

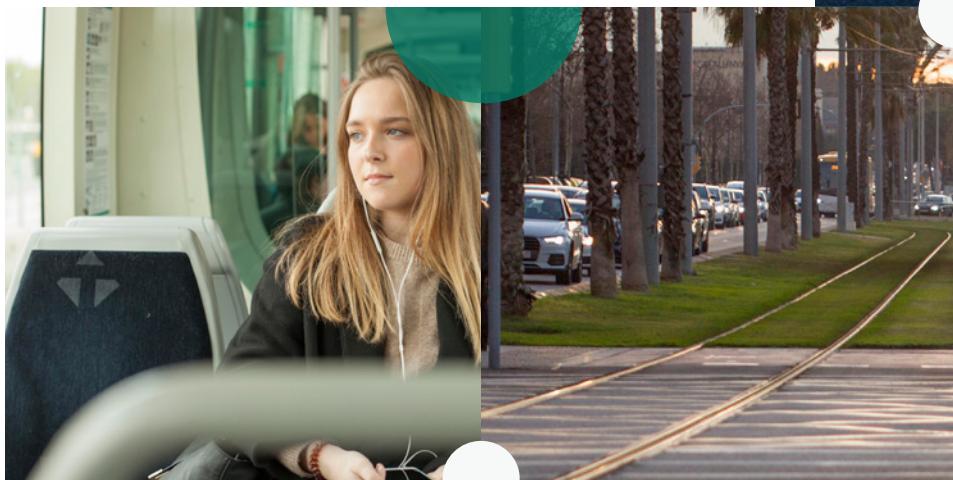


15th
anniversary

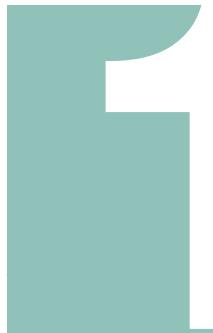
2019

Corporate Social Responsibility Report

Barcelona Metropolitan Region Tramway



TRAM



LETTER FROM
THE PRESIDENT



A LOOK
AT 2019



ABOUT THIS
REPORT



ABOUT TRAM



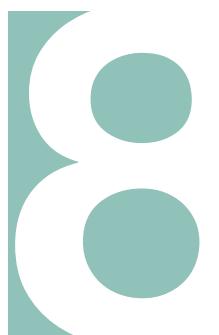
TRAM'S CORPORATE
SOCIAL
RESPONSIBILITY
MODEL



INTERNAL
COMMITMENT



COMMITMENT TO
CLIENTS AND USERS



COMMITMENT
TO SOCIETY



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Letter from the president



NEW CHALLENGES

The third edition of TRAM's Social Responsibility Report appears just as our society is slowly beginning to recover from the COVID-19 health crisis and its enormous impact on our lives. We are facing a historical period full of uncertainties and, therefore, great challenges. Now is the time to make a collective effort that will allow us to achieve sustainable development for the planet once and for all, and turn our world into an environmentally sustainable and inclusive society. Over the last few months, we have suffered more than ever from the consequences of not taking these values into account.

Recovery from this crisis, therefore, cannot involve continuing to act as usual, and we now know that the decisions citizens and governments take today will determine the future of the planet. The business world also plays a very important role and, in this context, at TRAM we continue to reaffirm our commitment to the future and to sustainable and safe mobility. Public transport must continue to be the cornerstone of mobility for the entire planet because we will not be able to overcome this crisis – or any future ones that may arise – if we neglect it.

At TRAM, we have managed to adapt to the new times and the changes that society has been asking for in recent years. Therefore, among other things, since 2018 we only use green energy and, from the outset, we

have minimised the consumption of natural resources and managed waste responsibly. But our commitment to society and tram users goes beyond that: We will continue to seek innovative solutions that improve the travel experience, making it even safer and more comfortable. This is a priority we take responsibly and we believe that technology must be a great ally.

We have included in our business values the Sustainable Development Goals (SDGs) defined by the United Nations, which this year we are prioritising in all our activity. We cannot afford to lose sight of this universal call to action on the part of all agents on the planet to improve the lives of all people. The SDGs are a roadmap that allows us to optimise our social, economic and environmental impact, providing added value to society and, therefore, in this edition of the TRAM Sustainability Report you will find each project related to one of these 17 SDGs.

Once again, we invite you to read this summary of our commitments and actions taken during 2019. You will learn more about who we are and how we work, and we hope we have conveyed our desire to serve the public and help improve our society. We take on new challenges with enthusiasm and commitment.

Felip Puig
President



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2.0

A look at 2019

CLIENTS AND USERS 18,082 queries to Customer Service 	8.33 Perceived Quality Index 8.35 Satisfaction Index, Trambaix 8.31 Satisfaction Index, Trambesòs 	SOCIAL ACTION 62 projects €230,409 invested 
ENVIRONMENT. Consumed energy 4.17 kWh/km Trambesòs 4.25 kWh/km Trambaix 		
HUMAN TEAM. 237 people 139 Trambaix 98 Trambesòs 	TRAMEduca Programme 190 activities carried out 4,082 participants 	

6,411.5 hours of training

29.8 million trips per year
20,226,482 Trambaix
9,545,627 Trambesòs

Commercial speed (km/h)

17.63 Trambaix

17.67 Trambesòs

kilometres travelled

1,514,540 Trambaix

1,056,229 Trambesòs



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**TRAM celebrates the
15th anniversary of the Barcelona tramway.**

**Better
Customer Service Award.**

**Users give TRAM
the highest rating in its history.**

**TRAM, the first Catalan
public transport system to receive the
Service Charter certification.**

**100% of the energy that moves TRAM
comes from renewable sources.**

**Trambesòs joins the
Eix Besòs Circular Project.**

**The educational service beats its record
of activities and reaches
more than 4,000 people in the 2018-2019 academic year.**

3.0

About this report

This report covers the period from 1 January to 31 December 2019 and has been prepared in accordance with GRI standards under the “Essential” option.

The data provided in this document covers all TRAM activities. This report includes information on the approach to management, actions and results arising from the main activity of the TRAM business group, public passenger transport by tram in the Barcelona Metropolitan Region. It contains transparent, reliable and balanced information on the organisation's performance.

At TRAM, we are certain that sustainable development is a requirement of modern-day society, so as to satisfy the needs of the present without compromising the needs of future generations. We believe that this sustainability must be integrated not only into environmental factors, but also into ethical and social factors. Similarly, we consider Corporate Social Responsibility to be a

process of constant renewal along the path to a state of sustainable balance, a process of continuous learning and improvement. We have the Manual and the Corporate Social Responsibility Plan, whose implementation determines the content of the report.

The TRAM Corporate Social Responsibility Report is published annually, guaranteeing that tram users, clients and wider society are familiar with the CSR challenges TRAM sets itself and the actions it takes to meet them.

If you need information on any of the information included in this report, TRAM has a direct communication channel through the following email address premsatram@tram.cat.



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About TRAM

TRAM runs the Trambaix and Trambesòs tramway system in the Barcelona Metropolitan Region with the aim of enabling people to enjoy an efficient mobility service that is respectful of society and the environment. We offer quality transport for the almost 30 million trips made every year on the two networks, which serve 9 municipalities in the Barcelona Metropolitan Region.

TRAM started operating 15 years ago and has established itself as an important means of transport within the Barcelona Metropolitan Region, improving the mobility of public transport users. With two networks -Trambaix and Trambesòs- and almost 30 kilometres in service, the tram has improved the connection between the cities it runs through and has made more than 330 million trips during its first fifteen years of operation.

It is the public transport system most highly rated by users according to the annual ATM survey (EMEF, Working Day Mobility Survey). Furthermore, according to the company's satisfaction survey, the users' Perceived Quality Index (PQI) score exceeds 8 out of 10 in the two networks it operates.



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4.1 Organisational structure

TRAM is a business group of public transport formed by Tramvia Metropolità SA, Tramvia Metropolità del Besòs SA, Trambaix UTE and Trambesòs UTE for the operation of the Trambaix and Trambesòs systems. Its client is the Metropolitan Transport Authority, who in 2000 and 2003 awarded the contracts to design, build and run the Diagonal - Baix Llobregat and Sant Martí - Besòs tram systems respectively.

TRAM's shareholders are leading organisations in their sector of activity: management of concessions, operation and maintenance of public transport networks and high-capacity tracks, manufacture of rolling stock and systems in the railway sector, and civil works.

4.2 Activity

TRAM's business is the transport of people by tram through the running of the two tramway networks in the Barcelona Metropolitan Region: Trambaix and Trambesòs.

TRAMBAIX NETWORK

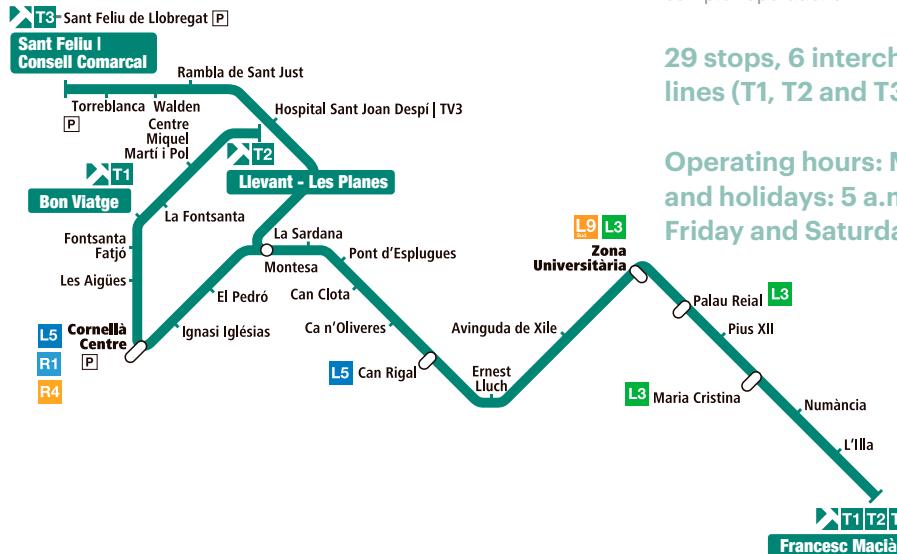
Network formed by lines T1, T2 and T3, all three opened in 2004. Starting in Francesc Macià, it links the Baix Llobregat with the Les Corts district of Barcelona. The three Trambaix lines share a 6 km section of track between Francesc Macià and Montesa. From there, T3 branches towards Sant Feliu and Consell Comarcal, passing through Sant Just Desvern. T1 terminates at Bon Viatge and T2 continues as far as Llevant - Les Planes.

Due to the connection with the university area and office areas, Trambaix has a higher influx of passengers on weekdays, and the rush hours coincide with work start and end times – it is especially busy between 8 a.m. and 9 a.m. and between 5 p.m. and 7 p.m.

It has 22,000 m² of depot and workshop facilities in Sant Joan Despí with the capacity to service the fleet even in the most complex operations.

29 stops, 6 interchangers, 15.1 km length, 3 lines (T1, T2 and T3), 23 vehicles.

**Operating hours: Monday to Thursday, Sunday and holidays: 5 a.m. to midnight.
Friday and Saturday: 5 a.m. to 2 a.m.**



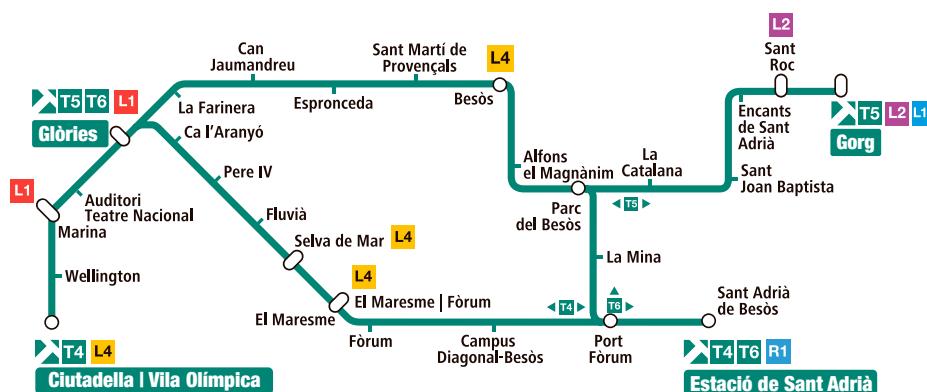
4.2 Activity

TRAMBESÒS NETWORK

Network formed by lines T4, T5 and T6. In operation since 2004 and extended first in 2006 and then in 2008.

It links Sant Adrià de Besòs and Badalona with Barcelona. The T4 route begins at Ciutadella/Vila Olímpica and continues as far as Estació de Sant Adrià. The T5 line begins at Glòries, where it connects with T4, and ends its route at Gorg. Finally, T6 shares a route with T5 then branches off to La Mina, connecting with T4 until Estació de Sant Adrià.

Trambesòs network also has 11,100 m² of depot and workshop facilities in Sant Adrià de Besòs to service the fleet and any repair or maintenance work that TRAM vehicles need.



27 stops, 9 interchangers, 14.1 km length. 3 lines (T4, T5 and T6), 18 vehicles.

Operating hours: Monday to Thursday, Sunday and holidays: 5 a.m. to midnight.
Friday and Saturday: 5 a.m. to 2 a.m.



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4.2.1 Our service

During 2019, the tramways managed by TRAM have made a total of 29.8 million trips, an increase of 2.36% compared to 2018. Specifically, 29,772,109 trips have been made: 20,226,482 to Trambaix (with an increase of 6.12%), and 9,545,627 to Trambesòs (with a decrease of 4.8% as a result of the interruption of the service between 27 January and 25 April between the Glòries and Can Jaumandreu stops due to the work on the tunnels in Plaça de les Glòries; this section was covered by a shuttle bus service).

Thus, in 2019, TRAM reached almost 30 million trips per year, following the upward trend, taking into account that since 2013 validations have increased by more than one million per year until this last year, when the increase was close to 700,000 trips.

From the 7.5 million journeys made in 2004, the tramway has reached a total of almost 365 million journeys over its 15 years of operation. Trambaix is the most widely used network, with over 20 million trips in 2019 and a total of 247 million trips over its 15 years. Trambesòs, with two fewer stops, transported 9.5 million people in 2019 and has transported over 116 million since 2004.

The Barcelona Tramway made 29.8 million trips in 2019, 2.36% more than the previous year.

The trips recorded by TRAM have increased for the seventh year running.

