated waste*

- Deploy procedures for efficient water consumption.
- Use renewable energy, such as solar energy, through our own facilities.
- Acquire, preferably, equipment that minimises energy consumption.
- Have efficient driving policies to reduce energy consumption.
- Have environmental quality systems based on the ISO-14001 standard and our activity.
- Use biodegradable products wherever possible.





## OUR COMMITMENT TO COMPETITORS

As a public transport service provider in the Metropolitan Area in the form of a tram, our competitors in the strict sense of the term are indirect and harder to identify; however, there are other organisations that offer complementary services such as bus, metro, etc. in the same area, or that offer the same service in other locations.

TRAM's relationship with these organisations consists of participation in sector associations, such as RailGrup, UITP, ALAMYS, etc., and is always based on ethics and transparency.



## Decision

Ensure there is an ethical and lawful relationship with competitors

Promote CSR in associations in which TRAM is a member

## Continuous improvement

- Compete fairly with other companies, cooperating for the achievement of a free market based on mutual respect among competitors, abstaining from unfair practices.

- Incorporate CSR issues in conferences and congresses.
- Share and open the CSR projects promoted by TRAM to third parties.





# 2017 SOCIAL RESPONSIBILITY ACTION



## 10. 2017 CORPORATE SOCIAL RESPONSIBILITY ACTION

Every year at TRAM, we draw up the CSR Plan in which, in a transparent, equitable and responsible manner, we materialise the commitments undertaken by our company in its CSR Model.

**Transparent:** by allowing the decision to implement any project in this sphere to be traceable, in order to assess the various proposals either promoted internally, or made to the company by third parties.

**Equitable:** to ensure that the economic resources assigned to the Plan are distributed among all the commitments undertaken by the company.

**Responsible:** because the resources allocated are coherent with the commitments and expected results.

The 2017 Corporate Social Responsibility Plan was organised based on the 3 global TRAM commitments in terms of CSR: **internal commitment**, **commitment to our customers and users**, and **commitment to society**; and the specific objectives that are reviewed annually.





# INTERNAL COMMITMENT 2017 INDICATORS

## WE PROMOTE EQUAL OPPORTUNITIES

### **Equality plan. At TRAM we believe in equality.**

At both Trambaix and Trambesòs there is an equality plan to ensure equal treatment and opportunities between men and women and eliminate any possible discrimination based on gender.

### **This plan is put into effect through various actions and activities that help to reinforce equal opportunities among which we highlight the following:**

- Allocation of human, material and economic resources for the implementation of the Plan.
- Frequent appearance of drivers and inspectors in the educational activities of the website.
- Use of inclusive language in job descriptions.
- Annual training plan to promote equal opportunities related to knowledge.
- Respectful use of the male and female image; eradication of sexism.
- Balanced presence of female and male figures on the website and in the corporate magazine.

## AT TRAM, WE STRIVE FOR WAGE EQUALITY

### **The basic remuneration for men and women by professional category is the same in all cases. This salary is determined by the pay tables of the relevant agreement.**

### **Equality and prohibition of discriminatory treatment protocol**

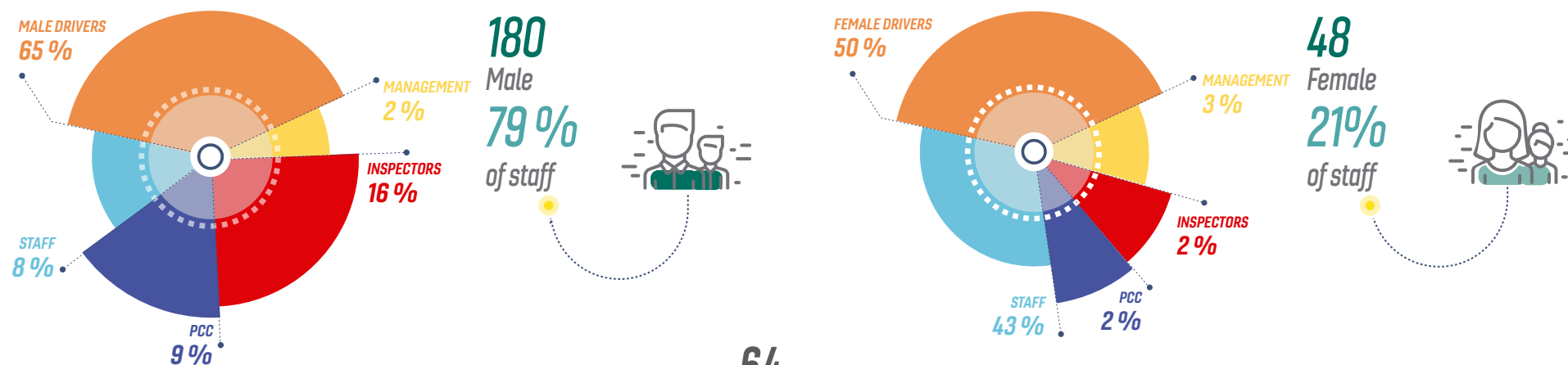
At TRAM we develop an equality and prohibition of discriminatory treatment protocol that aims to establish an equal treatment and opportunities policy and prohibit discriminatory treatment based on birth, race, gender, religion, opinion or any other condition or personal or social circumstance, for both the managers and staff of TRAM as well as for third parties.

TRAM workers receive specific training on this protocol, the rights and prohibitions that derive from its content and the complaints channel as a means to be used if they are aware of such practices.

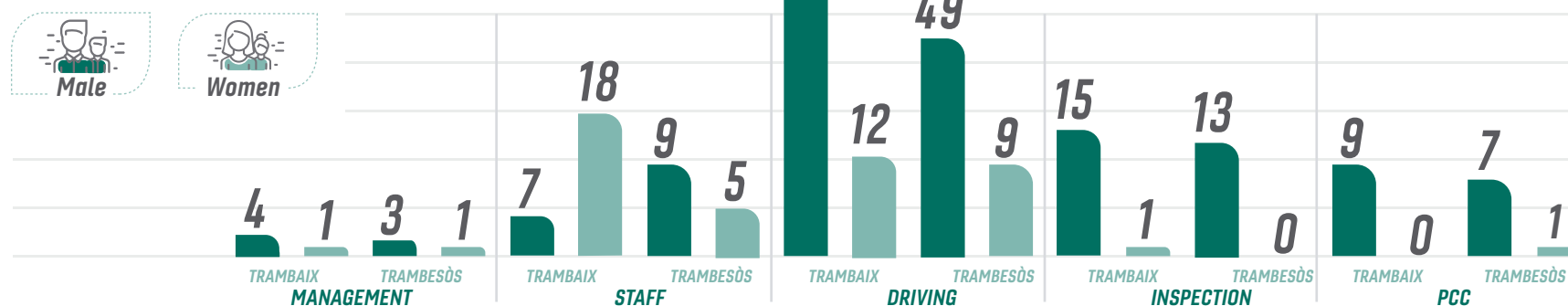
In addition, at TRAM we commit to impose the appropriate penalty all those discriminatory behaviours based on the parameters established in its internal code of conduct.

### **Since its implementation in 2013, the equality and prohibition of discriminatory treatment protocol has been activated three times, although in no case has it been necessary to take legal action.**

## OUR STAFF



Staff according to professional category and gender.



## WE GRANT JOB SECURITY AND FAIR PAY

At TRAM we prioritise stable and quality employment, as opposed to subcontracting or temporary contracts.

### PROTOCOL OF RIGHTS AND DUTIES OF THE TRAM STAFF

The purpose of the protocol is to recognise the rights and establish the duties that TRAM personnel have within the framework of the company's Crime Prevention and Detection Model (MPDD).

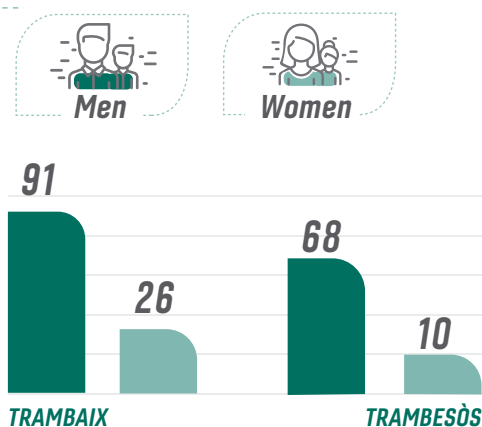
The list of rights and duties contained in this protocol respects the rights and duties that the current legal system recognises for workers and citizens in general, which under no circumstances may be restricted beyond what is allowed by labour law.

This list of rights and duties must also be understood without prejudice to other rights and duties that are recognised in other regulatory texts approved by the company itself.

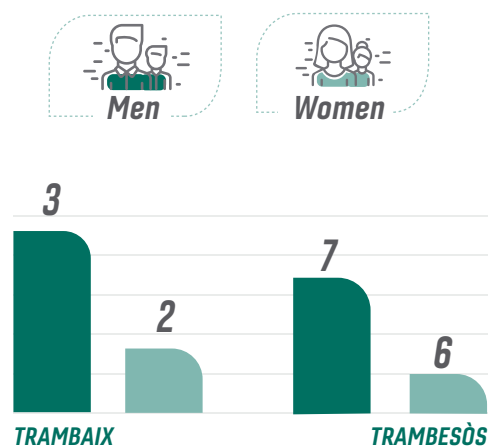


## TYPES OF CONTRACTS

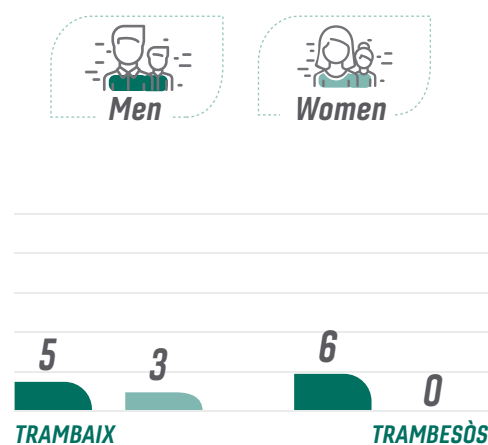
### INDEFINITE CONTRACTS



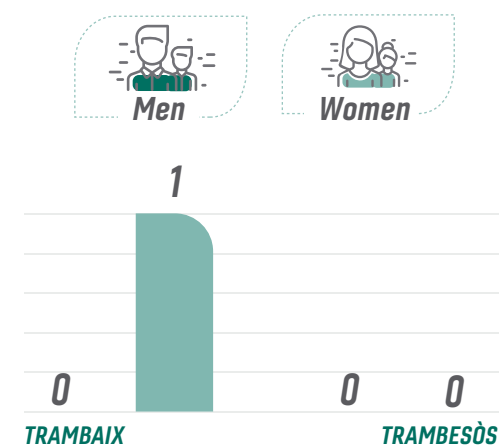
### INDEFINITE CONTRACTS WITH SHIFT HOUR REDUCTION



### FIXED DURATION CONTRACTS



### PART-TIME CONTRACTS





## 2017 RECRUITMENT TRAMBAIX BY AGE AND GENDER

Edad	Men	Women
24		1
36	3	
41		1
43	3	1
44		

100% of the workforce are under a single agreement

STAFF TURNOVER RATE	2014	2015	2016	2017
TURNOVER RATE TRAMBAIX	1.82	0	2.68	2.16
TURNOVER RATE TRAMBESÒS	2.06	2.07	3.65	2.09

## RECRUITMENT 2017 TRAMBESÒS BY AGE AND GENDER

Edad	Men	Women
27	1	
31	1	
32	1	
40	1	
42	2	
44	1	
49	1	



## KEEPING THE ENVIRONMENT AND WORKING CONDITIONS SAFE AND HEALTHY

### WORK HEALTH AND SAFETY COMMITTEE

At TRAM there is a single Work Health and Safety Committee for both companies (Trambaix and Trambesòs) operating at the highest level.