ANNUAL CHANGES IN TRAVEL

	TRAMBAIX	TRAMBESÒS	TOTAL	ACUMULATIVE TOTAL
2004	5,752,261	1,838,059	7,590,320	7,590,320
2005	10,216,391	2,818,801	13,035,192	20,625,512
2006	12,835,835	4,103,577	16,939,412	37,564,924
2007	14,267,794	6,587,936	20,855,730	58,420,654
2008	15,665,985	7,503,397	23,169,382	81,590,036
2009	16,266,037	7,679,556	23,945,593	105,535,629
2010	15,835,723	7,985,513	23,821,236	129,356,865
2011	16,142,463	8,053,511	24,195,974	153,552,839
2012	16,000,347	7,661,827	23,662,174	177,215,013
2013	16,061,000	7,721,095	23,782,095	200,997,108
2014	16,343,197	8,150,521	24,493,718	225,490,826
2015	17,005,594	8,411,144	25,416,738	250,907,564
2016	17,679,804	9,136,086	26,815,890	277,723,454
2017	18,223,885	9,735,210	27,959,095	305,682,549
2018	19,059,687	10,026,574	29,086,261	334,768,810
2019	20,226,482	9,545,627	29,772,109	364,540,919
Growth 2017-2016, TRAMBAIX				6.12%
Growth 2017-2016, TRAMBESÒS				-4.80%
TOTAL				2.36%



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4.2.1 Our service

TRAMBAIX NETWORK

Of the total number of Trambaix users in 2019, 64.03% travelled between Monday and Thursday and 18.46% travelled on a Friday. The remaining 17.51% travelled during the weekend and on public holidays. As a result, and given that these people use TRAM to travel to work or their place of study, especially the university zone, the rush hours are from 7 a.m. to 10 a.m., peaking between 8 a.m. and 9 a.m., and then from 5 a.m. to 7 a.m., coinciding with the time people travel home.

12,951,664

travels on weekdays (Monday to Thursday)

3,733,964 Friday

2,004,646 Saturday

1,465,917 holidays

20,226,482 total

17.63 km/h

1,514,540 km travelled

The punctuality index in 2019 was 97.91% and the service availability was 99.86%.

44 breakdowns of rolling stock which have resulted in a vehicle being withdrawn or a service interruption of over 5 minutes.

In order to guarantee the optimum standards of quality and safety of our services, a thorough follow-up of all the operations carried out by the trams is made from the control centres located in the TRAM depots.

TRAMBESÒS NETWORK

On Trambesòs, the share of people per hour is very similar to Trambaix, although the number of people who use it is a little lower. Of the 9,545,627 trips made in 2019, 61.65% were between Monday and Thursday; there were just over 18.17% on Friday too, and the remaining 20.19% travelled during the weekend and public holidays. Trambesòs services are used more during weekends and public holidays than Trambaix services due to their proximity to Barcelona's beaches and commercial and leisure areas.

5,884,510

travels on weekdays (Monday to Thursday)

1,734,145 Friday

1,077,052 Saturday

847,020 holidays

9,545,627 total

17.67 km/h

1,056,229 km travelled

The punctuality index in 2019 was 98.37% and the service availability was 99%.

19 breakdowns of rolling stock which have resulted in a vehicle being withdrawn or a service interruption of over 5 minutes.

In 2019, the average operating speed was about 18 km/h and punctuality about 98 %.



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15th anniversary of the Barcelona tramway

On 3 April 2019 the Barcelona tramway celebrated its 15th anniversary. TRAM has carried out various actions to celebrate the occasion and to show its commitment to the citizens who have trusted in quality, clean and sustainable public transport over these 15 years. There have also been activities aimed at the human team that makes the running of the tram possible every day, and at the institutions that have supported the implementation and growth of this means of transport.

Campaign "Committed to you TRAM to TRAM".

Campaign of appreciation for the trust of citizens under the slogan "Committed to you TRAM to TRAM". It consisted of advertising and communication actions such as tramway signage, posters at stops, special content on networks and website and an audiovisual [presentation](#).

For Sant Jordi day, TRAM gives a book to users

For Sant Jordi day, TRAM gave its users 10,000 copies of a story book, *Let them carry you*, by 15 renowned authors: Blanca Busquets, Bel Olid, Alejandro Palomas, Anna Manso, Marta Orriols, Jordi Nopca, Adrià Pujol Cruells, Care Santos, Màrius Serra, Tina Vallès, Josep Pedrals, Llucia Ramis, Najat El Hachmi and Silvia Soler, and the draughtsman Juanjo Sáez. It also rewarded the loyalty of users by surprising them with gifts such as theatre tickets for two.



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Escribà makes the 15th anniversary Cake

The Escribà bakery made the Tram's 15th anniversary Cake, which was given to the children cared for by the Bayt Al-Thaqafa Foundation, which promotes the social integration of migrants.

A day of celebration for the human team

TRAM organised a day of celebration for all the workers of the organisation, a party inspired by the traditional circus, during which several gifts were given and a remembrance video was shown with images of these 15 years of service.

Day of debate on the future of mobility.

A conference was held with a debate on the future of mobility, aimed at shareholder companies, public institutions and administration, collaborating entities and supplier companies. The conference was attended by the Minister of Territory and Sustainability, Damià Calvet, the president of TRAM, Felip Puig, and a representative of the TRAM team, one of the first inspectors of the tramway, Paco Becerra.



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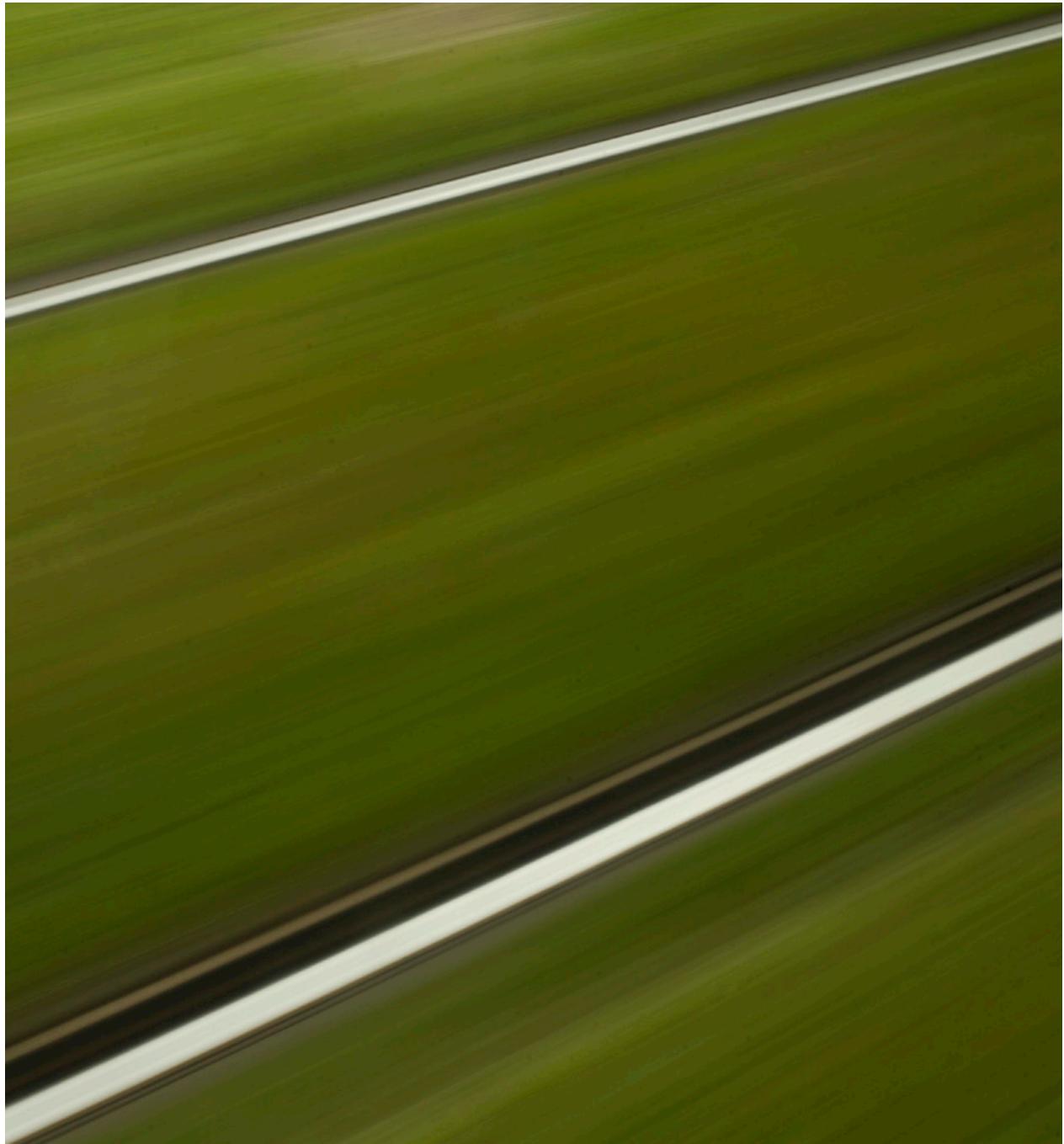
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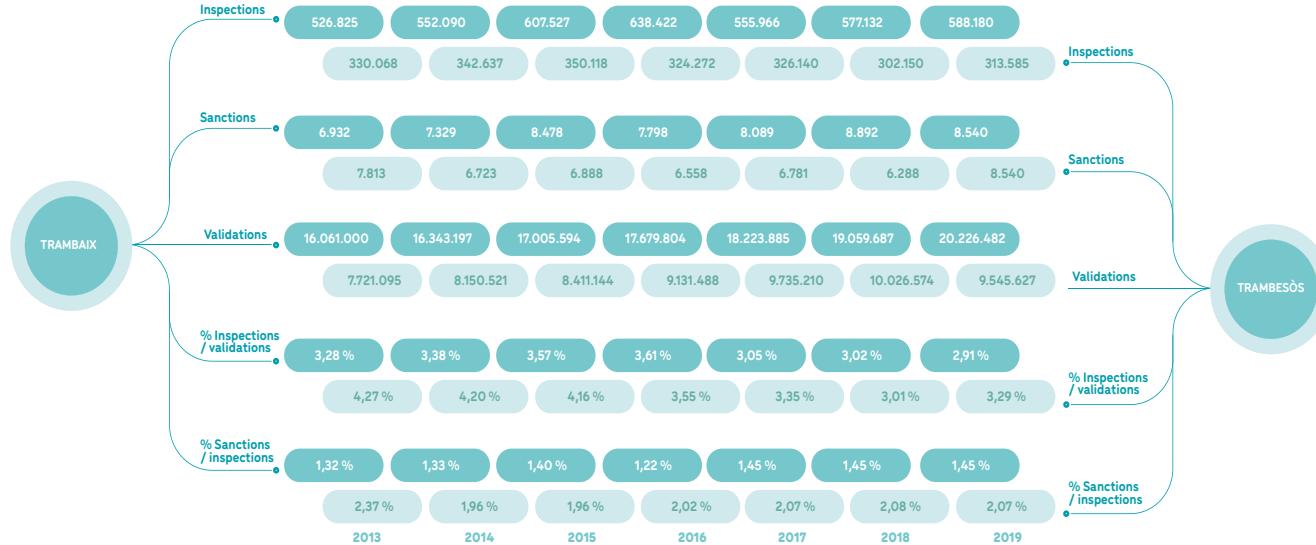
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Fraud control



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4.3 Organisation Chart



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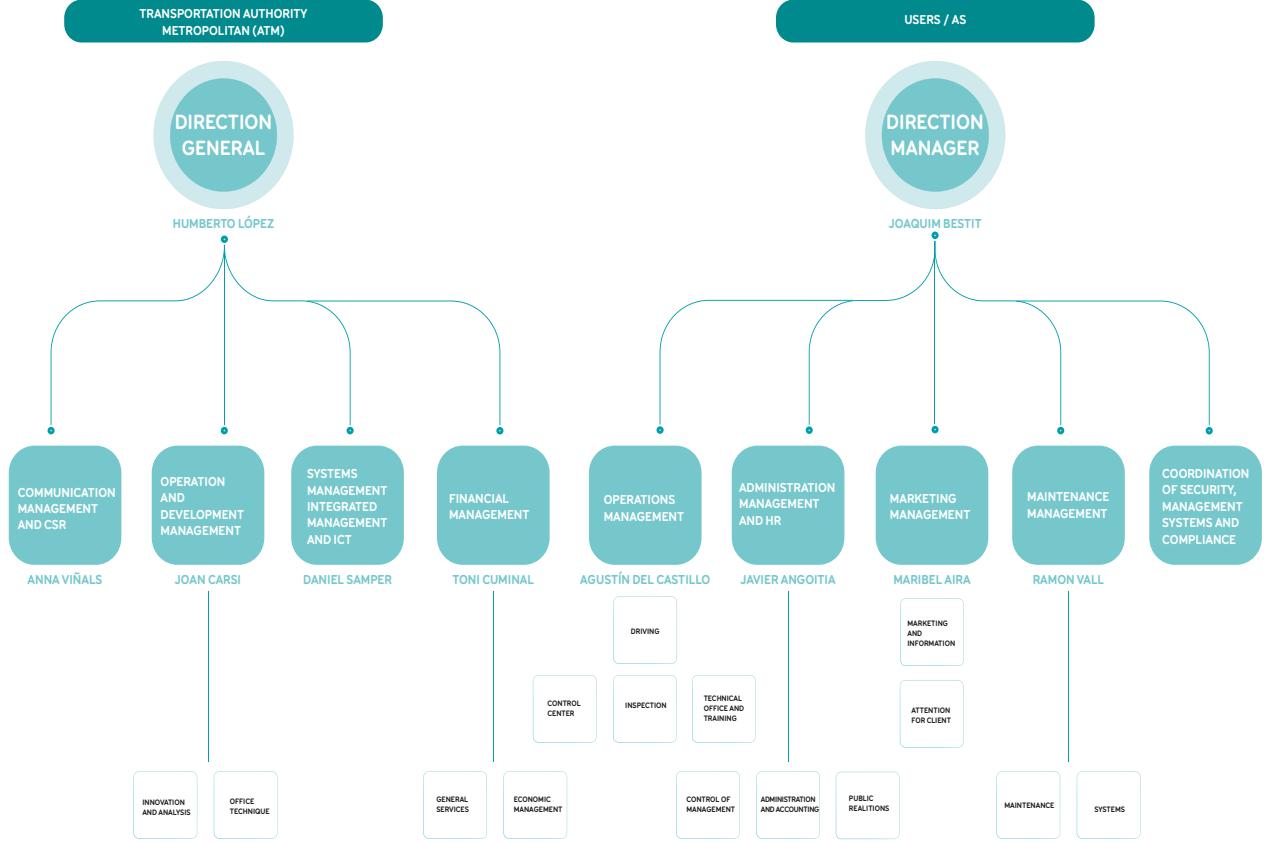
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4.4 Awards and acknowledgments

Better Customer Service

TRAM has been elected Best Customer Service of 2019 in the contest organised by the consulting firm SottoTempo Advertising after passing different tests and competing with different transport operators at a state level.

Organisation Committed to Sant Joan de Déu

TRAM has been distinguished for the second year running with the distinction Sant Joan de Déu Organisation Committed to Solidarity. TRAM carries out different Corporate Social Responsibility actions with Sant Joan de Déu, including the financing of transport passes for homeless people who are trying to rebuild their lives by seeking work with the aid of the organisation.

4.5 Alliances with sector organisations

TRAM actively participates in sectorial and territorial associations, and supports external initiatives.



We are part of the **International Association of Public Transport**, founded in 1885 and based in Brussels. The organisation has 3000 associate members, and its principal objective is to connect everyone involved in public transport with sustainable means of transport on an international scale.



We support the **Association of Municipalities with Urban Transport Systems (AMTU)**, which aims to provide its associates with technical, legal and administrative support in mobility, infrastructure and public transport. The AMTU currently consists of 101 municipalities, 1 Decentralised Municipal Entity and 4 County Councils, representing a population of over 2 million residents.



We regularly support initiatives by the Association for the **Promotion of Public Transport**. This association works to defend public transport and rail freight, taking the common interests of the general public into consideration. PTP forms part of the European Federation for Transport and Environment and the European Passengers' Federation.

22@NETWORKBCN

We are partners of the **22@** company network, an innovative and industry-leading association of organisations in Barcelona which contributes to the dialogue and relationships between professionals from its registered companies. It uses this network to contribute to the economic and social development of the district.



Asociación Latinoamericana de
Metros y Subterráneos

We are members of the **Latin American Metro and Subway Association (ALAMYS)**, which was founded in 1986 with a mission to share experiences and promote expertise that would lead to the implementation of large-scale rail transport systems, and thus contribute to the quality of life of the residents and sustainable transportation in the cities.



We are partners of **Railgrup**, an organisation founded in 2002 to boost global competition and promote the interests of its members. This organisation promotes professional studies on the sector, among many other things. It is currently formed by 81 companies, and has a global turnover of 13.8 billion euros.



We are part of several working groups of the **Association of Urban and Metropolitan Public Transport** to share information with other transport companies and learn from the experiences of these national-scale public management companies.



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4.6 Ethics, integrity and transparency

The TRAM Crime Prevention and Detection Model includes a set of tools and protocols designed to prevent and detect criminal offences that may involve criminal liability for legal entities, and thus avoid reputational and financial damage to TRAM. The Crime Prevention and Detection Committee supervises the implementation of the Model and ensures that it promotes the observation of binding legal regulations and other regulations to which the organisation is linked on a voluntary basis.

The Model has the following protocols:

- **Protocol on the prevention of corruption in business.** It establishes the guidelines that TRAM must follow to guarantee an activity is in line with the code of ethics.
- **Protocol on the prevention of corruption in the context of relations with the public sector.** Its principal objective is to establish guidelines for TRAM to follow to avoid any legal risks with regards to the relationships that maintain, or could maintain, with international, national or local administrations and public organisations or political parties and their representatives.
- **Protocol on third-party relations.** It establishes the action guidelines of both the Management and other members of the TRAM staff to guarantee transparency and promote fair competition.
- **Protocol on the prevention of criminal offences against the Public Treasury and Social Security and subsidy fraud.** Its objective is to establish the measures needed to avoid crimes against Public Treasury and Social Security, as well as subsidy fraud.

• **Protocol on the prevention of fraudulent and unfair behaviour.** The objective behind this protocol is to prevent TRAM's administration, Management or staff, when acting on behalf of the company and in its relationships with third parties, from resorting to activities which should rightfully be considered fraudulent or unfair, and which could eventually lead to a legal, civil or administrative penalty on the company.

• **Manual on crime prevention and detection in the context of the penal code reform.** It predicts which activities will be needed to guarantee that the TRAM Crime Prevention and Detection Model is implemented.

TRAM also has a **Code of Ethics** and of a **Code of Conduct** that lay down the rules governing the behaviour of people in the organisation, to ensure that their daily activities are carried out with the applicable legislation and company values in mind, as well as the best interests of users, clients, staff, shareholder companies, and wider society.

The entire management team of TRAM has received training on anti-corruption policies and procedures during 2019.



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Complaints Channel

Since 2017, TRAM has an online complaints channel for reporting any breach of the Code of Ethics, Code of Conduct, and generally, any regulatory standards and action guidelines of the TRAM Crime Prevention and Detection Model. The channel, like the whole process, is completely confidential, managed by an external company, and universal; in other words, it is open to any person and not only to users, collaborating or supplier companies.

<https://tram.cat/en/channel-for-complaints>

Since its launch in October 2017, the channel has received no complaints.



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TRAM's Corporate Social Responsibility Model



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5.1 Our values

MISSION

To transport people by tram in a way that allows them to enjoy an efficient and environmentally friendly mobility service.

VISION

To be recognised as a leading company in the world of mobility, an example of efficiency, innovation, commitment and respect for the environment, and committed to the users. An operator that makes travel a satisfying experience.

VALUES

Innovation and efficiency

To identify and anticipate opportunities to improve the services, working as efficiently as possible while making full use of resources in terms of sustainability.

Responsibility

Commitment to follow the principles and values, and taking the users, staff members and collaborators, partners and wider society into consideration.

Fairness

Equal treatment, which does not discriminate based on economic situation, age, origin, religion, gender or ethnic group, and an objective and impartial way of doing things.

Safety

Everybody who works for TRAM plays a starring role at all times with regard to their own safety and also the safety of colleagues and clients, which goes beyond following and respecting rules, standards and established procedures.

Quality

TRAM see quality as excellence in providing its services.

Transparency

An attitude of open conversation, with true and accurate information provided about all actions.

Client orientation

Meet the expectations of the clients.

Honesty

Responsibility to oneself and others with regard to the quality of the work produced.

Interest in people

Focuses its attention on the people in the organisation to achieve a balance between its staff members' working lives, family lives and professional development.

Respect for the environment

TRAM carries out its activities with the aim of raising awareness of the need to protect the environment.



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5.2 Aligned with sustainable development objectives.

TRAM is working to incorporate the UN's Sustainable Development Goals (SDGs) into the business strategy.

In accordance with our strategic and social responsibility model, the relevant SDGs according to the TRAM activity and its impacts are as follows:



To ensure inclusive, equitable and quality education and promote lifelong learning opportunities for all.

TRAM contributes to this goal with TRAMEduca, the educational programme for working mobility, civility and the environment. Specifically, the goal is as follows:

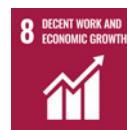
4.7. To ensure that by 2030 all learners acquire the knowledge and skills needed to promote sustainable development, among other things, through education for sustainable development and the adoption of sustainable lifestyles, human rights, gender equality, the promotion of a culture of peace and non-violence, global citizenship and the appreciation of cultural diversity and the contribution of culture to sustainable development.



To achieve gender equality and empower all women and girls.

In terms of commitment to the team, TRAM has an Equality Plan and family reconciliation measures that contribute directly to the achievement of SDG 5 on gender equality. Specifically in the goals:

- 5.1. To end all forms of discrimination against women and girls worldwide.
- 5.5. To ensure the full and effective participation of women and equal leadership opportunities at all levels of decision-making in political, economic and public life.



To promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.

Part of the commitment to the workforce is to maintain a safe and healthy working environment and conditions and to provide decent pay, as well as to develop the skills and resources required to ensure good job performance. These measures contribute to the following goals of SDG 8:

- 8.3. To promote development-oriented policies that support productive activities, the creation of decent employment, entrepreneurship, creativity and innovation.
- 8.8. To protect labour rights and promote a safe and secure working environment for the entire workforce.



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5.2 Aligned with sustainable development objectives.



To reduce inequality within and between countries.

By promoting equal opportunity and diversity management, TRAM contributes directly to SDG 10, specifically in the following goals:

- 10.2. By 2030, to empower and promote the social, economic and political inclusion of all people, regardless of age, gender, disability, race, ethnicity, origin, religion or economic or other status.
- 10.3. To ensure equal opportunities and reduce inequality of outcomes, specifically by eliminating discriminatory practices and promoting appropriate measures in this regard.



To make cities and human settlements inclusive, safe, resilient and sustainable.

We contribute to SDG 11 primarily through the direct promotion of sustainable mobility and other measures such as TRAM's social action. Directly in the goals:

- 11.2. To provide access to safe, affordable, accessible and sustainable transport systems for all and to improve road safety, in particular by expanding public transport, paying special attention to the needs of people in vulnerable situations, women, children, persons with disabilities and the elderly.

11.3. To enhance inclusive and sustainable urban development and the capacity for participatory, integrated and sustainable planning and management of human settlements in all countries.

11.4. To increase efforts to protect and safeguard cultural and natural heritage.



To ensure sustainable consumption and production patterns.

Through responsible supply chain management, transparent reporting and sustainable resource use, TRAM contributes to SDG 12:

- 12.2. To achieve sustainable management and efficient use of natural resources by 2030.
- 12.4. To achieve the environmentally sound management of chemicals and all wastes throughout their life cycle and significantly reduce their discharge into the air, water and soil in order to minimise their adverse effects on human health and the environment.
- 12.5. To substantially reduce the generation of waste through prevention, reduction, recycling and reuse policies.
- 12.6. To encourage companies to adopt sustainable practices and include sustainability information in their reporting cycle.
- 12.7. To promote sustainable public procurement practices.



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5.2 Aligned with sustainable development objectives.



To take urgent action to combat climate change and its effects.

TRAM also contributes directly to this SDG 13, specifically by reducing emissions and optimising resources. The SDG 13 goals that TRAM helps to achieve are:

- 13.1. To enhance resilience and adaptive capacity to climate-related risks.
- 13.2. To include climate change measures in company policy.
- 13.3. To increase awareness of climate change mitigation, adaptation and the reduction of its effects.



To enhance the means of implementing and strengthening the Global Partnership for Sustainable Development.

Through the promotion of Corporate Social Responsibility in different partnerships and TRAM's commitment to CSR, TRAM contributes to the following SDG 17 goals:

- 17.16. To enhance the Global Partnership for Sustainable Development, complemented by multi-stakeholder partnerships that mobilise and promote the sharing of knowledge, technical capacity, technology and financial resources to support the achievement of Sustainable Development Goals.
- 17.17. To encourage and promote effective partnerships in the public, public-private and civil society spheres, building on the experience and resource mobilisation strategies of partnerships.



To promote peaceful and inclusive societies in order to achieve sustainable development, provide access to justice for all people and develop effective, accountable and inclusive institutions at all levels.

By providing transparent information, TRAM contributes to SDG 16, specifically the following goals:

- 16.5. To substantially reduce all forms of corruption and bribery.
- 16.6. To build effective, accountable and transparent institutions at all levels.
- 16.7. To ensure inclusive, participatory and representative decision-making that responds to needs at all levels.



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5.3 The corporate responsibility plan

Corporate Social Responsibility has formed part of TRAM's story and beliefs from the beginning. The creation of the first CSR Model established this commitment to CSR in relation to company activities coherently and in an orderly fashion.

TRAM is committed to the Strategic Management of CSR, in the belief that the only way to create value - strengthening the reputation and the production chain, motivating and retaining the team, market knowledge, contributing to the solution of social problems and minimising environmental impact - is to incorporate CSR in all processes, procedures and instructions that govern TRAM's activity.

At TRAM, the CSR Plan is updated annually, and the commitments that the company makes are implemented in a transparent, equitable and responsible manner.

It is **transparent** because it ensures that the decision to take on any project in this field can be followed to assess the different proposals, whether promoted internally or suggested to the company by third parties.

It is **fair** because it guarantees that the economic resources allocated in the Plan are distributed among all the different commitments undertaken by the company.

It is **responsible** because it makes the resources being allocated consistently with commitments and predicted results.

TRAM's Corporate Social Responsibility consists of three commitments:

- **Internal commitment**
- **Commitment to users and clients**
- **Commitment to society**

All these commitments embody the principles and values described in the company's Code of Ethics.

In 2019, the TRAM Corporate Social Responsibility working group was created and CSR promoters have been assigned to each centre.



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5.3.1 Internal commitment

At TRAM, an internal commitment to everybody who works and collaborates with the company is maintained. TRAM is fully aware of the importance of not just managing all actions responsibly, but also of involving all staff members, shareholders, providers and partner companies in company CSR methods.

Our internal commitment

- Guaranteeing that the staff have safe and healthy working conditions, giving professional and personal development training on equal terms, facilitating a balance with family life as far as possible and promoting a healthy lifestyle.
- Managing the creation of wealth to give back to the shareholder ethically and transparently.
- Fostering mutually satisfactory relationships with our teams and providers, and searching for best practice in terms of socially responsible behaviour which is in line with the principles and values found in our Code of Ethics.



	SDGs	STRATEGIC LINE	GOALS	
HUMAN TEAM	5 GENDER EQUALITY 	Maintain a safe and healthy working environment and conditions	Assess working environment and conditions Promote good environmental practices among the human team	
	8 DECENT WORK AND ECONOMIC GROWTH 	Develop skills and resources to ensure high-quality work performance	Promote participation in training	Letter from the president
		Make it easier to reconcile work and family life	Enhance family ties through employment	A look at 2019
SHAREHOLDERS		Develop smooth communication		About this report
	12 RESPONSIBLE CONSUMPTION AND PRODUCTION 	Promote ethical behaviour in management	Disseminate and consolidate, both internally and externally, the company's values	About TRAM
	16 PEACE, JUSTICE AND STRONG INSTITUTIONS 	Provide transparent information	Offer information on the performance of CSR	TRAM's Corporate Social Responsibility Model
		Expressly commit to CSR	Make CSR actions visible Coordinate and manage CSR Increase the participation of the human team in CSR actions Publicise CSR actions to the general public	Internal commitment
SUPPLIER AND PARTNER COMPANIES	12 RESPONSIBLE CONSUMPTION AND PRODUCTION 	Ensure the ethical practices of suppliers	Inform the supplier companies of our CSR policy	Commitment to clients and users
		Ensure that CSR aspects are taken into account in the selection of suppliers and partners	Work with supplier companies that have an ethical code in line with TRAM, or requesting their adhesion	Commitment to society
		Building mutually beneficial relationships		GRI table of contents

5.3.1 Commitment to users and clients

In accordance with our commitment to public service and people's access to mobility, at TRAM we are being accountable to all users and clients of our services. We are committed to offering the best possible service to all people who make use of the group's services, and that is why we constantly strive to transport people in safety and comfort. In addition, we have a policy of transparency and we set up different channels to maintain smooth communication that enables us to deal with queries and complaints quickly and efficiently.