*100% of the staff are represented by said Work Health and Safety Committee.*

The Committee currently comprises the following members:

*Managing Director, Operations Manager, Administration and  
HR Manager in charge of the PCC, Head of Safety and Environment  
Assistant Operations Manager, 4 drivers, 1 inspector.*

### TRAMBAIX 2017

No. of accidents with leave of own personnel	3	No. of accidents with leave of own personnel	4
No. of accidents with no sick leave	4	No. of accidents with no sick leave	2
No. of work days lost due to accidents	70	No. of work days lost due to accidents	53
No. of fatal accidents	0	No. of fatal accidents	0
Frequency rate	16,15	Frequency rate	25,18
Severity rate	0,38	Severity rate	0,33
Incidence rate	25,86	Incidence rate	41,24
Absenteeism rate	5,84	Absenteeism rate	5,25

### TRAMBESÒS 2017

### TRAMBAIX 2017

#### TYPES OF ACCIDENTS WITH INJURIES



Injuries when handling portable or manual tools	1	0
Traffic accidents (during work, excluding those to and from the workplace)	1	1

### TRAMBESÒS 2017

#### TYPES OF ACCIDENTS WITH INJURIES



Injuries when handling portable or manual tools	0	0
Traffic accidents (during work, excluding those to and from the workplace)	4	0

#### TRAMBAIX STAFF

No. of workers  
full time 131

No. of hours  
worked 185.711

#### TRAMBESÒS STAFF

No. of workers  
full time 97

No. of hours  
worked 158.844

## HEALTH AND SAFETY MANAGEMENT SYSTEM: OHSAS 18001

TRAM is certified to the OHSAS 18100 standard, ***an occupational health and safety management system*** that contributes to the improvement of the conditions and factors that can affect the well-being of any person in the physical environment of the company. The OHSAS 18001 technical specification establishes the requirements that must be met by the safety and health management system in the workplace, so that organisations can optimise the performance of the system, and effectively control the risks associated with their activities, always focusing on the protection of people.

### PREVENTION OF OCCUPATIONAL RISKS

*The prevention of occupational risks is one of the top priorities in the management of TRAM.*

With the main objective of achieving a high level of safety and health at the workplace, at TRAM we have developed a workplace safety policy based on the following basic principles:

- Complying with current law on the prevention of occupational risks and industrial safety, at the state, regional and local level, as well as the requirements derived from the official concession contracts that we hold.
- Assigning and having the necessary resources to achieve an appropriate management that allows the identification, evaluation and control of the possible risks, as well as the implementation of the necessary preventive measures.

- Granting active participation to all workers as a fundamental measure to achieve effective implementation and improvement of preventive activities, as well as to achieve an appropriate climate of security and confidence. In this way, the necessary channels of information exchange, cooperation and surveillance related to the prevention of occupational risks are transformed.
- Providing information and initial and ongoing training to workers about the risks inherent in their role, as well as the means and measures that should be adopted for their prevention, in order to promote and ensure safe and positive behaviours and habits.
- Integrating our customers, supplier companies, subcontractors and visitors into the prevention management, with the aim of ensuring that none of our activities have any undesired impact on them and vice versa.
- Working closely with Public Administration agencies and other organisations in the development of procedures, devices and work methods.

***During 2017, the following were delivered:***

***2,680 hours of occupational risk prevention training in Trambaix***

***1,574 hours of occupational risk prevention training in Trambesòs***

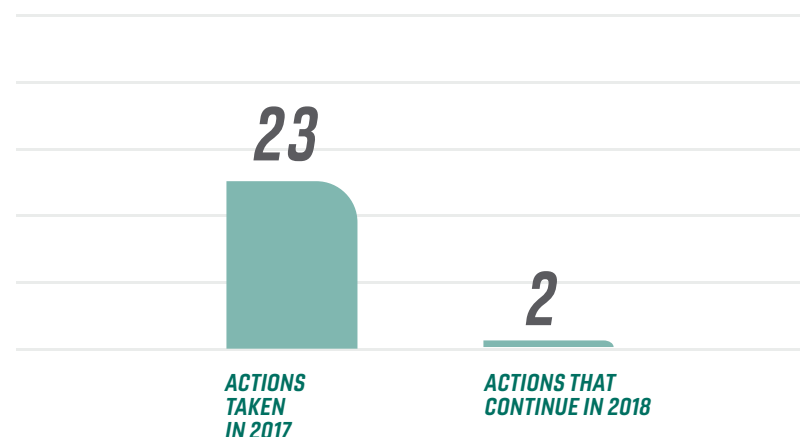
## WE DEVELOPED THE COMPETENCES AND RESOURCES TO GUARANTEE GOOD WORK PERFORMANCE

### Training

Staff training, both at the initial stage and during each worker's period of service, is one of the basic pillars on which the quality of any organisation is based.

At TRAM we promote training in a defined way and promote annually a **Training Plan, in accordance with ISO 9001:2015**.

*If we take into account the number of hours, 48.82% of the training carried out was internal training and the remaining 51.18% was external training.*

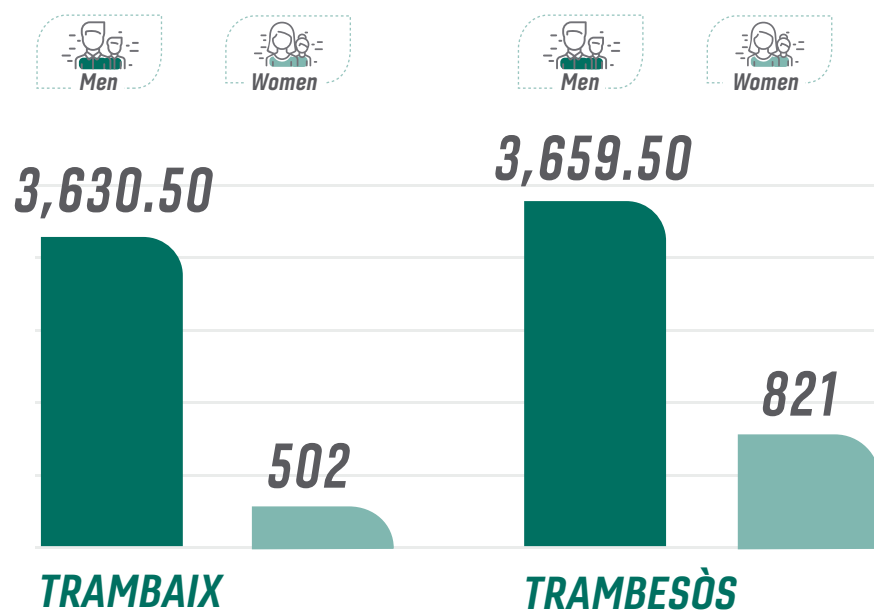


During 2017, 8,613 hours of training were delivered, divided between TRAMBAIX and TRAMBESÒS, and 99% of the staff from both companies received training throughout the year.

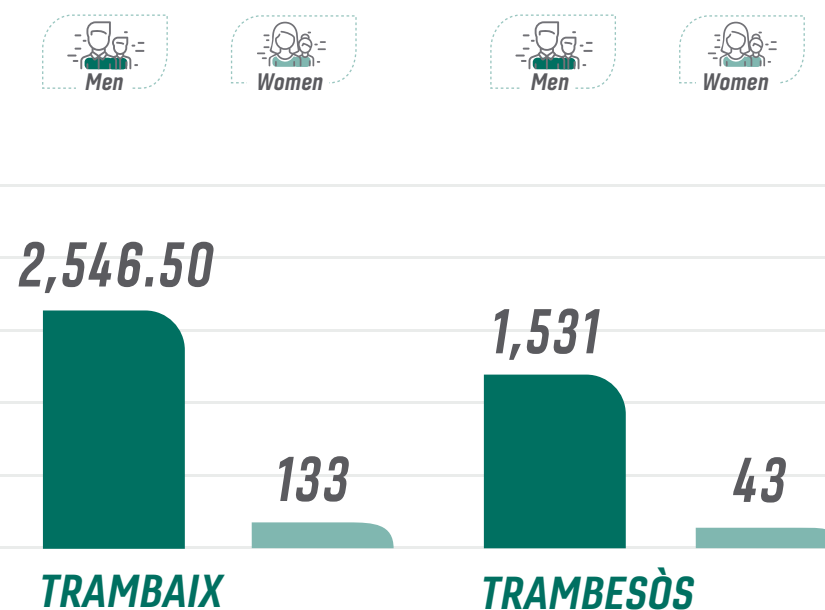
**100% of the staff performs  
annual performance meetings**

**49,38 % of training hours have been in matters of safety**

### Training hours by gender TRAM



### Safety training hours by gender TRAM



To meet the staff's training needs with maximum effectiveness, TRAM has established several types of training courses, both initial and continuous training.

### **Initial Training**

Designed for new drivers - who make up the bulk of the workforce - so that they can successfully carry out their daily work duties.

This training is taught by the company's internal staff and lasts approximately one and a half months, during which they combine theoretical classes with practices. In the 2007-2018 period, a total of 10 training programs for new drivers were been carried out.