Our commitment to users and clients

- Guaranteeing the provision of a service which fulfils our obligations and commitments, and assessing this fulfilment through satisfaction surveys.
- Managing the creation of wealth to give back to the shareholder ethically and transparently.
- Facilitating smooth communication to address questions and complaints quickly and effectively.

CLIENTS AND USERS	SDGs	STRATEGIC LINE	GOALS
	11 SUSTAINABLE CITIES AND COMMUNITIES 	12 RESPONSIBLE CONSUMPTION AND PRODUCTION 	Know the degree of satisfaction and loyalty of users and clients Find improvement points in the service we offer
		Encourage smooth communication	To make the human team aware of users' perception of the service
		Transmit our environmental and social sensitivity	Disseminate TRAM values



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5.3.3 Commitment to society

TRAM directs its commitment to society and the environment towards the creation of shared values with the community, and promotes actions and investments in line with its business objectives that create value for the company and have a positive impact on society, the territory and the general public.

Our commitment to society

- Guaranteeing that our activity is carried out without discrimination in any form, and providing assistance to people with reduced mobility.
- Promoting the benefits of sustainable transportation and citizenship through our education programme, because we believe that responsible attitudes help build a more democratic, civil and respectful society in relation to the environment.
- Guaranteeing that we will share the wealth generated by our activity with society, who help us by using our services, carrying out direct social actions, promoting culture and sponsoring third-party initiatives in these fields.
- Ensuring that our activity respects air and water quality, biodiversity and the use or saving of natural resources, by promoting the general principles of environmental protection, both from a local and global perspective.



SOCIAL ACTIONS	SDGs	STRATEGIC LINE	GOALS
ENVIRONMENT	10 REDUCED INEQUALITIES 	Carrying out social activities	Promote corporate volunteering
	13 CLIMATE ACTION 		Collaborate with social entities by sponsoring activities or making donations
	12 RESPONSIBLE CONSUMPTION AND PRODUCTION 	Minimise the consumption of natural resources	Raise staff awareness in environmental terms
		Minimise the waste produced by our activity	Identify and assessing the main environmental impacts of the activity
			Reduce water and energy consumption in offices
COMPETITION	17 PARTNERSHIPS FOR THE GOALS 	Guarantee an ethical and lawful relationship with competitors	Publicise TRAM values
		Promote CSR in associations of which TRAM is a member	

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5.4 Dialogue with stakeholders

TRAM has defined a model of relationship with stakeholders, as well as the information and communication channels necessary to maintain continuous dialogue in order to understand their needs and expectations. This relationship model makes it possible to guarantee the viability of the business in the long term, since a sound relationship with stakeholders is essential for the proper performance of our activity.

At TRAM, we consider our stakeholders to be all social groups who are or could become affected by company activity now or in the future, or who affect or could affect company activity, and therefore our results.

In order to identify and prioritise the stakeholders, at TRAM we have carried out a classification based on the following factors:

Power: the ability of a particular group to impose demands upon the organisation.

Legitimacy: the likelihood of a particular group influencing the results of the organisation.

Criticality: how urgently this group requires attention.

Our stakeholders are:

•The public administration. Public Bodies are one of TRAM's principal stakeholders or interested parties, as it is the body which manages the franchise and regulates the applicable legal framework under which TRAM operates. The company regularly engages in dialogue with the different administrations.

•Partner and shareholder companies. TRAM's partner and shareholder companies help manage the company through the respective government bodies.

•Users. TRAM maintains a two-way communication with its users and clients, as it has various formal and informal channels of communication through which it regularly receives opinions.

•Media. At TRAM, we are open with our information and we maintain direct contact with general and specialised media through the company communications team, who are responsible for actively managing the press office.

•Human team. TRAM staff members play an essential role in company development, and this group therefore has various internal communication channels available to them which workers can use to express their opinions to managers and make requests or suggestions for improvement.

•Providers. Our relationship with them is based on guaranteeing continued collaboration and legal security in the franchise and on the transparency of our contracting process. TRAM contracting policy includes rigorous selection parameters and manages all purchasing procedures focusing on transparency and security, considering all processes and possible incidents that could occur to thus guarantee the value chain.

•Community (citizens, NGOs, associations, etc.). At TRAM, we encourage dialogue and interaction with all public or private initiative organisations in the area surrounding our activity. We therefore interact with local associations and others such as foundations, NGOs, etc.



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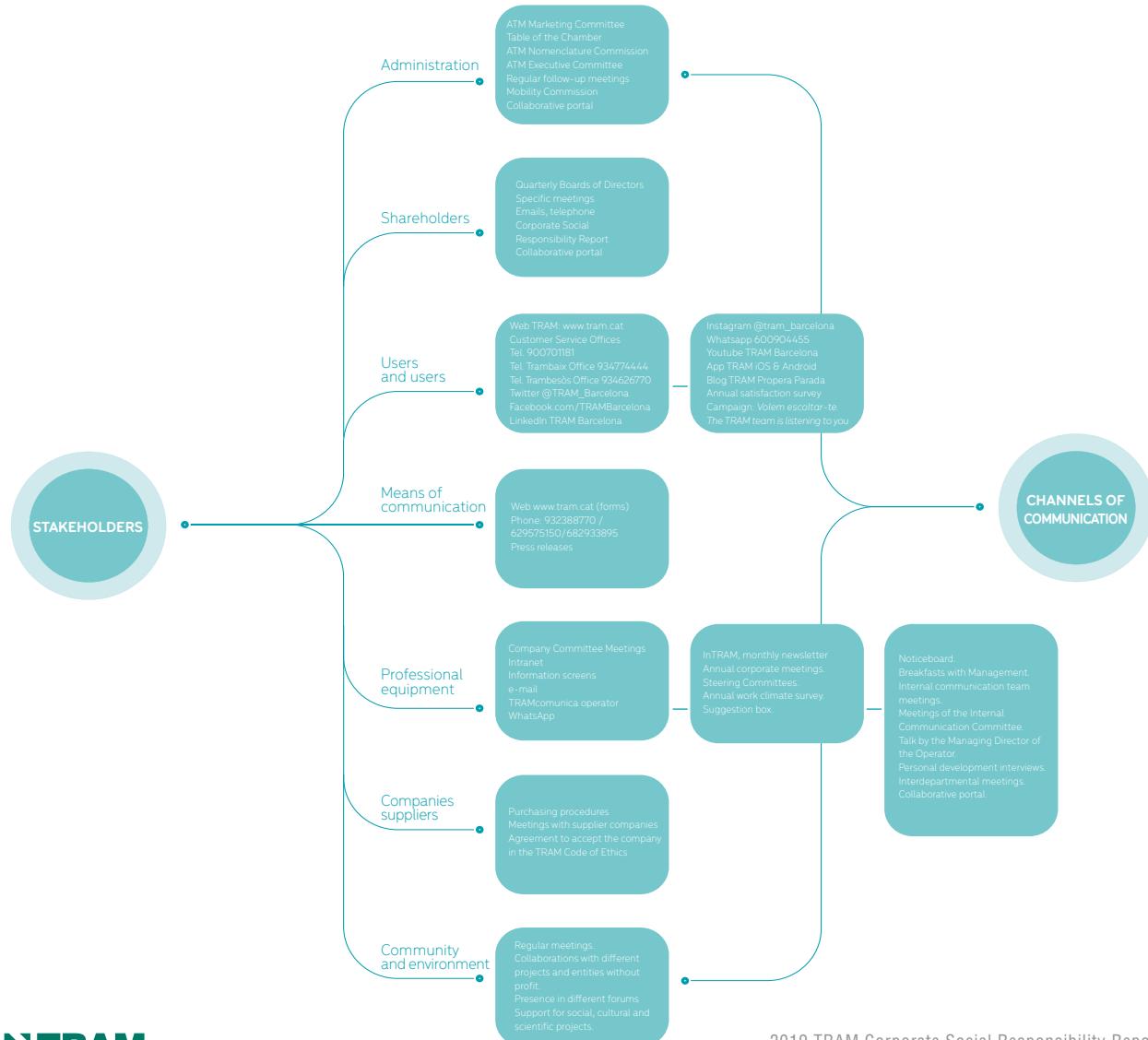
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5.4 Dialogue with stakeholders

We actively manage our channels of communication so as to maintain a close, accessible and transparent relationship with all these groups and to listen to their requests and opinions.



We consider the relevant aspects raised by our stakeholders as key issues, so they are taken into consideration in the design of TRAM's objectives and actions. Accountability is a principle not only of strategy and good governance, but also of transparency, responsibility and commitment.



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5.5 Materiality analysis

In 2016, TRAM carried out a materiality analysis which enabled us to create TRAM's Corporate Social Responsibility Model and identify and prioritise the most relevant material aspects to manage CSR stemming from company commitments. Objectives and actions are set annually in the Social Responsibility Plan, helping us to deliver on our CSR commitments.

The identification of the most relevant aspects and the strategic objectives was based on the analysis and assessment of the information compiled through fieldwork focusing on:

- 1.Creating and sharing a self-assessment questionnaire about TRAM's current situation in relation to seven key areas and the corresponding CSR indicators (the areas and indicators used in the self-assessment questionnaire are those defined by the Ethos Institute of Corporate and Social Responsibility).
- 2.Assessing and reflecting on actions carried out thus far in terms of the CSR assessment indicators.
- 3.Identification and dialogue with stakeholders.

When preparing this paper, we concluded that **ethics, transparency, our commitment to society and good governance practices** should be the key topics, as these were considered to have the highest impact on the success of the business.



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6.1 Commitment to the human team



At TRAM, we work to ensure the team enjoys equal opportunities, equal pay, quality, safe and healthy employment, and can train and develop professionally.

SIZE AND PROFILE OF THE WORKFORCE

Men	189	80%
Women	48	20%
TOTAL	237	100%

6.1.1 Equal job opportunities

Tramblaix and Trambesòs have an **Equality Plan** to ensure equal treatment and opportunities for men and women, and to eradicate any possible gender discrimination. The plan is expected to be updated in 2020.

The implementation of the Equality Plan to which human, material and economic resources are allocated is carried out through various actions and activities such as:

- The annual training plan to encourage equal opportunities through raising awareness.
- The use of inclusive language when defining work roles.
- The respectful use of male and female images, with no sexism in documentation and communication.

• A balanced presence of male and female figures on the website, in corporate magazine and in educational activities.

There is also a **Protocol for the prevention of and action against harassment in the workplace**, a protocol that includes guidelines on how to act in the event of such situations, the people concerned and the applicable procedure.

In 2019, specific training was given on preventing and dealing with sexual harassment in the workplace and the updated TRAM document on the subject was released.

STAFF BY PROFESSIONAL CATEGORY AND GENDER			
MANAGEMENT	TRAMBAIX	Men 8	Women 2
	TRAMBESÒS	Men 0	Women 0
STAFF	TRAMBAIX	Men 7	Women 20
	TRAMBESÒS	Men 10	Women 4
DRIVING	TRAMBAIX	Men 67	Women 10
	TRAMBESÒS	Men 52	Women 9
INSPECTION	TRAMBAIX	Men 15	Women 1
	TRAMBESÒS	Men 14	Women 1
CCP	TRAMBAIX	Men 9	Women 0
	TRAMBESÒS	Men 7	Women 1

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TRAM promotes participation in the Cursa de la Dona (Woman's Race)

TRAM financed the registration of all those people in the team who wanted to participate in the Women's Race on 17 November in Barcelona. The sporting event was attended by over 36,000 women, a record number, who ran for the fight against gender-based violence and breast cancer. Fifteen TRAM women workers participated in the race.

In addition, on World Breast Cancer Day, pink ribbons were distributed among workers, symbolising the fight against this disease.

Support to the Adecco Foundation's Women's Week.

The Adecco Foundation promotes Women's Week with the aim of promoting the employment programme and raising awareness among the business community and society in general about the integration of women at risk of exclusion into society and the workplace. TRAM supported the Foundation in carrying out different activities throughout the Women's Week. It also conducted internal and external dissemination of the campaign through the TRAM communication channels.



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6.1.1 Equal job opportunities

WE MAKE IT EASIER TO RECONCILE WORK AND FAMILY LIFE

In 2019, 7 people took maternity or paternity leave. 4 women and 3 men.

100% of staff returned to work after leave.

8.66% workforce with reduced working hours at TRAMBAIX

11 people of 127
6 women and 5 men

15.31% workforce with reduced working hours at TRAMBESÒS

15 people of 98
10 men and 5 women

TRAM is working on improving office staff hours in order to promote reconciliation; In this regard, the start and finish times have now been made more flexible, although some hours were mandatory.

6.1.2 Commitment to equal pay

The base salary of men and women according to professional category is the same in all cases. This salary is determined by the salary tables in the applicable agreement.

TRAM also has a **Protocol for Equality and the Prohibition of Discriminatory Treatment**, aiming to establish a policy of equal treatment and opportunity, and to prohibit any discriminatory treatment on the grounds of birth, race, gender, religion, opinion or any other condition or personal or social circumstance, both among TRAM management and staff and in respect to third parties.

TRAM workers receive specific training about this protocol, the rights, prohibited behaviours and complaints channel it sets out and about how they should report it if they have any knowledge of this kind of practice.

Furthermore, at TRAM we are committed to applying suitable penalties for all discriminatory behaviour in accordance with the parameters established in the Code of Conduct. Ever since it was introduced in 2013, the Protocol for Equality and the Prohibition of Discriminatory Treatment has been applied on three occasions, although in none of these cases was it necessary to take legal action.



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6.1.3 Stable and quality employment

At TRAM we prioritise stable and quality employment over subcontracting or temporary contracts.

STAFF BY GENDER, TYPE OF CONTRACT AND WORKING HOURS

OPEN-ENDED CONTRACTS	TRAMBAIX	Men	95	Women	26
	TRAMBESÒS	Men	81	Women	15
OPEN-ENDED CONTRACTS WITH REDUCED WORKING HOURS	TRAMBAIX	Men	5	Women	6
	TRAMBESÒS	Men	10	Women	5
FIXED-TERM CONTRACTS	TRAMBAIX	Men	5	Women	1
	TRAMBESÒS	Men	2	Women	0
PART-TIME CONTRACTS	TRAMBAIX	Men	1	Women	1
	TRAMBESÒS	Men	2	Women	0

NEW RECRUITMENTS BY AGE AND GENDER

RECRUITMENTS TRAMBAIX	<30 YEARS	Men	0	Women	0
	FROM 30 TO 50 YEARS	Men	18	Women	6
	>50 YEARS	Men	0	Women	0
RECRUITMENTS TRAMBESÒS	<30 YEARS	Men	0	Women	0
	FROM 30 TO 50 YEARS	Men	19	Women	3
	>50 YEARS	Men	0	Women	0

ROTATION RATE, TRAMBAIX

2017	2.16%
2018	6.3%
2019	1.72%

ROTATION RATE, TRAMBESÒS

2017	2.09%
2018	4.19%
2019	3.66%

TRAM also have a TRAM staff **Protocol of Rights and Duties**. The objective of the protocol is to recognise the rights and establish the duties of TRAM staff within the framework of the Crime Prevention and Detection Model.

The relationship found in this protocol respects the rights and duties that the current legal system bestows on workers and the general public, and can never place restrictions which go beyond what is permitted by labour laws. This relationship between rights and duties must be understood to be without prejudice to any other rights and duties recognised in other regulations approved by the company.

In 2019, the Code of Ethics was introduced into the welcome manual for people joining the company.



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Promoting corporate volunteering

At TRAM, during 2019, we have promoted various corporate volunteering actions with the aim of bringing together the human team and increasing the feeling of belonging to the organisation, while at the same time making a positive contribution to social actions. The actions that have been carried out in this regard are:

•Collection of food for the Food Bank of Catalonia.

The companies belonging to TRAM joined in the voluntary donation of food to the Food Bank of Catalonia. Workers were able to contribute food throughout the month of April and collect up to 126 kg in total. This action promotes solidarity and generosity among the TRAM team, and at the same time helps needy families who require the services of the charity.

•Collection of clothes for the consortium of entities of the Roba Amiga Cooperative

The TRAM team and its collaborating companies took part in the collection of 348 kg of second hand clothes to give them to the consortium of entities of the Roba Amiga Cooperative. This organisation makes a selective collection of used clothing, household linen, shoes and other textile waste for its reuse and recycling, integrating people at risk of exclusion.

•Collection of blankets and towels for the Pet Rescue Centre.

As an initiative of TRAM staff, two collection points for blankets and towels have been set up to collaborate with the Penedès Pet Rescue Centre to protect the animals that live there waiting to be adopted from the cold.

•Charity video with the association "1.000 i una nineka"

At Christmas, TRAM made a charity video to support the association "1.000 i una nineka", whose aim is to raise funds for research against childhood cancer. The video, which was accompanied by a donation of 10,000 Euro and shared on social media as a Christmas greeting,



features 40 workers from all TRAM departments, who participated on a voluntary basis. To choose the charity cause to be featured in the video clip, the TRAM team was asked to propose projects, which were then voted on by the entire workforce.

As in previous years, the TRAM team participated in the 24th Mountain Crossing of the Sant Joan Despí Cycling Club. TRAM is one of the main companies sponsoring the crossing.

Two TRAM drivers, a man and a woman, participated in the 8th European Tram Driver Championship held in Brussels, in which operators of the main tram lines in Europe took part.



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6.1.4 Prevention and safety culture

TRAM has implemented and certified an **Occupational Health and Safety Management System**, in accordance with the OHSAS 18001 international standard, a management system that helps improve the conditions and factors that can affect the well-being of anyone in the company's physical environment.

Occupational risk prevention is one of the top priorities in the management of TRAM. With the principal objective of achieving a high level of health and safety in the workplace, TRAM developed a work safety policy based on the following core principles:

- Complying with applicable legislation on industrial safety and minimising occupational hazards, whether on a national, regional or local scale, as well as all requirements of the administrative franchises that we hold.
- Allocating and providing the resources needed for management to identify, assess and control possible risks and implement the necessary preventative measures.
- Allowing all workers to actively participate as a key step in its effective implementation and to improve preventative measures, as well as create a climate of appropriate safety and trust.
- Providing staff members with information, induction training and continued training about the risks involved in their position, as well as the means and measures to adopt to minimise them, so as to promote and ensure safe and positive habits and behaviours.
- Integrating our clients, providers, sub-contractors and visitors into the prevention of these risks, ensuring that none of our activities has an impact on them and vice versa.
- Collaborating with public administration and other bodies to develop procedures, equipment and working methods.



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6.1.4 Prevention and safety culture

Currently, the Health and Safety Committee is made up of the following members: Managing Director, Operations Department, Administrative and Human Resources Management, head of CCP, head of Safety and Environment, deputy of Operations Department, four people from Driving division and one from Inspection division.

The Health and Safety Committee represents 100% of the workforce.

ACCIDENT INDICATORS OF OWN STAFF

TRAMBAIX

Number of accidents with sick leave of own staff	6
Number of accidents without sick leave	3
Number of days lost due to accident	237
No. of fatal accidents	0
Frequency rate	31.24
Severity rate	1.23
Incidence rate	48.78
Absenteeism rate	4.47

TRAMBESÒS

Number of accidents with sick leave of own staff	6
Number of accidents without sick leave	2
Number of days lost due to accident	455
No. of fatal accidents	0
Frequency rate	36.89
Severity rate	2.79
Incidence rate	59.41
Absenteeism rate	4.29



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Diagnosis and actions for a healthy company

In 2019, TRAM has carried out a "healthy company" diagnosis, a process of continuous improvement to promote and protect the health, safety and well-being of people, and the sustainability of the working environment. The diagnosis carried out takes 4 areas into account: physical, psychosocial, personal health resources and participation in the community.

In order to promote a healthy lifestyle among the human team and in the context of the actions to become a healthy company, in 2019 TRAM has carried out the following activities.

- Healthy month (October), with sports activities, talks, breakfasts and snacks with the team.
- Installation of defibrillators in the two TRAM depots.
- Talk about preventing STROKES at each of the work centres of Trambaix and Trambesòs to give visibility to strokes and raise awareness of their impact and prevention.
- Participation in the 24th Mountain Crossing of the Sant Joan Despí Cycling Club.

It should also be noted that in the two depot buildings, the food vending machines have low-calorie food and fresh fruit, and that the office in the centre of Barcelona receives 7.5 kg of fresh fruit every week.



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6.1.5 Promotion of professional development and training

For the proper performance of TRAM's activity it is essential to have a trained team; The training of the team enables people to develop professionally and is one of the cornerstones on which the quality of our organisation is based.

At TRAM we are firmly committed to training and promote an annual **Training Plan** according to ISO 9001:2015. In 2019, 43 training initiatives have been carried out as envisaged in the Training Plan, 3 of which will end in 2020; 13 training initiatives have also been conducted outside the plan, including seminars and workshops.

In 2019, between the two companies, 6,411.5 hours of training have been given, and 99% of the workforce has had at least one training session. It should be noted that of the total number of training hours, 44.30% have been on safety matters.

HOURS OF TRAINING, TRAMBAIX

Men	1,821.50
Women	2,107.50

HOURS OF TRAINING, TRAMBESÒS

Men	1,885.50
Women	597

In 2019, the way in which the effectiveness of the training was assessed was changed in order to adapt it to the needs and requirements of the organisation as much as possible. To attend to staff training needs as effectively as possible, TRAM offers different types of training courses, both induction and continuous.

43 training actions in 2019

3 training actions that continue in 2020



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6.1.5 Promotion of professional development and training

INITIAL TRAINING

Designed for new drivers – who constitute the majority of staff members – so that they can successfully tackle their daily work.

This training is given by internal company staff and lasts approximately one and a half months, during which theoretical and practical classes are combined. During the period 2017-2019, a total of 3 training programmes were carried out for new driving staff.

Initial training consists of the following points:

- Introduction to the company
- The TBX - TBS tramway system
- Infrastructure
- Rolling stock
- Switches, crossings and interlocking
- Signalling
- General driving regulations
- Communication
- Fixing driving incidents
- Incidents, accidents and passenger regulations
- Ecodriving
- Occupational risk prevention
- Customer service

The inspection and CCP operations staff also undergo induction training, adapted to the characteristics of their job roles.

CONTINUOUS TRAINING

Continuous training is essential for guaranteeing the highest quality service.

The following types of training are carried out:

- General management and leadership courses
- Technical specialisation courses
- Tram driving refresher courses: yearly, an eight-hour refresher course is held, in which knowledge is updated, aspects related to the improvement of operation are renewed and real cases are shared, enabling new solutions to be worked on.

In 2019, the bulk of the workforce has undergone training on the anticipation and prevention of accidents, fault resolution and risk perception.

As for performance assessment, 100 % of the workforce receives regular assessments in this regard.



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6.1.6 Various internal communication channels

One of TRAM's Corporate Social Responsibility commitments is to guarantee that company information is sufficiently shared among the staff and to encourage internal smooth communication. At TRAM, we firmly believe that internal communication fosters a sense of belonging because values are shared, pride in the company is enhanced and links are established.

Our communication channels are:

Internal Communication Committee

It is made up of representatives from all groups: Driving, Inspection, Operation, Maintenance, Customer Service, Marketing, Human Resources and Administration, with the co-leadership of Human Resources and Marketing.

Internal Communication Team

It is made up of representatives from each of the TRAM Operadora departments and co-lead by the Human Resources and Marketing managements.

Internal Meetings with Management

Yearly, meetings are held which all staff members are welcome to attend, during which the Board of Directors explains important events from that year, and everyone has the opportunity to request more first-hand information about the topics that interest them. Everything discussed during these meetings is then published on the company Intranet.

Corporate intranet, digital signage and monthly internal newsletter *inTRAM*

Through the company's intranet, staff members have permanent access to information which is useful for their jobs and can remain up to date with the latest news from each department and the organisation. Moreover, everyone who works at TRAM receives

the monthly digital bulletin *inTRAM* which highlights the most important news.

TRAMcomunica

We also have a corporate email address which provides information of general interest to their whole staff. This is in addition to the intranet and digital signage.

Activities at TRAM facilities

To strengthen relationships among staff members, TRAM organises Christmas events for the whole team and an annual family party specially designed for the children of staff members.



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6.2 Commitment to supply chain



TRAM extends its commitment to social responsibility to the entire supply chain. All supplier companies are made to participate in the TRAM Corporate Social Responsibility policy. The acceptance of the Code of Ethics is also mandatory when approving new supplier companies.

Assessments are carried out to ensure the proper management of suppliers. In this regard, the supplier companies are assessed with respect to *Compliance* and the results obtained in previous business relationships. Once the service is completed, the degree of satisfaction obtained is assessed.

All TRAM's 15th anniversary gifts and all the catering companies hired for the different events in 2019 have been governed by an environmental assessment. New 100% recycled cotton fabric bags were produced with the image of TRAM to give to the whole team

and all the people invited to the institutional event to celebrate the anniversary. In addition, the institutional event included young organic olive trees to transplant as a symbol of the years that TRAM will continue to grow alongside all these people and society in general.

Meanwhile, all the caterers hired were obliged to use reusable tableware of fine or compostable materials and healthy food; and had to give the option of using the surplus food through their collaborations with other entities or the donation to the TRAM team itself.



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Commitment to clients and users



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7.1

Safe and quality service



11 SUSTAINABLE CITIES
AND COMMUNITIES



12 RESPONSIBLE
CONSUMPTION
AND PRODUCTION

TRAM has a **Quality Management System according to the UNE-EN ISO 9001:2015 standard** and also according to the **UNE-EN 13816:2003 standard**, a specific standard on quality of service to passengers from two points of view: on the one hand, from the Administration and operators, and on the other, from current and potential customers.

Safety is one of TRAM's main commitments; For this reason, we have a working group to oversee its performance. It is made up of members from different areas -Development, Operation, Maintenance, Marketing and Communication- and it promotes improvements and campaigns.

There is also implemented an **action plan to reduce accidents**, in force since 2006. Within the framework of this action plan, we have developed a method for evaluating accidents, which identifies the places with the greatest potential risk of accidents in order to implement corrective measures to try to reduce them.

In 2019, accidents involving people using the bicycle lane that converges with the tramway platform have been considerably reduced.

The reduction of accidents with people using bicycle lanes that converge with the tramway platform is due to the standardisation of the use of this individual transport and the improvements introduced in the construction of the latest bicycle lanes, which adopt the Signalling Manual prepared by TRAM together with the promoting bodies.

The bicycle lanes planned and/or implemented during 2018-2019 taking into account the TRAM Manual for the confluence of tram and bicycle lanes are in Diagonal - Bilbao, Diagonal - Pius XII, Diagonal - Joan Güell, carrer Torre Melina - Av. Xile and the Eduard Maristany extension to Sant Adrià Station (planned).

SERVICE ACCIDENT RATE (ACCIDENTS/MILLION KM)

TRAMBAIX

2017	21.93
2018	27.76
2019	17.83

SERVICE ACCIDENT RATE (ACCIDENTS/MILLION KM)

TRAMBESÒS

2017	29.74
2018	30.72
2019	20.04



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7.2 Client service and satisfaction

Customer Service is a core activity in the operation of TRAM and promotes, among other things, the process of continuous improvement of the organisation.

People using the tram networks managed by TRAM have several channels at their disposal to make requests for information and suggestions, make a complaint or report any incidents.

CUSTOMER SERVICE CHANNELS

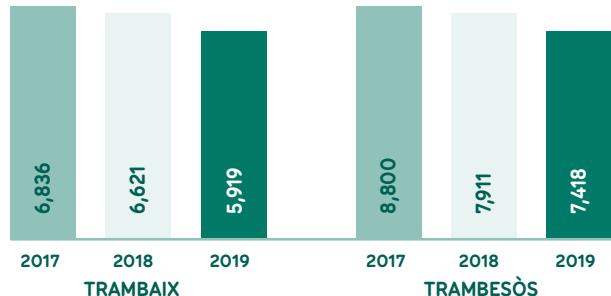


In 2019, users have used Trambaix's Customer Service on a total of 9,061 occasions. As for Trambesòs, the Customer Service has dealt with 9,021 queries.