The initial strategic training programme consists of the following points:

*Company presentation*

*The tram system TBX - TBS*

*Infrastructure*

*The rolling stock*

*Track devices and interlocks*

*Sign Posts*

*General driving rules*

*Communication*

*Resolution of driving incidents,*

*Incidents, accidents and regulations for travelers*

*Ecodriving*

*Prevention of occupational hazards*

*Customer service*

The CPP inspectors and operators also have initial training consistent with the characteristics of their job.



## Continuous training and professional development

Together with the initial learning, the continuous training constitutes an indispensable element to guarantee the optimal quality of the service. These other courses are scheduled once the individual needs of each worker, or small groups of workers are identified.

The continuing training courses that have been taught can be divided into three groups:

### General Management and Leadership courses

### Technical specialisation courses

*Review and refresher courses in tramway driving: every year an 8-hour refresher training is carried out, divided into three sessions where knowledge is updated, aspects related to the improvement of the business operation are refreshed and real experiences that allow the development of new solutions are shared.*

## We ease the conciliation between work and family life

### During 2017 maternity leave was taken by:

WOMEN

6

MEN

2

### During 2017 paternity leave was taken by:

MEN

2

100% of the staff  
resumed their work  
after leave

### % Workers with reduced working hours

TRAMBAIX

TOTAL WORKFORCE

131

people

1,2 %

8 people benefit from  
reduced working hours

TRAMBESÒS

TOTAL WORKFORCE

97

people

13,40 %

13 people avail of  
reduced working hours

## ***We encourage seamless internal communications***

One of TRAM's corporate social responsibility commitments is to ensure that corporate information is disseminated to staff in an appropriate manner.

### ***With our internal communications we encourage a feeling of belonging as ...***

*With our internal communications we encourage a feeling of belonging as ...  
we share values · we feel supported · we feel proud of the company we know what  
is expected of us · we establish emotional bonds we feel useful and valued*

### ***Our communication channels:***

#### ***Internal Communication Committee***

Comprising representatives of all groups: drivers, inspectors, operators, maintenance, customer service, marketing, human resources and administration, under the joint leadership of human resources and marketing.

#### ***Internal meetings with the Company Management***

Every year, open meetings are held for the entire staff, during which the Management Committee explains the important events of the year, and all staff are given the opportunity to get first-hand information on topics of interest to them. The contents presented in these meetings are published on the corporate intranet.

#### ***Corporate intranet, digital noticeboards and monthly internal newsletter(inTRAM)***

Through the corporate intranet, the staff have access to the useful information for their work at all times and they can stay up to date with the latest news from each department and corporate information.

In addition, the people who work at TRAM receive the inTRAM internal digital newsletter with the most important news every month.

#### ***TRAMcomunica***

The company has a corporate email with general information of importance for the entire workforce. This channel is used as reinforcement for the intranet and digital noticeboard.

#### ***Internal Communication Survey***

In 2016, an internal communication survey was carried out to assess the changes that had been made in this area. The participation rate was 53%; 87% of respondents believed that they have the means to communicate and 96% believe that communication had improved.

#### ***Christmas activities***

With the aim of strengthening human relationships within the workforce, at TRAM we organise Christmas toasts and dinners for the entire team and a family party especially designed for the children of the staff members.

Likewise, a Christmas greeting activity, in which TRAM employees participate, is organised every year and a charity is chosen. In 2017, our greetings consisted of a video with well-known characters: Rafael Amargo, Dani Anglès, Lloïl Bertran, Jordi Cadellans, Sergi Cervera, Víctor del Àrbol, Txabi Franqueza, Albert Garcia, Mireia Prat, Tortell Poltrona, The Chanclettes, Soccer School of Sant Roc and TRAM workers. The goal was to collaborate with the Humanitarian Alliance programme for Infant Feeding of the Red Cross. We donated €0.50 for each viewing of the Christmas video.

# COMMITMENT TO OUR CUSTOMERS AND USERS

## 2017 INDICATORS

## WE GUARANTEE THE SAFETY AND QUALITY OF THE SERVICE

### WE HAVE A CERTIFIED MANAGEMENT SYSTEM

**ISO 9001:2015** standard, quality management systems

**UNE 13816:2003**, specific standard about passenger service quality from two points of view: on the one hand, that of the relevant authority and the operators and, on the other, of the current and potential customers.

## SAFETY

Safety is one of the main commitments of TRAM, for this reason we have created a work group composed by members from different areas (utilisation and development, operation, maintenance, marketing and communication) to supervise its performance, and we have promoted numerous improvements and campaigns such as "We care about you."

We also have an Accident Reduction Plan in force since 2006. Within the framework of this action plan, a method of assessing the accident rate has been developed, which determines the places with the greatest potential accident risk and requires the preparation of corrective measures to try to reduce it.

Thanks to this Plan, the year on year accident rate (number of accidents per million kilometres) has been decreasing in the last 5 years in Trambaix, falling from an average of 26.22 accidents/M km in 2013 to 21.93 accidents/M km in 2017.

However, in Trambesòs, the urban transformation of the area with the 22@ project, the construction of the Glòries tunnels and the deployment of the cycle paths, have meant that the environmental conditions have changed and that the accident rate has increased from 21.36 accidents/M km in 2013 to 29.74 accidents/M km. The new urban configuration has generated new mobility issues that are being dealt with within the framework of the Accident Reduction Action Plan, seeking to reverse this upward trend as soon as possible.

### ACCIDENT RATE (ACCIDENTS/M KM)





## WE KNOW THE DEGREE OF SATISFACTION AND LOYALTY OF OUR CUSTOMERS AND USERS WE ENCOURAGE A SEAMLESS INTERNAL COMMUNICATION

### CUSTOMER SERVICE

Customer service is a basic activity in the day-to-day running of TRAM, among other things, due to its importance as an input for the continuous improvement process.

Users have many channels at their disposal; whether for making a complaint, requesting information, making a suggestion, claiming a lost item or other queries they may have.

In addition to traditional channels, such as the toll-free number, the customer service offices and the intercoms at all our stops, travellers can contact TRAM through a mobile application, social networks such as Twitter and Facebook and, since 2016, WhatsApp.

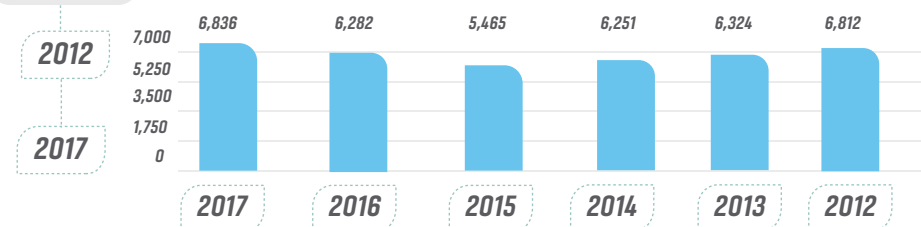
In 2017, users used Trambaix customer services a total of 9,303 times. As for Trambesòs, the customer service has addressed 10,260 inquiries.





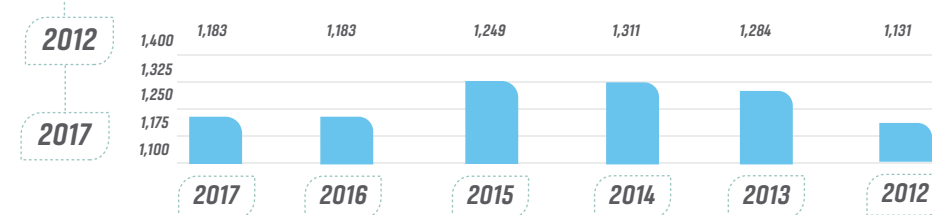
## TRAMBAIX

## TREND OF INFORMATION REQUESTS



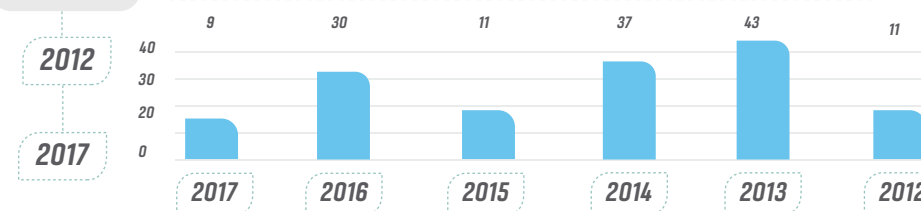
## TRAMBAIX

## TREND OF COMPLAINTS



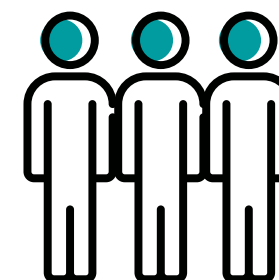
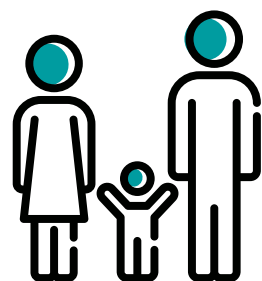
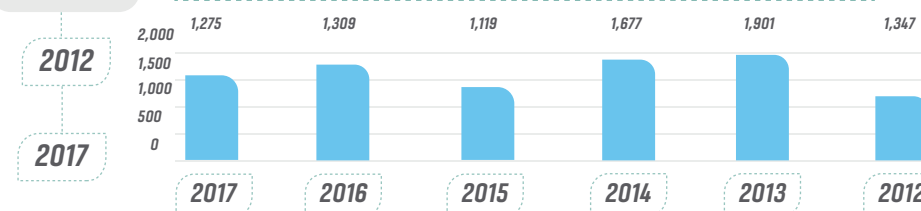
## TRAMBAIX

## TREND OF SUGGESTIONS



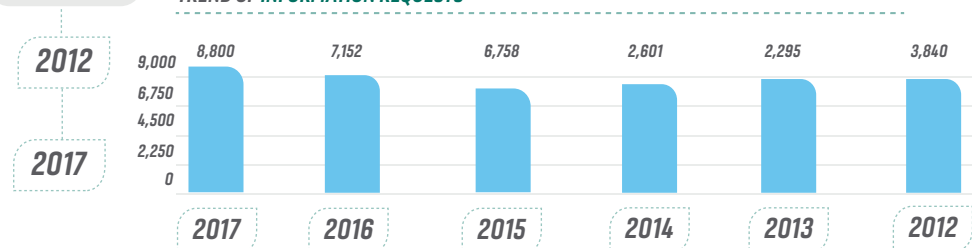
## TRAMBAIX

## TREND OF INCIDENCES



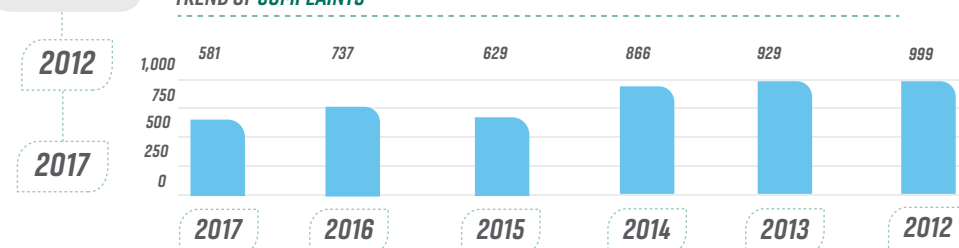
## TRAMBESÒS

## TREND OF INFORMATION REQUESTS



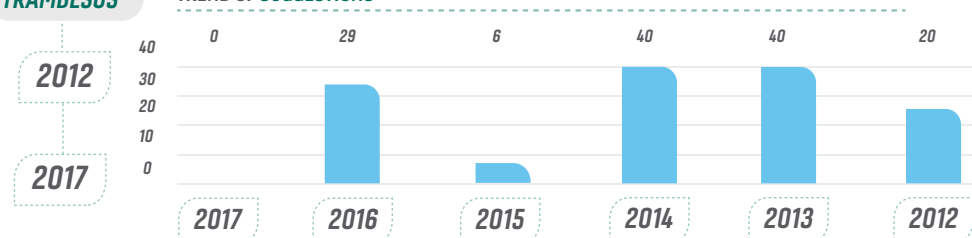
## TRAMBESÒS

## TREND OF COMPLAINTS



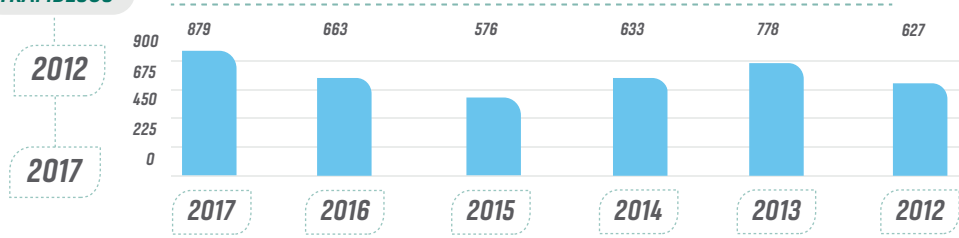
## TRAMBESÒS

## TREND OF SUGGESTIONS



## TRAMBESÒS

## TREND OF INCIDENTS


**TRAM**

## SATISFACTION SURVEY

At TRAM we conduct a satisfaction survey among tram users on an annual basis. In 2017, the Perceived Quality Index (PQI) of both networks exceeded 7.9 points out of 10. This score is an indicator of quality resulting from the relationship between the service feature assessment that users make with the importance they assign to it.

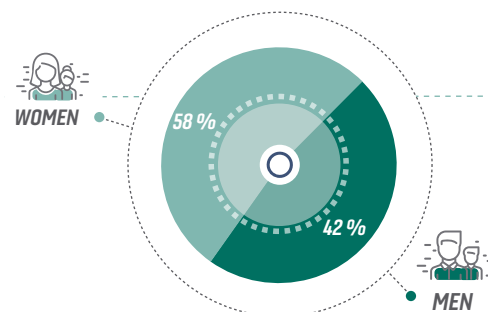
### TRAMBAIX

2017

#### USER PROFILES

##### GENDER

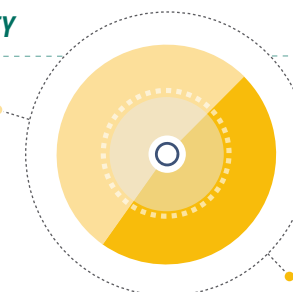
58.3% of our travellers are women



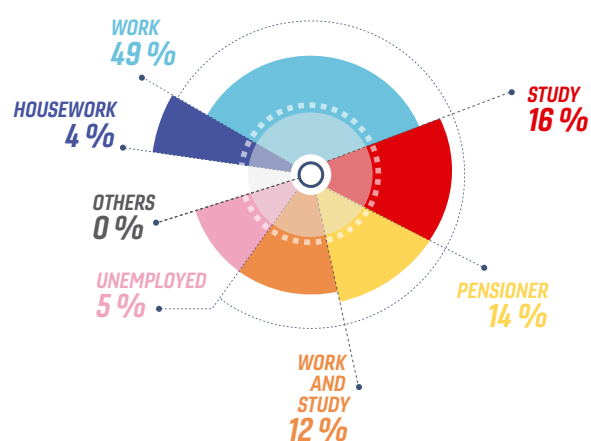
#### TYPE OF MOBILITY

##### OCCUPATIONAL

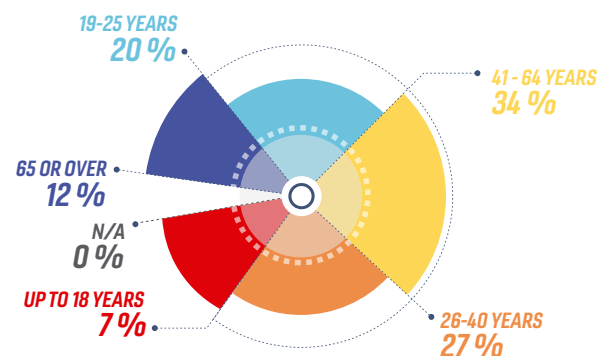
##### PERSONAL



#### EMPLOYMENT SITUATION



#### AGE



#### PQI Perceived Quality Index

##### TRAMBAIX

YEAR	PQI
2012	7.61
2013	7.72
2014	7.80
2015	7.72
2016	7.85
2017	7.98

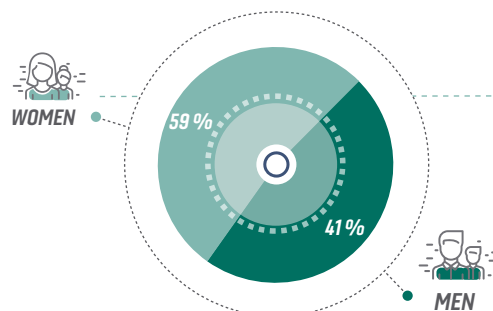
## TRAMBESÒS

### 2017

#### USER PROFILES

##### GENDER

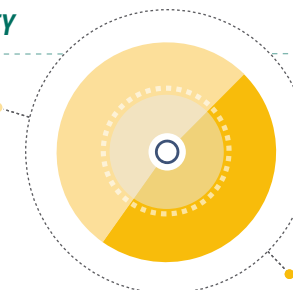
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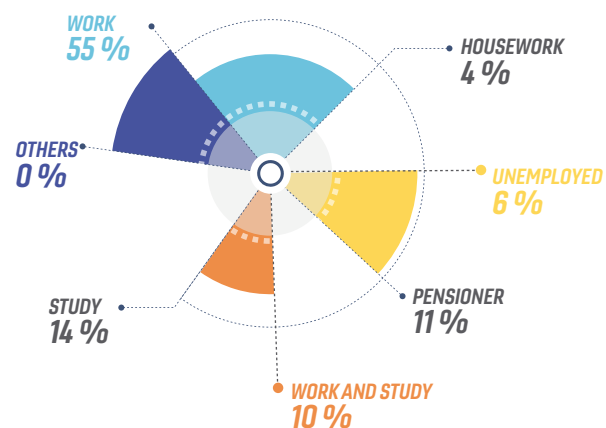
#### TYPE OF MOBILITY

##### OCCUPATIONAL

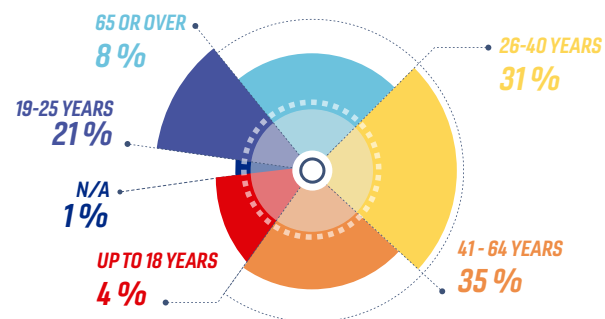
PERSONAL



#### EMPLOYMENT SITUATION



#### AGE



#### PQI Perceived Quality Index

##### TRAMBESÒS

YEAR	PQI
2012	7.59
2013	7.72
2014	7.60
2015	7.68
2016	7.68
2017	7.98

## TRAMBAIX

## VALUATION OF ATTRIBUTES

### ATTRIBUTES OF SERVICES

	2015	2016	2017
Loyalty	-	-	8.80
Recommendation	-	8.47	8.69
Ease of access to the tram platform	8.43	8.53	8.69
Comfort during the journey	8.06	8.12	8.13
Personal safety: travelling without conflicts	7.98	8.16	8.12
Travel speed: arriving promptly at destination	7.86	7.83	8.03
Service punctuality: no incidents or delays	7.97	8.18	8.00
Operation of the ticket machines on board the tram	8.00	8.06	7.98
Service information (public address system, screens, signs, ...)	7.71	7.83	7.97
Operation of the ticket machines on board the tram	7.62	7.75	7.95
<b>TRAM's current service</b>	8.05	8.09	7.93
Relationship to other means of transport	7.63	7.62	7.87
Drivers drive smoothly and safely	7.96	8.06	7.86
Appropriate temperature inside the tram	7.74	7.91	7.82
Frequency: arrives often	7.36	7.39	7.40
Service and friendliness of the staff	7.40	7.44	7.35
Ease of acquiring tickets at the tram stops	6.96	7.27	7.14
Information during incidents	7.02	6.67	7.09





## TRAMBESÒS

## VALUATION OF ATTRIBUTES

### ATTRIBUTES OF SERVICES

	2015	2016	2017
Loyalty	-	-	8.72
Ease of access to the tram platform	8.35	8.52	8.63
Recommendation	-	8.28	8.56
Travel speed: arriving promptly at destination	8.05	8.14	8.27
Service punctuality: no incidents or delays	7.87	8.03	8.19
Comfort during the journey	8.12	7.99	8.07
Drivers drive smoothly and safely	7.98	7.99	8.06
Operation of the ticket machines on board the tram	7.83	7.56	7.93
Appropriate temperature inside the tram	7.98	7.82	7.89
Relationship to other means of transport	7.67	7.59	7.88
Service information (public address system, screens, signs, ...)	7.72	7.75	7.87
Service and friendliness of the staff	7.51	7.29	7.85
<b>TRAM's current service</b>	7.92	7.98	7.85
Personal safety: travelling without conflicts	7.56	7.40	7.50
Information during incidents	7.05	6.75	7.49
Vehicle and stop cleaning and maintenance	7.59	7.46	7.48
Ease of acquiring tickets at the tram stops	7.14	7.17	7.30
Frequency: arrives often	6.75	6.91	7.21











# COMMITMENT TO SOCIETY 2017 INDICATORS

## SOCIAL ACTIONS DURING 2017

During 2017, more than 30 social actions were carried out aimed at community development based on the following specific objectives:

- Support the social and labour reintegration of the homeless.
- Promote attitudes of resilience through actions that demonstrate that physical and/or psychological limitations can be overcome.
- Improve access to culture for the most disadvantaged sector of the population in TRAM's area of influence.
- Improve the living conditions of the elderly with limited economic resources.