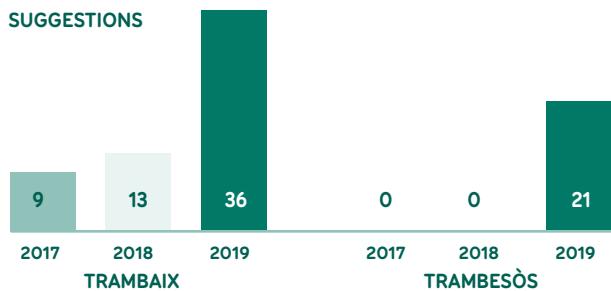
The average response time to TRAM queries does not exceed 24 hours in either case. While at Trambaix the response time is 0.99 days, Trambesòs does not exceed 0.45 days.

TRAM has started a campaign in 2019 where the Management responds on alternate days in the Customer Service channels. So far, the General Manager of TRAM and the Marketing Director have participated in this campaign.

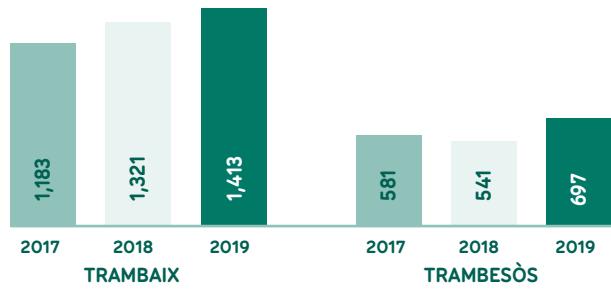
INFORMATION REQUESTS



SUGGESTIONS



COMPLAINTS



INCIDENTS



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Users give TRAM the highest rating in its history

To the question "What overall rating would you give to the current TRAM service on a scale of 0 to 10?", Barcelona Tram users gave the service a high rating of nearly 8.5 points (8.35 for Trambaix and 8.31 for Trambesòs).

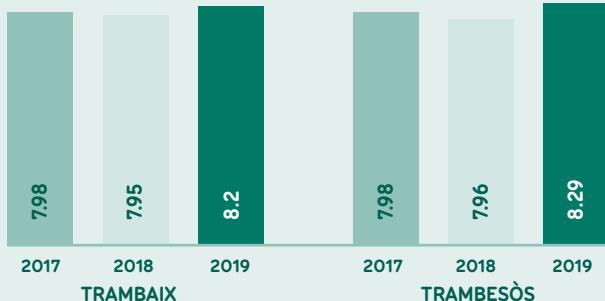
The TRAM Traveller Satisfaction Survey shows that the spontaneous satisfaction of Trambaix users improves compared to last year and exceeds all previous years' ratings. In addition, the spontaneous satisfaction of Trambesòs users also improves compared to 2018, with an increase on all lines.

The survey, carried out on a total of 2,203 people, provides an annual insight into the opinions of passengers and their degree of satisfaction. The sample studied is made up of all users over 14 years of age who travel on working days on the Trambaix (T1, T2 and T3) and Trambesòs (T4, T5 and T6) networks.

The Perceived Quality Index of Trambaix and Trambesòs increases significantly achieving an average rating of over 8 points. The T3 branch and the common section of Trambaix increase significantly and also achieve a rating of over 8 points. On the other hand, the perception of branches T1 and T2 remains similar to that of the previous year.

As for Trambesòs, there was an increase in the Perceived Quality Index in T4, and it remains the best rated line. Q5 and Q6 continue with the previous year's trend and their perceived quality increases considerably once again.

PERCEIVED QUALITY INDEX (ICP)



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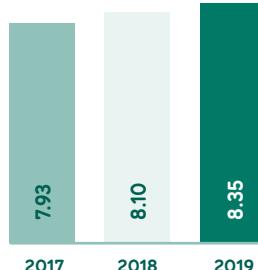
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7.2 Client service and satisfaction

ASSESSMENT OF ATTRIBUTES OF THE TRAMBAIX SERVICE

	2017	2018	2019
Loyalty	8.80	8.65	9.04
Recommendation	8.69	8.61	8.91
Easy access to the platform and the tram	8.69	8.43	8.68
Punctuality of the service	8.00	8.12	8.42
Functioning of the validation screens inside the trams	7.95	7.76	8.36
S.G., Current TRAM service	7.93	8.10	8.35
Speed of the journey	8.03	8.06	8.34
Personal safety	8.12	8.12	8.34
Service Information (announcements, screens, signage, etc.)	7.97	8.04	8.33
Comfort during the trip	8.13	7.85	8.21
Smoothly and safety driving	7.86	7.94	8.13
Appropriate inside temperature	7.82	7.94	8.12
Ease of buying tickets at tram stops	7.14	7.15	8.03
Attentiveness and friendliness of staff members	7.35	7.46	8.02
Links with other means of transport	7.87	7.81	8.01
Cleanliness and maintenance of vehicles and stops	7.98	7.96	7.92
Frequency of services	7.40	7.34	7.83
Information during incidents	7.08	7.82	7.77

OVERALL SERVICE SATISFACTION



Accessibility to the platform or tram is the most highly rated aspect, followed by the punctuality of the service and the operation of the validation machines.

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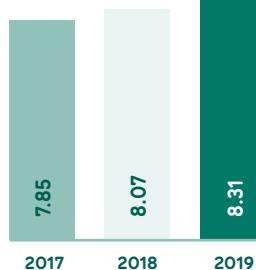
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**ASSESSMENT OF ATTRIBUTES
OF THE TRAMBESÒS SERVICE**

2017 2018 2019

Loyalty	8.72	8.78	8.80
Easy access to the platform and the tram	8.63	8.69	8.79
Recommendation	8.56	8.64	8.78
Speed of the journey	8.27	8.33	8.62
Smoothly and safety driving	8.06	8.14	8.50
Comfort during the trip	8.07	8.13	8.43
Punctuality of the service	8.19	8.17	8.43
Functioning of the validation screens inside the trams	7.93	7.91	8.40
S.G., Current TRAM service	7.85	8.07	8.31
Appropriate inside temperature	7.89	8.06	8.26
Links with other means of transport	7.88	7.83	8.26
Service information (announcements, screens, signage, etc.)	7.87	8.01	8.20
Information during incidents	7.49	7.21	8.07
Personal safety	7.50	7.86	8.05
Attentiveness and friendliness of staff members	7.85	7.89	8.04
Cleanliness and maintenance of vehicles and stops	7.48	7.70	7.95
Frequency of services	7.21	6.77	7.95
Ease of buying tickets at tram stops	7.30	6.86	7.66

OVERALL SERVICE SATISFACTION



Accessibility to the platform or tram is the
most highly rated aspect, followed by speed of
travel and smooth and safe driving.



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Attention and service for all people

TRAM's commitment to attention and service to users covers all people including those with functional diversity. In 2019, two actions have been carried out to promote inclusion in trams.

On the one hand, TRAM has joined the pilot test of access of approved scooters to public transport. The pilot test, in which TMB's metro and buses were already participating, aims to promote accessibility and autonomy for people with disabilities and reduced mobility, as well as the safety of all passengers.

Meanwhile, at the Francesc Macià TRAM stop, a pilot test has been carried out using magnetic loops, a technology that extends the reception of messages to users who use hearing aids equipped for this technology. Installation at all stops is planned to begin in 2020 and to be completed in 3 years.

TRAM, the first Catalan public transport system to receive the Service Charter certification

The Barcelona Tramway has received certification of its Service Charter by the Spanish Association for Standardisation and Certification (AENOR), becoming the first railway transport in Catalonia to receive this distinction.

The TRAM Service Charter, published in 2018, contains up to 16 commitments to service quality, the environment, safety, customer service and social responsibility, each associated with quantifiable compliance indicators. In 2019, these indicators have been audited and validated, and the charter has received its certification of compliance with UNE 93200:2008.



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8.1 Social action

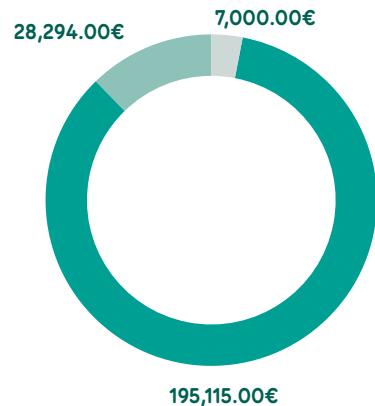


In 2019, 62 social actions were carried out aimed at the development of communities based on the following specific objectives:

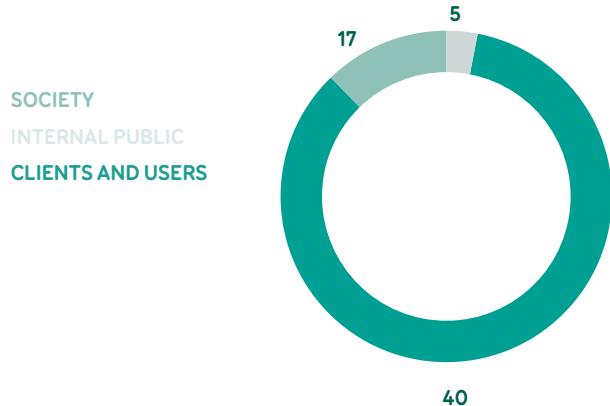
- Supporting the social and labour reintegration of homeless people.
- Promoting attitudes of resilience through actions that demonstrate that physical or psychological limitations can be overcome.
- Improving access to culture for the most disadvantaged population in the TRAM catchment area.
- Improving the living conditions of the elderly with few economic resources.

€230,409 invested in social projects in 2019

DISTRIBUTION ACCORDING TO PUBLIC (€)



DISTRIBUTION ACCORDING TO PUBLIC (ACTIVITIES)



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8.1.1 Promoting equity and social inclusion

PROJECT FOR ACCESS TO MOBILITY FOR HOMELESS PEOPLE



SJD Sant Joan de Déu
Serveis Socials · Barcelona

TRAM and Moventia have renewed their support to the project of access to mobility for homeless people assisted by San Juan de Déu Serveis Socials - Barcelona. This collaboration means the contribution of 60,000 Euro and has a direct impact on the more than 500 people, men and women aged 18 to 65, assisted annually by Sant Joan de Déu Social Services - Barcelona in their programmes.

"STARRY NIGHT" PROGRAMME FOR VULNERABLE YOUNG PEOPLE



FUNDISOC
Fundació per a la integració social

Fundisoc, a Foundation for Social Integration, set up the "Starry Night" programme involving campsites during the first week of September for 200 children from La Mina and Sant Roc, with the aim of reducing the risk of child malnutrition and improving the physical, psychological, emotional and educational well-being of these vulnerable children through contact with nature. The

campsites were held in the municipality of Vilada, in the Berguedà, and TRAM made a financial contribution of 5,000 Euro.

#ENCARANO CAMPAIGN AGAINST THE CHRONIFICATION OF POVERTY

Creu R ja **#EncaraNo**



TRAM collaborates in the #EncaraNo Red Cross campaign with a monetary donation of €10,000 and the use of its own trams and communication channels. The #EncaraNo campaign fights against the chronification of poverty and raises awareness of all the basic needs of people, apart from food, to lead a full and healthy life.



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8.1.1 Promoting equity and social inclusion

FUNDING OF STUDIES FOR YOUNG PEOPLE IN VULNERABLE SITUATIONS



TRAM and the IRES Foundation renew the collaboration agreement to finance studies for vulnerable young people living in the Sant Martí district of Barcelona. By signing this agreement, TRAM reaffirms its commitment by allocating 3,000 Euro to Repte 22, the initiative of the IRES Foundation in collaboration with the 22 @ Network to obtain grants for young people in the Click Project.

TRAM BARCELONA OPEN, INTERNATIONAL WHEELCHAIR TENNIS TOURNAMENT



In 2019, under the slogan "Extend the limit", the TRAM Barcelona Open International Wheelchair Tennis Tournament has been held. In the third year of this event, which is sponsored by TRAM with the collaboration of the Step by Step Foundation and the

"la Caixa" Banking Foundation, 40 players from 15 different nationalities participated. The TRAM Barcelona Open is open to citizens to raise awareness of the values of inclusion, equality and personal development. The Step by Step Foundation is a non-profit organisation devoted to the rehabilitation of people affected by neurological pathologies affecting the central nervous system.

COLLABORATION WITH THE CASAL INFANTIL LA MINA ASSOCIATION



The collaboration agreement between TRAM and the Casal Infantil La Mina Association in Sant Adrià de Besòs has been renewed for the eleventh year running, with the aim of promoting child welfare through activities with children, their families and the community. Through TRAM's monetary contribution of € 2,000 and help in spreading news of its activities over the last 11 years, Casal Infantil La Mina has been able to coordinate up to six Campament Mègic dels Reis Mags events, ten Dia del Joc events, street parties in the Sant Adrià district and up to ten Setmana dels Drets dels Infants events, among others.



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8.1.1 Promoting equity and social inclusion

COLLABORATION WITH THE CATALAN FEDERATION OF ROMANY ASSOCIATIONS



TRAM and the Catalan Federation of Romany Associations have renewed their collaboration agreement for the eleventh year running, through which both organisations are working towards a more inclusive society with equal opportunities. The monetary contribution is €1,900.

COLLABORATION WITH KALI ZOR



TRAM and Kali Zor, a gypsy cultural, activist and social intervention association, have renewed their collaboration agreement to promote the men's and women's football schools in the La Mina and Sant Roc

districts. These sports schools require children to present proof of attendance at school or high school in order to train and play matches. In this way, schooling and healthy lifestyle habits are encouraged, focusing on education and physical activity.

8.1.2 Promotion of coexistence and healthy living

COLLABORATION WITH THE CATALANIA BLOOD AND TISSUE BANK



BANC DE SANG I TEIXITS

For the third year running, TRAM has offered a tram to the Catalonia Blood and Tissue Bank to assist blood donors. The tram was parked and open to the public at the Francesc Macià stop on Friday 6 September. With its slogan "Give the best of yourself. Come to TRAMvida and give blood", the campaign helps to maintain the daily blood stocks needed in Catalonia, with over 150 volunteers and up to 100 donations accepted. A successful day which will help around 300 people.



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8.1.2 Promotion of coexistence and healthy living

"AN APPLE FOR LIFE" CAMPAIGN



TRAM has involved the entire team in the action to support the reintegration of people suffering from multiple sclerosis into the workplace by buying an apple for each of them during the campaign period. Each apple has a symbolic cost that is used to finance the work of the Multiple Sclerosis Foundation.

"PEPPERS AGAINST CANCER" CAMPAIGN



To celebrate World Cancer Day, the Catalan Federation of Cancer Organisations (FECEC) organised the fourth 'Peppers against cancer' campaign. 55,000 bags of peppers were put on sale for a symbolic price with the aim of raising funds for research and support for cancer patients and their families. TRAM participated by buying a bag of peppers for each of the workers.

"I SAVE LIVES" CAMPAIGN



TRAM has collaborated with the Bellvitge Biomedical Research Institute's "I Save Lives" campaign for cancer research. The Barcelona Tram has contributed 2,500 Euro to the cause and has also used its own digital channels to disseminate and encourage donations.

CORREBLAU FOR CHILDREN WITH AUTISM SPECTRUM DISORDER



TRAM donated 800 backpacks on to the fifth Correblau, the popular 5 km run which is hosted in the Barcelona Parc del Fòrum by the Aprenem Association. The Correblau is a benchmark charity race in the city of Barcelona that is part of the Construimons Capacidad programme to enable the schooling and social inclusion of children and young people with Autism Spectrum Disorder (ASD).

FOOTBALL TOURNAMENT AGAINST ELA



TRAM human team participated in a charity football tournament to raise money for research into the degenerative illness motor neurone disease (ELA). TRAM made and continues to make spreading the activity and gave out the prizes and €1000 in donations to Fundela Foundation.



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8.1.2 Promotion of coexistence and healthy living

COLLABORATION WITH THE RAMON MARTÍ I BONET EYE CLINIC FOUNDATION



Fundació
Ramon Martí Bonet
contra la ceguera

TRAM has renewed a collaboration agreement with the Ramon Martí Bonet eye clinic foundation in which it agrees to donate all unclaimed pairs of glasses lost on tram facilities so they can be used in charity programmes to prevent blindness, detect childhood blindness and provide early care for children.

SPONSORSHIP OF THE I.E. LA MINA INDOOR SOCCER TEAM



TRAM has collaborated in the acquisition of kits for the participation of the indoor soccer team in the Barcelonès Nord League of the Catalan Sports Games.

BESÒS-MARESME SCHOOL RUN



TRAM contributes €2,500 and material to the organisation of the Besòs-Maresme run involving students from 9 schools in this neighbourhood. In total, around 800 students participated.

ARENAL DE LLEVANT CHARITY RUN



TRAM has donated corporate material resources to those participating in the l'Arenal de Llevant Charity Run, which is open to all ages. All the proceeds from the registration for the race have gone to the Roure Foundation, which provides for the basic needs of the elderly and their families.

5th ESPUGUES DE LLOBREGAT CADET TOURNAMENT

TRAM has sponsored the 5th Esplugues de Llobregat Cadet Tournament, celebrated in the Les Moreres de Esplugues de Llobregat Sports Centre and organised by the Esplugues de Llobregat Council and the Penya Esplugues Sports Association. TRAM provided 250 backpacks to the people participating in the tournament.



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8.1.3 Promotion of access to culture

COLLABORATION WITH THE CITY'S MAIN ART MUSEUMS



48H

OPEN

HOUSE

BCN

48H OPEN HOUSE BCN

In 2019, TRAM has renewed the collaboration agreement with the Consortium of Contemporary Art Museums of Barcelona, formed by the Barcelona Museum of Contemporary Art, the Barcelona Centre of Contemporary Culture, the Joan Miró Foundation, the Antoni Tàpies Foundation, the Picasso Museum Foundation of Barcelona and the National Art Museum of Catalonia, with the aim of promoting the temporary exhibitions and collections of these museums and cultural centres by means of the Barcelona tram.

PROMOTION OF CULTURAL TOURISM



TRAM has signed the collaboration agreement with the Baix Llobregat Tourism Consortium and the town councils of Cornellà de Llobregat, Esplugues de Llobregat, Sant Feliu de Llobregat, Sant Joan Despí and Sant Just Desvern to continue promoting 'The TRAM Route'. 'The TRAM Route' offers discounts to visit the tourist, cultural and culinary attractions near the Trambaix network.



PARTICIPATION IN THE 48H OPEN HOUSE BCN



For the second year running, TRAM participates in the 48H Open House BCN festival with the opening of the Trambaix network depots. The activity offered by TRAM consists of a guided tour of the infrastructure located in Sant Joan Despí. The 48h Open House BCN is an architecture festival that opens more than 150 emblematic buildings of the Barcelona Metropolitan Region to the public.

ACTIVITY IN THE CITY OF DREAMS



TRAM has participated with a new activity in The City of Dreams, the Children's Festival organised in Barcelona during the Christmas holidays. This year, The City of Dreams once again focuses on the city and the professions that make it possible. The activity "TRAMQUIZZ" explains how a tram works, how the TRAM team works, what the work of the driving staff is and how it is carried out to ensure the public transport service operates normally.

COLLABORATION WITH THE ARGONAUTAS PROGRAM



TRAM has collaborated with the Argonautas programme for another year, an aid programme for school trips to cultural heritage sites run by the Catalan Agency for Cultural Heritage by the Department for Culture of the Autonomous Government of Catalonia, Generalitat de Catalunya. It consists of an innovative programme in social inclusion with regard to access to museums and other cultural experiences, offered to the schools listed as having the highest levels of difficulties by the Department for Education. TRAM provides tram tickets to support this access.



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8.1.3 Promotion of access to culture

COLLABORATION WITH THE "EXPORECERCA" AWARDS



Exporecerca Jove is an international research fair held annually in Barcelona. Its objectives are to encourage research among young people, to promote the exchange of experiences and knowledge, and to promote participation in other national and international fairs and conferences. TRAM sponsors one of the prize categories and donates a gift of 200 Euro.

PROMOTION OF THE "BARCELONA – STONEWALL EXHIBITION: A RETURN TRIP TO THE FIRST LGTBI DEMONSTRATIONS"



In 2019, the 50th anniversary of the pride and struggle for LGTBI rights has been celebrated, and TRAM has collaborated with the dissemination of the exhibition "Barcelona – Stonewall: A return trip to the first LGTBI demonstrations", organised by the Barcelona LGTBI Centre. In addition, on the occasion of Pride Day, the trams ran with the LGTBI flag.



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8.2 Protection of the environment

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



13 CLIMATE ACTION



Respect and protection of the environment are part of the essence of TRAM's activity in promoting an efficient type of mobility with low environmental impact.

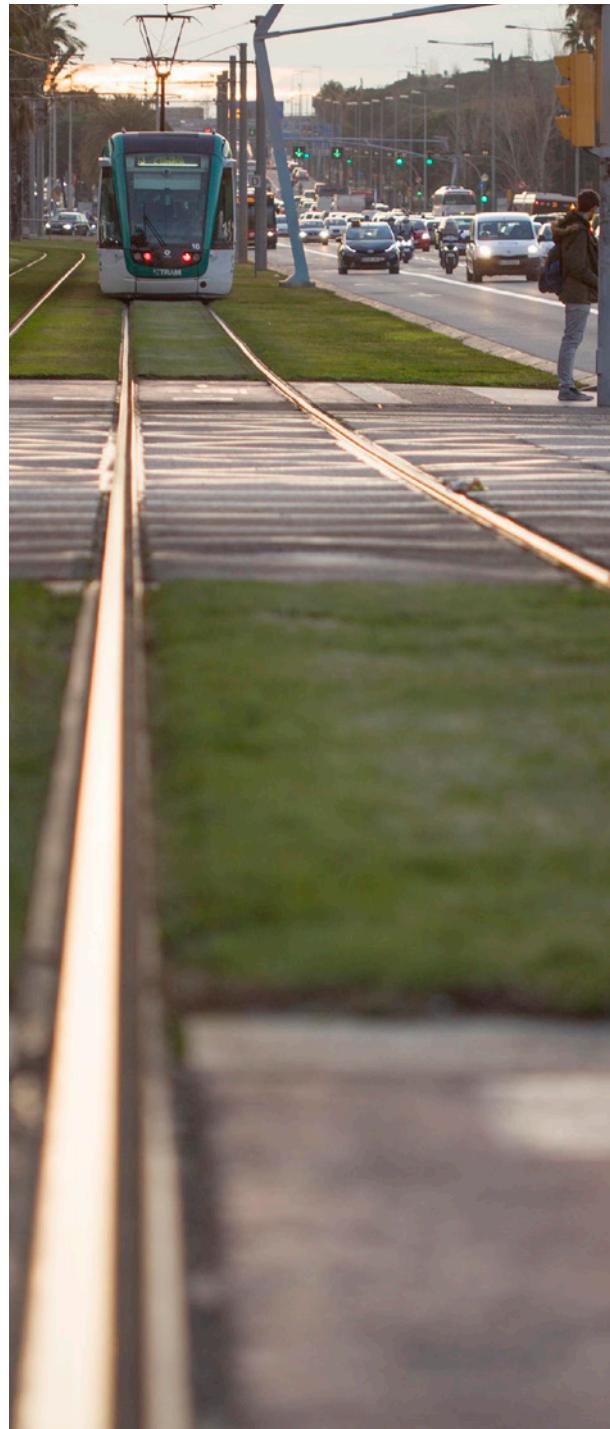
TRAM has an **Environmental Management System certified under the UNE-EN ISO 14001:2015 standard.**

Furthermore, there is a **Protocol on Environmental Risk Management** which aims to determine the guidelines that TRAM must follow in order to ensure that, in the performance of activities with potential environmental impact, the regulatory reference framework in terms of environmental protection is respected in order to avoid environmental crimes that could lead to criminal liability in the company.

TRAM management is responsible for establishing, implementing and maintaining an appropriate environmental policy. This policy is documented, communicated to all members of the company and, also, is available for reference purposes.

At TRAM we comply with current environmental legislation, and in 2019 we have not received any penalties for non-compliance with environmental legislation and regulations.

In 2019, TRAM has promoted a campaign of good environmental practices at the centres, paying special attention to good practices in water and electricity consumption and recycling.



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The tram, an efficient and sustainable means of public transport

The tram has numerous environmental advantages and contributes to a model of sustainable urban mobility and environmental protection.

•**Fight against climate change.** Any vehicle with a combustion engine emits CO₂, which is the main pollutant gas causing climate change. Trams are 100% electric traction vehicles, so they do not generate direct emissions in the urban environment.



1 TRAM

carrying 34

people on average:

0 g CO₂/km and user



1 CAR

transporting 1.1

people on average:

122.329 g CO₂/km and user



1 TRAM

carrying 34

people on average:

0.15 kWh/km



1 CAR

transporting 1.1

people on average:

0.83 kWh/km

•**Less pollution.** Any vehicle with a combustion engine emits NO_x and particles in suspension (PM10), which are the main pollutants directly affecting health. As 100% electric traction vehicles, TRAM trams contribute to improving people's quality of life.



1 TRAM

carrying 34

people on average:

0 g NO_x/km and user

0 g PM_{x10}/km and user



1 CAR

transporting 1.1

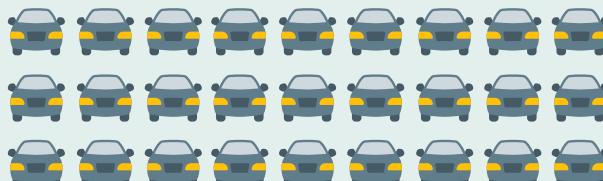
people on average:

0.747 g NO_x/km and user

0.036 g PM_{x10}/km and user



=



8.2.1 Good practices in water consumption

At TRAM, we have a **plan to control our water consumption**, with which we carry out a follow-up of our consumption and the efficiency of our water usage.

With the aim of saving water in the irrigation of the facilities, in the month of June the tele-reading system was installed in the irrigation connections. The system makes it possible to read the meters at any time and from any computer or mobile device, to open or close the electrovalve remotely, or to receive automatic alarms if the maximum volume of consumption set for one day is exceeded. In this way, it is possible to find out about water leaks that are not visible or to close the connections remotely in specific cases, such as when there is a risk of frost. It also allows data and graphics to be extracted from water consumption records.

WATER UPTAKE BY SOURCE

MUNICIPAL WATER

2017	161,436 m ³
2018	137,053 m ³
2019	145,116 m ³

RAINWATER

2017	42,791 m ³
2018	37,105 m ³
2019	33,689 m ³

This volume of water is used in the Trambaix and Trambesòs depot facilities, in addition to watering all the grass areas. Consumption is measured by meters at the supply company's connections.



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8.2.2 Use of energy from renewable sources

At TRAM, we use renewable energies, such as solar energy, through our own installations. In 2019, TRAM and Endesa have renewed their supply agreement to guarantee that the energy is 100% green. Trams, installations, electric vehicles and facilities that depend on TRAM receive energy exclusively from renewable sources.

In addition, it has a fleet of modern vehicles that incorporate efficient, emission-free technology and reuse the energy generated by braking. This surplus energy is returned to the system and can be used by other trams in the vicinity.

The annual energy required by TRAM is about 12.93 GWh (4.96 kWh/km). Despite maintaining similar levels of electricity consumption over time, the trend over the last few years has been going down. This improvement is the result of the implementation of an **Energy Efficiency Plan**.

The measures carried out in the framework of this plan include:

- **Monitoring the energy consumption of the trams:** two Trambax and two Trambesòs trams with a measurement system to check the details of consumption and thus take action to reduce and improve efficiency.
- **Ecodriving:** a training plan for efficient driving has been implemented based on data about consumption on the monitored trams.
- **Monitoring the condition of trams in the depot:** we have implemented measures to control and monitor the conditions of trams in the depot, with instructions for switching off lighting and climate control.
- **Change to more efficient technologies in lighting.** Specifically, the following actions have been carried out:

Interior lighting of the trams: replacement of all the fluorescent lights in the passenger areas of the two fleets for LED technology fluorescent lights.

Lighting of the stop information panels (OPI): replacement of the fluorescent lights in the passenger information panels at all stops in both networks with LED technology fluorescent lights.

Lighting of the exterior of the Trambesòs depots: replacement of all the projectors on the outside of the depots (sidings, car park and by-pass track) with metal halide projectors using LED technology.

• **Installation of lighting control equipment:** different automatic on and off control equipment have been installed in workshops and offices.

• **Dissemination of environmental policy** and energy saving measures, and awareness for the improving sustainability.

The implementation of these measures has meant a reduction in electricity consumption in recent years.

TRAM participated in a round table on the environment during the Corporate Social Responsibility Week 2019, explaining good practices of energy efficiency such as the purchase of 100% green electricity generated by renewable sources, or the use energy from the braking of trams.