## Nature of the projects

**Equality** €85,204.65

**Healthy living in social harmony** €32,580.00

**Environmental sustainability** €25,400.00

**Access to culture and the Arts** €19,700.00



**€163,000 in social projects during 2017**

## We collaborate to promote equality



TRAM collaborates with Unicef in the launch of the Memory App that aims to make children aware of their rights. For this, we promote the "Use your memory! Play children's rights" campaign.



We have an agreement with Sant Joan de Déu to facilitate access to mobility for the homeless. With this agreement, we have helped 267 people in the process of recovering their personal autonomy.



TRAM and the Casal Infantil La Mina de Sant Adrià de Besòs Association work in partnership to promote activities with children, their families and the community, with the aim of fostering the development of their educational, social and economic capacities.



TRAM also works with Casal Cívic La Mina, especially with its Casal Jove (Youth Centre), where young people have access to recreational and cultural activities through which they are connected to the social development of their neighbourhood. In addition, in support of the celebration of the 30th anniversary of the centre, TRAM also participated in the festival.





TRAM has promoted the 3rd edition of the Huella Solidaria, a walk that aims to share the love for nature and also allocates the money raised to the 'Demosle la vuelta' program of the Humanitarian Alliance for Solidary Child Feeding (Red Cross).



In 2017, TRAM, in collaboration with the Johann Cruyff Foundation, promoted the International Wheelchair Tennis Tournament. With the slogan 'move the limit', this event highlights personal improvement and merits.



TRAM makes a solidarity video for the fight against child poverty in Catalonia, and allocates €0.50 to the 'Demosle la vuelta' campaign for each time the video was shared and viewed on social networks.

## We support projects that promote social harmony and healthy living



At TRAM, we financially support the Community of Sant'Egidio in the "Casa de familia" project for the elderly.



At TRAM, we donated one of our trams to the Blood and Tissue Bank of Catalonia on September 29, placing it at the Francesc Macià stop as a donation point.



TRAM, in collaboration with the Foundation for Social Integration (FUNDISOC), has launched the summer program 'Nit d'Estrelles' in order to offer educational services to children of disadvantaged groups. The project also seeks to reduce the risk of child malnutrition and improve their physical, mental, emotional and educational well-being through contact with nature.



TRAM supports the Besòs-Maresme inter-school race, organised by the Eduard Marquina school. It is a sports day that seeks to strengthen the bonds between the different cultures that coexist in the neighbourhood. In the 2017 edition, 7 schools and a total of 740 students participated in the march.



At TRAM we work with the Sant Roc Soccer School as sponsor of the Sub-21 futsal team. Through this collaboration, the Kali Zor association for the promotion of youth, which has been working for some time in the Sant Roc district of Badalona, can afford the cost of team registration and equipment for the players.



In accordance with our commitment to the promotion of sport and healthy living, TRAM sponsors the XXII Travessa Sant Joan Despí-Montserrat in which 1,300 cyclists participated, among them, some of our collaborators.



TRAM and the Federation of Roma Associations of Catalonia (FAGIC) have a collaboration agreement to work with a team of civic agents at the T5 and T6 lines of Besòs. With this project, we promote a civic campaign that serves to prevent and amend indecent behavior that occurs on board the tram and its facilities.



TRAM has collaborated with the Baix Llobregat Mobility Week with the aim of promoting healthy living habits through different sports activities.

## mossos d'esquadra



Since TRAM's inception, we have carried out, in collaboration with the Mossos de Esquadra of Cornellà de Llobregat, a campaign to promote civic mindedness with sessions aimed at the Cornellà and Sant Joan Despi institutes in which students are made aware of the social and economic effect of anti-social behaviour in public transport.



In our mission to promote the coexistence and development of the most disadvantaged groups and areas, TRAM has lent support to a photographic exhibition, held in La Mina, with which the residents of the now defunct Campo de la Bota were honoured.



TRAM has collaborated, again, with the Christmas Fair of La Mina organised by the Traders' Association of the neighbourhood, where you can find handicrafts, food and gifts for the holidays.

## FECEC

### Junts contra el càncer

As part of World Cancer Day, the Catalan Federation of Entities against Cancer (FECEC) promoted the campaign "Posem-li pebrots al càncer 2017", in which we participated. With this symbolic action, some supermarkets sold peppers for charity at a price of €1.50 and those proceeds went entirely to the fight against cancer.



TRAM has worked with the Multiple Sclerosis Foundation in the action 'One apple for life'. With this solidarity campaign, we set out to raise public awareness of the difficulties experienced by the more than 7,000 people affected by this disease in Catalonia.



**AJUNTAMENT DE  
SANT JOAN DESPÍ**

TRAM has worked with the Sant Joan Despí Festival, which is held in June, as well as with the Christmas holidays. In this way, we reinforce the commitment to the residents of the localities we work in.

**MAGIC  
LINE  
SANT JOAN  
DE DÉU**

The Magic Line walk, organised by the Sant Joan de Déu Hospital Order, is an activity to help people who are in vulnerable situations and which TRAM has supported. The workers of the group also participated in this tour to lend their support to the cause with a team game day.

**KALI ZOR**



The Badalona-based association Kali Zor organises a five-a-side football championship that promotes connection and integration among the young, as well as the fight against stereotypes of the Roma community. TRAM, as a company committed to the promotion of coexistence and healthy habits, participated in the initiative.





TRAM has worked with the Sant Joan Despí Festival, which is held in June, as well as with the Christmas holidays. In this way, we reinforce the commitment to the residents of the localities we work in.



Sport, inclusion and solidarity are the values encouraged in the Correlau race for school inclusion. At TRAM we share these values and, therefore, we wanted to work with the Aprenem Association for the inclusion of people with Autism Spectrum Disorder in this initiative.

## We promote access to culture

**Fundació Joan Miró**  
Barcelona

**M<sup>N</sup>AC**  
MUSEU NACIONAL  
D'ART DE CATALUNYA

**CCCB** Centre de Cultura  
Contemporània  
de Barcelona

**Museu  
Picasso**

**MAC  
BA** MUSEU  
D'ART CONTEMPORANI  
DE BARCELONA

We have a collaboration agreement with the MACBA, CCCB, Fundació Joan Miró, Museu Picasso and the National Museum museums to publicise their exhibitions and thus promote art and culture. For this purpose, we offer free signage of our trams with the different exhibitions of these museums until 2018.

In 2017, TRAM and ATM organised, the fifth edition of "La TRAMa", an online contest of collective stories in which any user can participate and in which well-known authors such as Maite Carranza, David Cirici, Anna Manso, Care Santos and Jordi Sierra i Fabra have taken part.

**ARGO!NAUTES**

We work with the aid program ArGO!nautes designed for students from educational centres located in disadvantaged socio-economic environments, in order to make cultural heritage accessible to every child in Catalonia.



## ETHICAL AND TRANSPARENT MANAGEMENT

Our crime prevention and detection model includes a set of protocols designed to avoid reputational and financial damage to TRAM. The Crime Prevention and Detection Committee oversees our performance in this area by correcting any deviations it may detect.

### **PROTOCOL FOR THE PREVENTION OF CORRUPTION IN BUSINESS**

The business corruption prevention protocol establishes the guidelines for action that we at TRAM must follow to guarantee activities in accordance with our code of ethics.

### **PROTOCOL FOR THE PREVENTION OF CORRUPTION IN THE CONTEXT OF PUBLIC SECTOR RELATIONS**

The main purpose of this protocol is to establish guidelines for action that TRAM must follow to avoid criminal risks in the context of the relationships that we maintain or may maintain with international, national or local public administrations and organisations, as well as with political parties and their representatives.

### **PROTOCOL ON THIRD PARTY RELATIONS**

This protocol establishes the guidelines for the directors and employees of TRAM to guarantee transparency and foster fair competition.

### **PROTOCOL FOR THE PREVENTION OF CRIMES AGAINST PUBLIC FINANCE AND SOCIAL SECURITY AND SUBSIDY FRAUD**

The purpose of this protocol is to establish the necessary measures to prevent crimes against the Public Treasury and Social Security and benefit fraud.

### **PROTOCOL FOR THE PREVENTION OF FRAUDULENT AND UNFAIR BEHAVIOURS**

The purpose of this Protocol is to prevent the administration, management and staff of TRAM, when acting on behalf of the company and in its relations with third parties, from resorting to practices that constitute fraud or unfair conduct and that, , may give rise to criminal, civil or administrative liability for the company itself.

### **MANUAL FOR THE PREVENTION AND DETECTION OF CRIMES IN THE CONTEXT OF THE CRIMINAL CODE REFORM**

The Manual addresses the activities necessary to guarantee the execution of the TRAM Crime Prevention and Detection Model.





## COMPLAINT CHANNEL

In 2017, at TRAM we enabled an online reporting channel to facilitate the reporting of any behaviour or activity that involves some type of irregularity within the organisation.

The channel, as well as the entire process, is completely confidential, managed by an external company, and universal, that is, it is open to any member of the public, user, collaborator or provider.

<https://canaldedenuncies.tram.cat/>.

*Since its launch in October 2017, the channel has not received any complaints.*





## COMMUNICATION CAMPAIGNS

### ***“Because we care about you, people come first”***

At TRAM we have started a new civics campaign with the motto “Because we care about you, people come first,” this time to thank the users who behave in a civil and considerate manner and give or reserve seats for people who deserve special attention, through the message “Thank you for making the tram a more comfortable, safe and human space.”



### ***“Behind your trip, there are many people who make it possible”***

TRAM and ATM, the Metropolitan Transport Authority, have launched a campaign to raise awareness about the work that tram workers do in Barcelona and which directly affects the quality of service and safety of travellers. To show and publicise the people behind the trips of our Barcelona tram users, the stars of the campaign are the TRAM workers: drivers, inspectors, customer service staff, safety, maintenance personnel and the control centre staff. In total, 11 workers have participated representing all of the people working at TRAM. With the slogan “Behind your trip, there are many people who make it possible”, various scenarios have been dramatized where the work of TRAM personnel is key to the well-being of the traveller during their journey.

## THE TRAM ROUTE

The TRAM Route is a tourist promotional campaign for discovering the activities, sights and restaurants of the Baix Llobregat district in the surroundings of the tram lines (lines T1, T2 and T3), as well as offering discounts and special promotions to enjoy these tourist attractions of the municipalities of Cornellà de Llobregat, Esplugues de Llobregat, Sant Feliu de Llobregat, Sant Joan Despí and Sant Just Desvern.

This annual promotional campaign is organised by the Baix Llobregat Tourism Consortium and TRAM, with the participation of the municipalities of Cornellà de Llobregat, Esplugues de Llobregat, Sant Feliu de Llobregat, Sant Joan Despí and Sant Just Desvern, and the participation of the private sector.



[Presentation](#)[About  
this report](#)[Profile of the  
TRAM organisation](#)[Awards and  
recognition](#)[Participation in  
associations](#)[Organisation  
chart](#)[Corporate  
governance](#)[Ethics and  
integrity](#)[The CSR model  
at TRAM](#)

## WE ARE COMMITTED TO THE ENVIRONMENT

### *Environmental Risk Management Protocol*

The purpose of this protocol is to determine the guidelines followed by TRAM in order to ensure that, in the carrying out of activities with a potential environmental impact, the relevant regulatory framework for environmental protection is respected, thus preventing crimes against the environment that could entail criminal responsibility for the company itself.

At TRAM, senior management is responsible for establishing, implementing and maintaining an appropriate environmental policy. This policy is documented, communicated to all members of the organisation and, in turn, available to any of them.

The operators of Trambaix and Trambesòs have a certified Management according to the **ISO 14001:2015** standard.

## WE PUBLICISE OUR ENVIRONMENTAL AND SOCIAL SENSITIVITY

We disclose information about the environmental and social benefits of our service.

### *TRAM, a means of education*

**TRAMeduca service develops several programmes to work with mobility, citizenship and the environment, aimed at students** from primary to secondary school and also to older people, with the aim of promoting responsible attitudes and building a more civic and respectful society towards the environment.

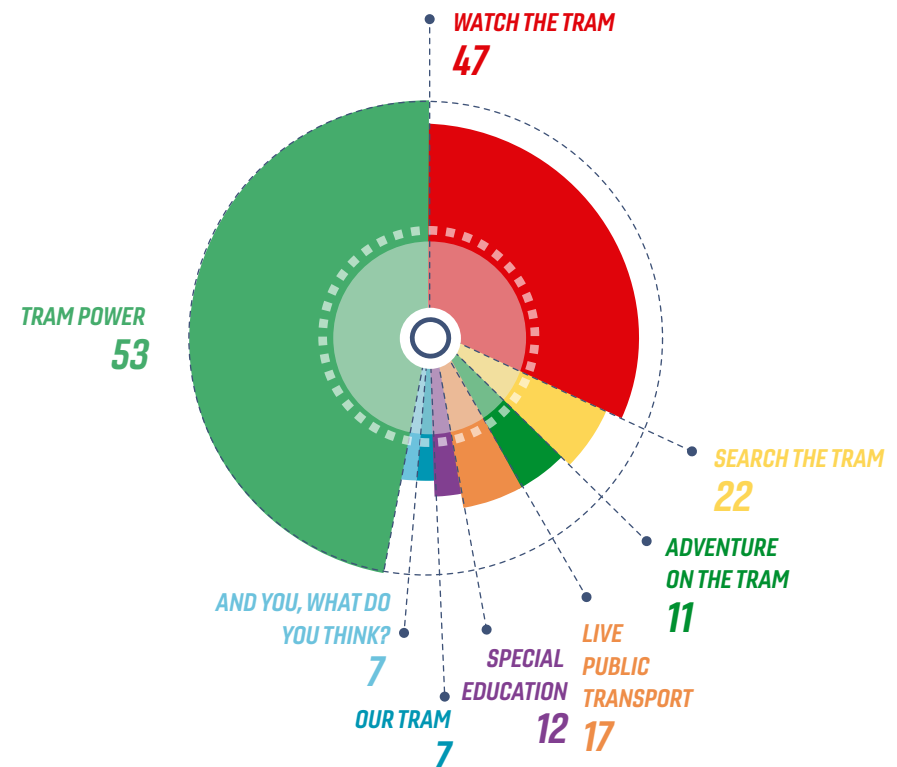
The educational project “TRAM, A MEANS OF EDUCATION” started in 2007 and is offered in all schools, institutes and public and private centres in TRAM’s area of influence: Badalona, Barcelona, Cornellà de Llobregat, Esplugues de Llobregat, Hospitalet de Llobregat, Sant Adrià de Besòs, Sant Feliu de Llobregat, Sant Joan Despí and Sant Just Desvern. As well as other educational centres throughout the region.

Through this educational project, the participants learn about how the TRAM works and reflect on civic attitudes and towards the environment related to travelling on public transport.

# 176

activities carried out in 2017

ACTIVITY	No. OF ACTIVITIES
WATCH THE TRAM	47
SEARCH THE TRAM	22
LIVE PUBLIC TRANSPORT	17
ADVENTURE ON THE TRAM	11
AND YOU, WHAT DO YOU THINK?	7
TRAM POWER	53
OUR TRAM	7
SPECIAL EDUCATION	12





# 90

centers visited us in 2017

## CENTERS

DAY CARE CENTERS

EARLY YEARS AND PRIMARY EDUCATION

SECONDARY SCHOOL, A-LEVELS, AND TRAINING CYCLES

SPECIAL EDUCATION

PLAY GROUPS OR PLAY SCHOOLS

SENIOR CITIZEN GROUPS

9

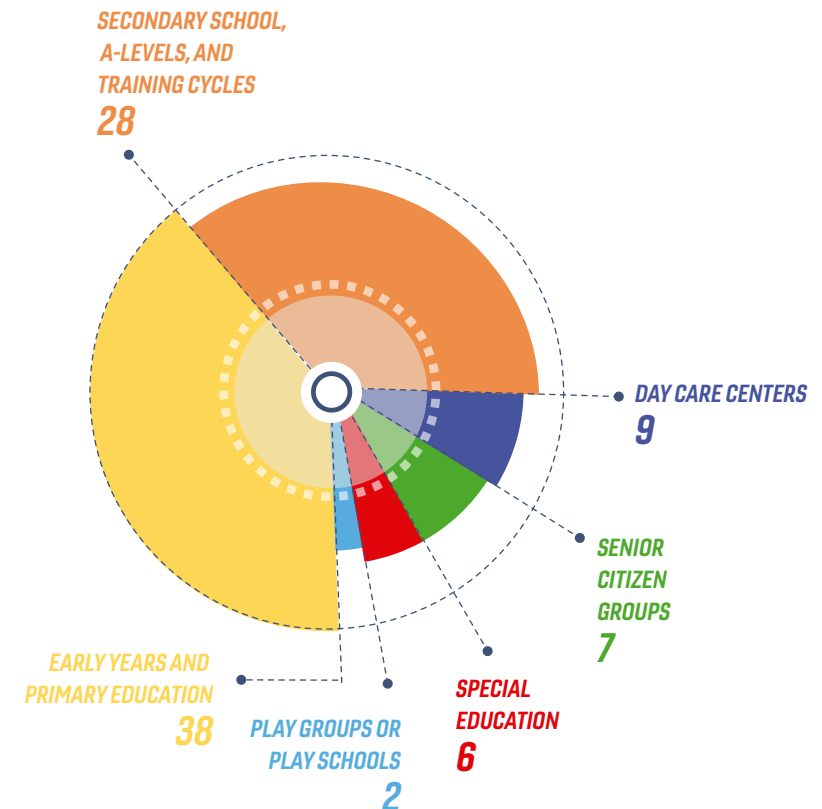
38

28

6

2

7



# 4.066

participants in 2017

## PARTICIPANTS

DAY CARE CENTERS

301

EARLY YEARS EDUCATION

723

PRIMARY EDUCATION

1239

SECONDARY SCHOOL

1488

A-LEVELS

12

TRAINING CYCLES

67

SPECIAL EDUCATION

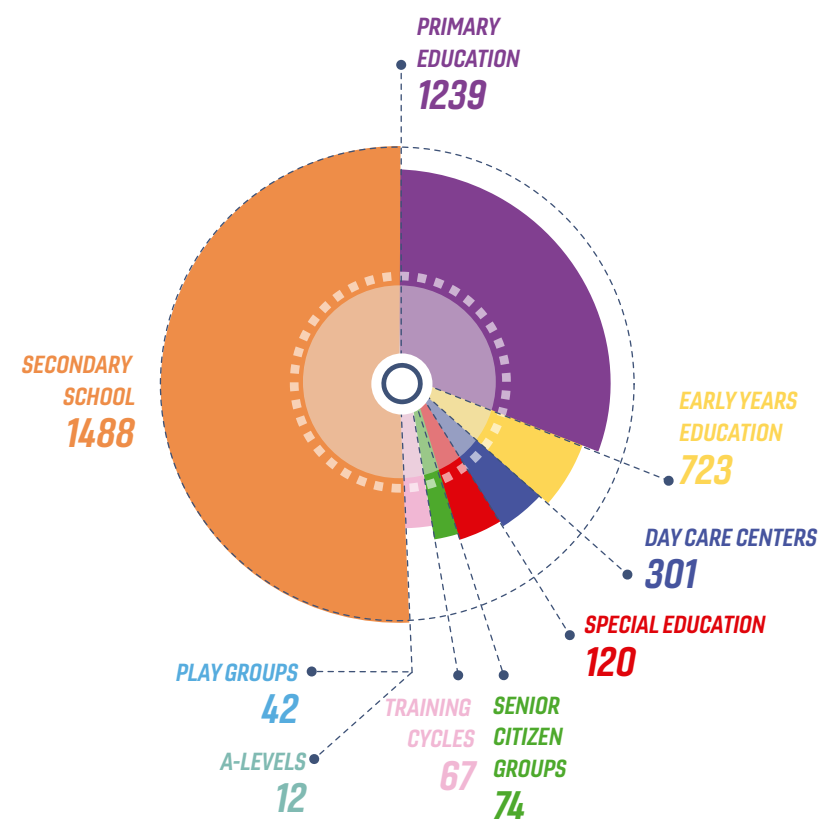
120

PLAY GROUPS

42

SENIOR CITIZEN GROUPS

74



## OTHER SERVICES AND ACTIVITIES

### **TRAM as a means of school transport**

TRAM facilitates activities outside schools and colleges, in order to support tram travel.

If the service is requested in advance, a team of inspectors wait at the agreed stop to make the journey easier.

### **SuperTRAM**

Combined field trip of TV3 and Catalunya Ràdio. First, the visit to TV3 takes place, and then the tram goes to Catalunya Ràdio, where there is another interesting tour. As a complement to the SuperTRAM program, the tickets to make the trips are given, and trained personnel accompany the students and explain the operation of the tickets and other tram-related matters.

**TRAMeduca** is recognised with the seal of quality of the Institute of Sciences of Education (ICE) of the University of Barcelona.

*This seal of quality is part of the accreditation project of the educational activities promoted by the ICE and the Pedagogical Coordination Council of the Barcelona City Council.*



## THE ECOCALCULATOR OF THE TRAM

In 2017, at TRAM, we have put into operation the EcoCalculator, a new application developed for our users to discover the environmental, energy and financial advantages of using one of the city's most sustainable and modern means of transport.

With the EcoCalculator, when travelling on the tram, our users can see that they are contributing to improving the environment of Barcelona and its metropolitan area. On each journey the EcoCalculator automatically offers data related to TRAM's ecological footprint, such as saving energy and emissions. In this way, the user can discover everything he or she saves by choosing the tram rather than a private vehicle, with comparative graphics.

### Using space

TRAM helps to reduce traffic congestion in all the municipalities that provide service and, consequently, helps to reduce pollution.

A single tram is capable of transporting the equivalent of 3 buses and, more importantly, 174 cars.



#### 1 TRAM

transporting 30 people on average:  
50,283 gr CO<sub>2</sub>/km and user



#### 1 CAR

transporting 1.6 people on average:  
122,62 gr CO<sub>2</sub>/km and user

## THE TRAM CONTRIBUTES TO THE FIGHT AGAINST CLIMATE CHANGE

### THE TRAM POLLUTES LESS



#### 1 TRAM

transporting 30 people on average:  
0.034 g NO<sub>x</sub>/km and user  
0 g PM<sub>10</sub>/km and user



#### 1 CAR

transporting 1.6 people on average:  
0.0518 g NO<sub>x</sub>/km and user  
0.025 g PM<sub>10</sub>/km and user

### THE TRAM SAVES ENERGY

The technology that the entire TRAM network possesses makes our energy consumption very efficient. In addition, during braking, the tram motors generate electricity that the other trams can use.



#### 1 TRAM

transporting 30 people on average:  
0.1665 kWh/km and user



#### 1 CAR

transporting 1.6 people on average:  
0.4986 kWh/km and user

### THE TRAM IMPROVES TRAFFIC FLOW

A tram can carry more than 200 passengers, as many as 3 buses or 174 cars\*.



||



||



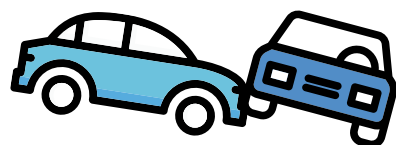
174 CARS

\*Average occupancy of a car: 1.6 people. Source: EMEF, 2015

## THE TRAM IS SAFER

According to a study by the UITP (International Union of Public Transport), travelling by tram is 6 times safer than doing so in a private vehicle.




## TRAVELLING BY TRAM



6  
times safer

## THE TRAM SAVES MONEY

The cost of travelling by tram is noticeably lower than driving and maintaining a private vehicle\*. Therefore, for the same route, if you travel by tram, you save money.

			
Distance Trambaix (15.1 km)	€0.50**	€6.342	€5.842 savings
Distance Trambesòs (14.1 km)	€0.50**	€5.922	€5.422 savings

\*Direct cost of the private vehicle: €0.42/km. Source: METROPOLITAN TRAVEL AUTHORITY

\*\* We apply the weighted average rate to the TRAM, the average price that each user pays for using it (combination of T10, Tmes ...). Source: METROPOLITAN TRAVEL AUTHORITY



## WE COLLABORATE WITH SUSTAINABILITY

We support campaigns in favour of sustainability and the environment



At TRAM we have promoted the international conference Mobility Eco Forum that aims to discuss and reflect on the future of sustainable mobility in cities through conferences, workshops and debates. Technology and shared mobility were the key themes of 2017.



We worked with the Barcelona Urban Police Authority in the closing ceremony of the school year 'Education for Safe Mobility' that promotes social harmony, risk prevention and respect for the environment in schools.



TRAM participates in the international young research fair, Exporecerca Jove, which is held in Barcelona and which promotes interest in science and technology among young people.

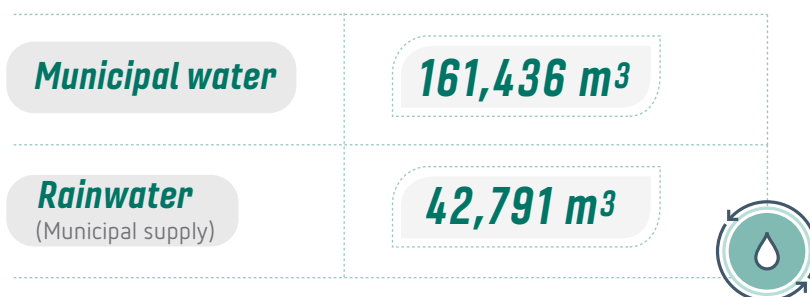
## WE MINIMISE THE CONSUMPTION OF NATURAL RESOURCES

At TRAM we have a Plan for the control of water consumption with which we carry out a monthly consumption control and train washing efficiency. Since the launch of this project, TRAM has achieved a significant decrease in water consumption.

**TRAM has reduced year-on-year water consumption: from 2,000 l/m<sup>2</sup> to 1,500 l/m<sup>2</sup>**



## TOTAL WATER CAPTURE ACCORDING TO SOURCE in 2017



The water consumption shown is the water used in the depot facilities of Trambaix and Trambesòs, in addition to the consumption of water from all the grass areas. The measurement of consumption is made through meters in the supply company's connections.

## 100% OF THE ENERGY THAT MOVES TRAM COMES FROM RENEWABLE SOURCES

*We use renewable energy, such as solar energy, through our own facilities.*

TRAM and Endesa have renewed their supply agreement guaranteeing that energy will be 100% green during 2018. Thus, the trams, the facilities, the electric vehicles and the equipment that depend on TRAM will receive energy coming exclusively from renewable sources.

The renewable origin of electricity is guaranteed by an official certification that ensures that energy consumption comes from hydropower sources, solar farms, geothermal energy and high efficiency cogeneration.

In addition, we have a fleet of modern vehicles that incorporate efficient zero emissions technology, that allows them to generate electricity when braking, so that energy generated is used and reused by the other trams, thus reducing consumption.

In total, the energy that TRAM needs during a year is about 13.51 GWh (gigawatts/hour), 5.20 KWh/km, which is equivalent to the annual consumption of some 4,200 Catalan homes.



## PHOTOVOLTAIC PLANT

One of the samples that more clearly demonstrates TRAM's commitment to sustainability is the construction of a photovoltaic plant in the Trambaix garages.

Opened in June 2006, this infrastructure generates 125,000 kWh annually, with an installed capacity of 104.4 KW.

This energy production allows travel without cost OF 27,400 km by tram which means transporting 210,000 additional passengers per year. The emission savings of this plant in the atmosphere add up to 54 tons of CO<sub>2</sub> and 65 kg of SO<sub>2</sub> each year.

The plant occupies an area of 892 m<sup>2</sup> and consists of 696 photovoltaic panels.

The energy produced in this plant is fed into the general electrical network and the electricity generation company -according to law - offers an economic bonus to the producers of renewable energy.

## The photovoltaic plant, in figures

Total power in direct current **104.4 kWp**

Number of photovoltaic panels **696**

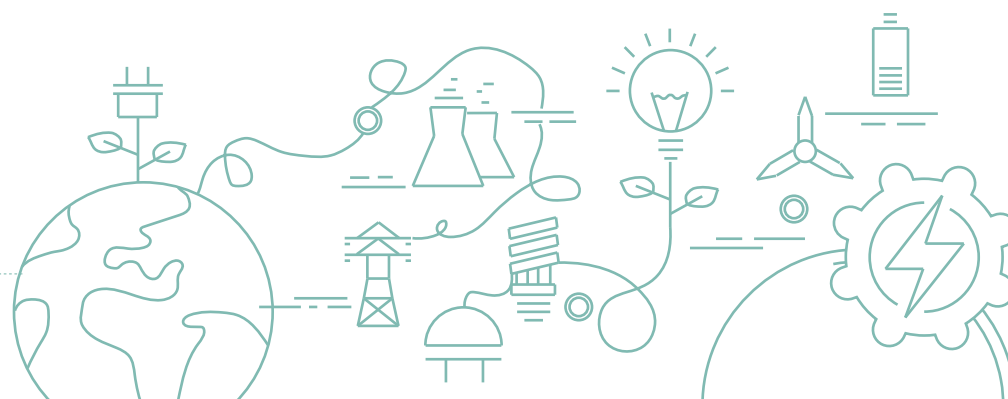
Total surface area of the facility **892 m<sup>2</sup>**

Orientation of the panels **0° south**

Tilt of the panels **30° horizontal**

Power of inverters **100 kW**

Connection to the three-phase distribution network **400 V**



## MINIMISE THE IMPACT GENERATED BY OUR ACTIVITY

### Electric consumption and emissions savings

The tram, like any rail system, is more efficient in terms of energy consumption since, thanks to the low wheel-rail adhesion, less energy is needed to move it.

## TRACTION ENERGY CONSUMPTION

	kWh	kWh/km
Trambaix	6,476,625	4.31
Trambesòs	4,682,725	4.21

In 2013, an energy efficiency plan was established with the aim of reducing electricity consumption. Among the measures adopted in the plan are:

- **Tramway energy consumption monitoring:** a measurement system has been installed on 2 Trambaix and 2 Trambesòs trams, in order to determine the exact consumption and thus incorporate measures to reduce it and check results.
- **Ecodriving:** an efficient driving training plan has been implemented according to the consumption data in the monitored trams.
- **Control of the parked trams status:** we have sought measures to control and monitor the status of parked trams, with instructions for switching off lighting and air conditioning and monitoring them.
- **Installation of more efficient lighting equipment:** various items of lighting equipment have been replaced in workshops and stations for more efficient technology such as induction or LED.
- **Installation of lighting control equipment:** several items of automatic on/off control equipment has been installed in workshops and offices.
- **Dissemination of environmental policy and energy** saving measures and awareness of workers in improving sustainability.

The implementation of these measures has meant a reduction in electricity consumption between 2012 and 2017, obtaining this direct measurement data in the company's supply connections.

## REDUCTION OF TOTAL ENERGY CONSUMPTION

	kWh
2012	13,996,101
2017	13,215,018*

\* Weighted figure based on  
the Km recorded in 2012

## ELECTRICITY CONSUMPTION (kWh)

2017 Total	Traction	Depots	Stops	Total
TRAM	11,105,366.80	1,671,090.20	742,968.30	13,519,425.30

### TRAMBAIX

2017				
(kWh)	Traction	Depots	Stops	Total
Total	6,476,641.80	970,453.20	339,801.81	7,786,896.81

### TRAMBESÒS

2017				
(kWh)	Traction	Depots	Stops	Total
Total	4,628,725.00	700,637.00	403,166.49	5,732,528.49



### The TRAM saves on polluting emissions

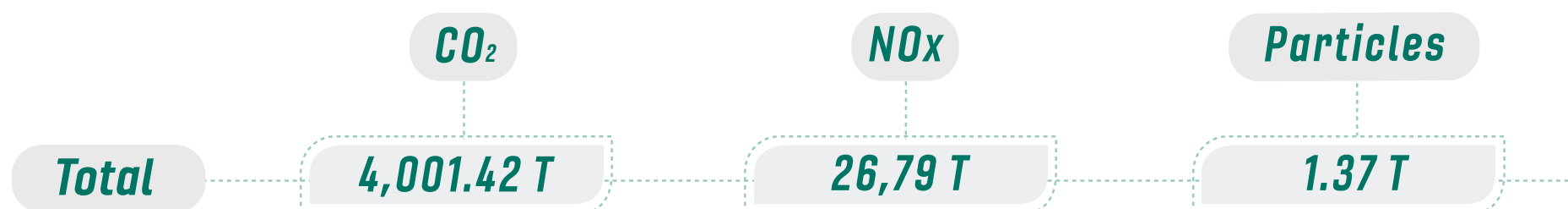
The TRAM is a vehicle with 100% electric traction that contributes to the improvement of people's quality of life and saves thousands of tons of polluting emissions, especially CO<sub>2</sub>, but also other emissions that are harmful to the environment, such as microparticles or carbon monoxide (CO).

If we take into account only CO<sub>2</sub> emissions, the comparison with other means of transport is quite clear since, for example, moving 100 passengers by car for one km would cause an emission of 14.1 kg, while in tram it would emit only 4.2 kg.

This is an important fact when one considers that transport -both of people and goods- is responsible for 40% of the emissions of polluting gases in Catalonia.



### POLLUTANT EMISSIONS REDUCED IN THE PERIOD 2007-2017



## Waste management G4-EN23

### TRAMBAIX UTE

Hazardous waste	VALUE
Total production of hazardous waste	16,820 kg
Volume of hazardous waste	4,630 kg
Percentage of hazardous waste recovered	27.53%

### TRAMBAIX UTE

Non-hazardous materials (paper)	VALUE
Total paper consumption	1,980 kg
Total consumption of recycled paper	1,980 kg
Percentage of recycled paper	100%

### TRAMBAIX UTE

Non-hazardous waste	VALUE
Total production of non-hazardous waste	60,090 kg
Volume of non-hazardous waste recovered	16,150 kg
Percentage of non-hazardous waste recovered	26.876 %

### TRAMBAIX UTE

TOTAL WASTE	VALUE
Total waste produced	76,910 kg
Total waste recovered	20,780 kg
Percentage of waste recovered	27.019 %
Total waste / 100 km	5.12 kg

## Waste management G4-EN23

### TRAMBESÒS UTE

Hazardous waste	VALUE
Total production of hazardous waste	13,310 kg
Volume of hazardous waste	2,190 kg
Percentage of hazardous waste recovered	16.45 %

WEIGHTED FIGURE BASED ON THE KILOMETERS OF 2012

### TRAMBESÒS UTE

Non-hazardous materials (paper)	VALUE
Total paper consumption	2,680 kg
Total consumption of recycled paper	2,680 kg
Percentage of recycled paper	100 %

### TRAMBESÒS UTE

Non-hazardous waste	VALUE
Total production of non-hazardous waste	33,220 kg
Volume of non-hazardous waste recovered	6,980 kg
Percentage of non-hazardous waste recovered	21.011 %

### TRAMBESÒS UTE

TOTAL WASTE	VALUE
Total waste produced	46,530 kg
Total waste recovered	9,170 kg
Percentage of waste recovered	19.708 %
Total waste / 100 km	4,328 kg



A photograph of a tram at a station. The tram is white with a green roof and has the word 'TRAM' on its side. It is stopped at a station with a glass and metal structure. In the foreground, there are pink cherry blossoms hanging down. The background shows a city street with buildings and a clear sky.

# TABLE OF GRI-G4 CONTENTS ESSENTIAL OPTION

## TABLE OF GRI CONTENTS FOR THE ESSENTIAL “CONFORMITY” OPTION

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<b>G4-1</b>	Declaration of the responsible party	<b>Page 1</b>	<b>G4-24</b>	Stakeholders linked to the organisation	<b>Page 24</b>
<b>PROFILE OF THE ORGANISATION</b>			<b>G4-25</b>	Election of stakeholders	<b>Page 24</b>
<b>G4-3</b>	Organisation Name	<b>Page 2</b>	<b>G4-26</b>	Participation of stakeholders	<b>Page 25</b>
<b>G4-4</b>	The most important brands, products and services of the organisation	<b>Page 8</b>	<b>G4-27</b>	Key issues and problems of stakeholders	<b>Page 25</b>
<b>G4-5</b>	Location of the organisation's headquarters	<b>Page 4</b>	<b>REPORT PROFILE</b>		
<b>G4-6</b>	Countries where the organisation operates	<b>Page 4</b>	<b>G4-28</b>	Period covered by the report	<b>Page 2</b>
<b>G4-7</b>	Nature of the property title and its legal form	<b>Page 4</b>	<b>G4-29</b>	Date of the last report	<b>Page 2</b>
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<b>G4-9</b>	Scale of the organisation	<b>Page 16</b>	<b>G4-31</b>	Contact point	<b>Page 3</b>
<b>G4-10</b>	Number of employees by type	<b>Page 41</b>	<b>GRI INDEX</b>		
<b>G4-11</b>	Percentage of employees covered by collective bargaining agreements	<b>Page 44</b>	<b>G4-32</b>	Indicate which option the organisation chose “in accordance” with the Guide	<b>Page 94</b>
<b>G4-12</b>	Describe the supply chain of the organisation	-	<b>G4-33</b>	Describe the management structure	-
<b>G4-13</b>	Meaningful change that took place during the period	-	<b>MANAGEMENT STRUCTURE AND ITS COMPOSITION</b>		
<b>PARTICIPATION IN EXTERNAL INITIATIVES</b>			<b>G4-34</b>	Describe the management structure	<b>Page 18</b>
<b>G4-15</b>	Letters, principles or other external initiatives	<b>Page 16</b>	<b>ETHICS AND INTEGRITY</b>		
<b>G4-16</b>	Associations to which it belongs	<b>Page 16</b>	<b>G4-56</b>	Values, principles, standards and norms of the organisation, such as codes of conduct or ethical codes	<b>Page 19</b>
<b>COVERAGE AND MATERIAL ASPECTS</b>					
<b>G4-17</b>	Entities included in the financial statements	-			
<b>G4-18</b>	Process for determining the content of the report	<b>Page 22</b>			
<b>G4-19</b>	Identified material aspects	<b>Page 29</b>			
<b>G4-20</b>	Coverage of each material aspect within the organisation	<b>Page 29</b>			
<b>G4-21</b>	Coverage of each material aspect outside the organisation	-			
<b>G4-22</b>	Consequences for the reformulation of the information provided in previous reports and their causes	-			
<b>G4-23</b>	Meaningful change in the scope and coverage of each aspect with respect to previous reports	-			



## SPECIFIC BASIC CONTENTS INDICATOR

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	<b>SUBCATEGORY: LABOUR PRACTICES AND RESPECT FOR THE WORK CARRIED OUT:</b>		
<b>G4-LA1</b>	Number and rate of hiring and average turnover of employees, broken down by age group, by gender and by region	<b>Page 43</b>	
<b>G4-LA3</b>	Return to work and retention rates after leave by maternity or paternity, disaggregated by gender	<b>Page 50</b>	
	<b>ASPECT: HEALTH AND SAFETY IN THE WORKPLACE</b>		
<b>G4-LA5</b>	Percentage of workers represented in formal joint health and safety committees for management and employees, established to help monitor and advise on occupational health and safety programs	<b>Page 45</b>	
<b>G4-LA6</b>	Type and rate of injuries, occupational diseases, days lost, absenteeism and number of fatalities related to work by region and by gender	<b>Page 45</b>	
<b>G4-LA8</b>	Health and safety issues covered in formal agreements with unions	<b>Page 46</b>	
	<b>ASPECT: TRAINING AND EDUCATION</b>		
<b>G4-LA9</b>	Average hours of training per year per employee, broken down by gender and by job category	<b>Page 48</b>	
<b>G4-LA10</b>	Skills management and continued training programs that promote employability of workers and help them manage the end of their professional careers	<b>Page 47</b>	
<b>G4-LA11</b>	Porcentaje de empleados que reciben evaluaciones regulares del desempeño y de desarrollo profesional, desglosado por sexo y por categoría profesional	<b>Page 48</b>	
	<b>ASPECT: DIVERSITY AND EQUAL OPPORTUNITIES</b>		
<b>G4-LA12</b>	Composition of the governing bodies and breakdown of the workforce by professional category and gender, age, minority and other indicators of diversity	<b>Page 41</b>	
	<b>ASPECT: EQUAL PAYMENT BETWEEN WOMEN AND MEN</b>		
<b>G4-LA13</b>	Relationship between the basic pay of men with respect to that of women, broken down by professional category and by significant activity locations	<b>Page 40</b>	
	<b>ASPECT: NON-DISCRIMINATION</b>		
<b>G4-HR3</b>	Number of discrimination cases and corrective measures taken		<b>Page 40</b>
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<b>G4-EN29</b>	Monetary value of significant fines and number of non-monetary penalties for non-compliance with environmental regulations and law		<b>Page 86</b>



*Barcelona Metropolitan Area Tram*

# *2017 Corporate Social Responsibility Report*