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8.2.2 Use of energy from renewable sources

CONSUMED ENERGY

	2017	2018	2019
Internal energy consumption	6,476,625 kWh 4.31 kWh/km	6,412,809 kWh 4.25 kWh/km	6,421,988 kWh 4.25 kWh/km
Internal energy consumption	4,682,725 kWh 4.21 kWh/km	4,556,103 kWh 4.16 kWh/km	4,456,800 kWh 4.17 kWh/km
Energy intensity	3.51 GWh 5.21 kWh/km	13.39 GWh 5.14 kWh/km	13.17 GWh 5.10 kWh/km

■ Trambaix ■ Trambesòs ■ TRAM

100% of the energy that moves TRAM comes from renewable sources.

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

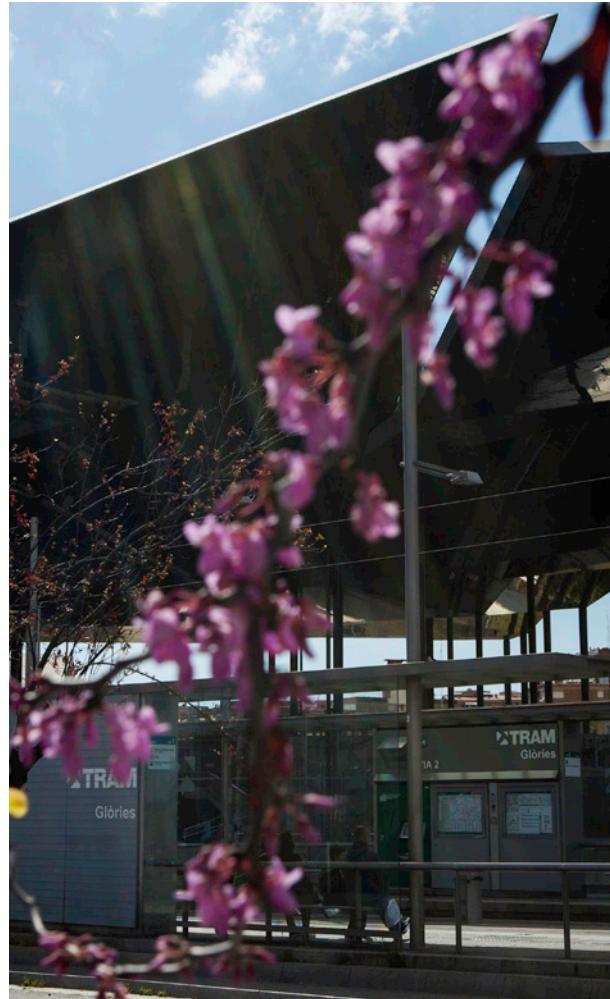
EMISSION SAVINGS

Saved CO2 emissions 2004-2019 (t)*	5,954.39	2,110.22
Saved NOx emissions 2004-2019 (t)*	36.36	2,110.22
Saved particle emissions 2004-2019 (t)*	1.75	0.62

*TRAM Ecocalculator

The Trambaix depot have a photovoltaic plant since 2006. This plant generates 125,000 kWh per year, with installed power of 104.4 kW. The plant's energy production allows a free journey of 27,400 km to be made, or 210,000 additional journeys every year. The plant covers an area of 892 m² and consists of 696 photovoltaic panels. The energy produced in this plant is sold to the general electricity grid.

The photovoltaic plant represents an annual saving in greenhouse gas emissions of 54 tons CO₂ and 65 kg SO₂.



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TRAM participation at Expoelèctric

TRAM has participated in Expoelèctric, the most important electric vehicle event in southern Europe, which took place in Barcelona on 2 and 3 November. TRAM attended with its own booth to explain the energy operation of the tram, with a series of activities designed for all audiences.

With Expoelèctric, an initiative organised by the Catalan Government through the Catalan Energy Institute, Barcelona City Council, Barcelona Provincial Council, the Association of Industrial Technical Engineers of Barcelona and the Barcelona Metropolitan Area, Barcelona has become the European capital of electric mobility.



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8.2.3 Emission savings in the atmosphere

TRAM tramways are 100% electric vehicles which contribute to improving people's quality of life and saving thousands of tons of harmful emissions; CO2 in particular, but also other emissions which are damaging to the environment, such as microparticles or carbon monoxide (CO).

EMISSION SAVINGS IN THE PERIOD 2004-2019 (T*)

8,064.60 tons CO2

49.25 tons NOx

2.37 tons particles

*TRAM Ecocalculator



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TRAM's signature of the One Planet, One Plan manifesto

TRAM has joined the manifesto of the International Union of Public Transport (UITP) One Planet, One Plan, which urges the different world governments to work in support of public transport as a measure against climate change. This manifesto calls for priority to be given to people-centred street design to improve air quality through proper urban planning, and to reinforce the role of public transport as the backbone of all mobility services, among other things. TRAM disseminated the campaign through its digital channels.



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8.2.4

Waste reduction and proper waste management

TRAM carries out various actions for waste reduction and proper waste management. In 2019, training sessions have been held on waste reduction, reuse and recycling at work.

WASTE MANAGEMENT, TRAMBAIX

HAZARDOUS WASTES

	2017	2018	2019
Production of hazardous waste (kg)	16,820	10,210	13,740
Volume of hazardous waste recovered (kg)	4,630	3,620	3,740
Percentage of hazardous waste recovered	27.53%	35.46%	27.22%

NON-HAZARDOUS WASTE

Production of non-hazardous waste (kg)	60,090	57,230	51,050
Volume of non-hazardous waste recovered (kg)	16,150	12,350	10,390
Percentage of non-hazardous waste recovered	26.88%	21.58%	20.35%

TOTAL TRAMBAIX

Waste produced (kg)	76,910	67,440	64,790
Waste recovered (kg)	20,780	15,970	14,130
% waste recovered	27.02%	23.68%	21.80%
Kg of waste generated per 100 km	5.12	5.08	4.28

WASTE MANAGEMENT, TRAMBESÒS

	2017	2018	2019
Production of hazardous waste (kg)	13,310	11,690	25,850
Volume of hazardous waste recovered (kg)	2,190	1,730	2,850
Percentage of hazardous waste recovered	16.45%	14.8%	11.03%

NON-HAZARDOUS WASTE

Production of non-hazardous waste (kg)	33,220	38,030	32,380
Volume of non-hazardous waste recovered (kg)	6,980	5,330	9,850
Percentage of non-hazardous waste recovered	21.01%	14.01%	30.42%

TOTAL TRAMBESÒS

Waste produced (kg)	46,530	49,720	58,230
Waste recovered (kg)	20,780	15,970	12,700
% waste recovered	19.71%	14.2%	21.81%
Kg of waste generated per 100 km	4.33	4.62	5.57



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8.2.4

Waste reduction and proper waste management

MATERIAL CONSUMPTION

TRAMBAIX	2017	2018	2019
Paper consumption (kg)	1,980	1,310	374
Recycled paper consumption (kg)	1,980	1,310	0
Recycled paper consumption (%)	100%	100%	0

TRAMBESÒS

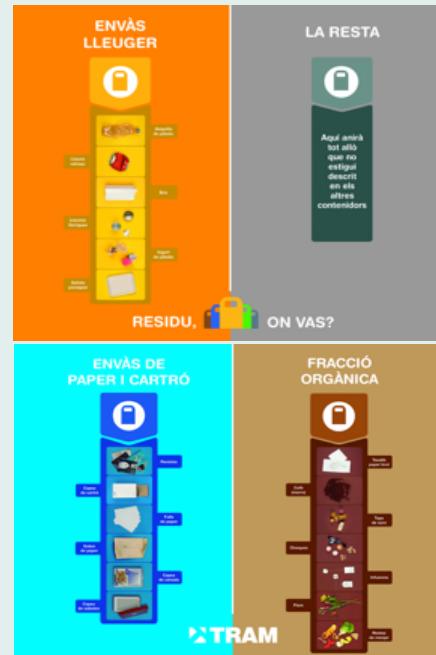
Paper consumption (kg)	2,680	1,280	150
Recycled paper consumption (kg)	2,680	1,280	0
Recycled paper consumption (%)	100%	100%	0

In 2019 there has been a notable reduction in paper consumption, as a result of the company's digitalisation process.



Trambesòs joins the Eix Besòs Circular project

Eix Besòs Circular is an industrial symbiosis project in Badalona and Sant Adrià de Besòs, whose aim is to offer a support service to local industry to help it progress towards a circular economy. Trambesòs has joined the project, which enables the creation of a private selective collection service to improve the way in which waste is recycled. In addition, a recycling awareness campaign has been launched by the team.



8.3 Environmental education and communication



8.3.1 TRAMEduca

"TRAMEduca, a means of education" is the TRAM educational programme aimed at Primary and Secondary students and also at older people, to work on mobility, civility and respect for the environment and with the aim of encouraging responsible attitudes and building a more civic and environmentally friendly society. The programme makes it possible to publicise the operation of the Barcelona tramway and is offered to the municipalities in the TRAM's area of influence.

The project, which is offered by the TRAMEduca service, has been carried out from October 2018 to July 2019 with a total of 190 on-site activities in the Sant Adrià de Besòs depots (83 activities), the Sant Joan Despí depots (92 activities) and in 15 schools.

The activities carried out in the program are:

- Look at the TRAM. Nursery School.
- Investigate the TRAM. Elementary Cycle of Primary School.
- Enjoy public transport. Intermediate Cycle of Primary School.
- Try the TRAM. Advanced Cycle of Primary School.
- TRAMsport yourself. Advanced Cycle of Primary School.
- What do you think? Secondary School Centres.
- The energy of the TRAM. Secondary Schools, A-Levels and Vocational Training.
- Our TRAM. Elderly People.

All activities are addressed and adapted to Special Education centres.

ACTIVITIES CARRIED OUT ACCORDING TO EDUCATIONAL LEVEL

NURSERY AND PRIMARY SCHOOL

35

SECONDARY SCHOOLS, A-LEVELS AND/OR VOCATIONAL TRAINING

8

KINDERGARTENS

7

SPECIAL EDUCATION

2

CLUBS

1

OTHER

83
CENTERS

**190 activities carried out.
4,082 participants.**

In 2019, the TRAM educational program has broken its own record of participants and activities.



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8.3.1 TRAMEduca

OTHER SERVICES AND ACTIVITIES OF TRAMEDUCA

- **The TRAM as school transport.** A service that supports the movement of groups of schoolchildren by tram for extracurricular activities.
- **SuperTRAM.** Combined visit to the facilities of TV3 and Catalunya Ràdio using the tram which links the headquarters of the two media as a means of transport.
- **Our TRAM.** Activity for the over-65s in which all the steps that a person must follow when travelling by tram are studied, and in which emphasis is placed on the aspects of safety, autonomy, orientation and priority use of the tram as accessible and safe public transport.

TRAMeduca has been awarded the Seal of Educational Quality by the Institute of Educational Sciences of the University of Barcelona, a seal of quality for the project of accreditation of educational activities promoted by the ICE and the Pedagogical Coordination Board of the Barcelona City Council.



MOBILONA, CONFERENCE ON RESPONSIBLE AND SAFE MOBILITY IN BADALONA



TRAM organises activities on safe and sustainable mobility at the Children's Day on Mobility in the city of Badalona. During the day, more than 290 students, volunteers and teachers visited the TRAM booth and were able to participate in activities to promote the use of public transport and, specifically, knowledge of the tram.

URBAN GUARD SAFETY EDUCATION SERVICE DAY



The Barcelona City Guard held the 20th Conference of the Safety Education Service, a participatory day with primary school children in the Parc Fòrum under the theme of Safe Mobility. TRAM participated with educational activities to raise awareness of safe mobility, civility, respect for the environment and peaceful coexistence.



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8.3.2 Communication campaigns

CIVILITY CAMPAIGN



TRAM has used new audiovisual languages and alternative music genres to promote the 2019 Civility Campaign and reach out to younger TRAM users. A video has been made and distributed through social networks and the tram's own channels, starring the contemporary philosopher and trap singer Immanuel Kant and defending civility in public transport, and more specifically in the tram. It has been the most viral and successful campaign in the history of the tramway, with over 2 million views and impacts on international media.

"LET'S MAKE IT EASY"

GOOD PRACTICE GUIDE TO THE TRAM



TRAM has carried out the "Let's make it easy" campaign of good practices for travelling by tram, a campaign that includes six behavioural tips to improve the travel experience of users: "Hold the bars when travelling upright" to avoid falls, "Spread yourselves out along the platform and inside the tram" to make access easier, "Fold up the folding seats when the tram is full" to optimise space, "Let people out before entering" to speed up access, "After the warning signal, don't enter or leave" to avoid incidents, and "Enter, let people pass and validate" to allow everyone to enter during the scheduled stop time.



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8.3.3 Support to environmental awareness actions

THE TAMBORINADA



LA RODA FUNDACIÓ

TRAM participated in the Tamborinada, the La Roda Foundation's entity fair, held in the Parc de la Ciutadella in Barcelona. The TRAM activity consisted of offering a workshop for printing cotton bags for storing bread, and thus contribute to reducing waste production.

BARCELONA BICYCLE FESTIVAL



Bicicletada Festa de la bici 24 de març

The Metropolitan Transport Authority and TRAM participated in the Barcelona Bicycle Festival with a family activity booth. Children's activities regarding safe and sustainable mobility by tram and bicycle were offered.

BICYCLE RACE IN BAIX LLOBREGAT

TRAM supported the Sant Joan Despí Cycling Club for the cycle race in the Baix Llobregat in the framework of the Sustainable and Safe Mobility Week activities. About 900 people participated in the activity.

ACTIVITY IN THE SANT ILDEFONS FESTIVAL



TRAM sponsors the activity aimed at children aged 5 to 11, focusing on games made with recycled wooden doors, in the Sant Ildefons Festival. This activity is part of the experimental space project organised by the Civic Centre, which is based on the use of recycled and sustainable materials.

NOISE-FREE WEEK



The third edition of the Noise Free Week took place from 22 to 28 April, promoting initiatives in the framework of noise pollution prevention, such as awareness-raising and environmental education. TRAM disseminated the week's activities among the staff and users.



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The table below summarises the general basic and specific contents of the Global Reporting Initiative (GRI) in accordance with the GRI Standards under the "compliance – essential" option.



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GRI 102 GENERAL BASIC CONTENTS			
Profile of the organisation			
102-1	Name of the organisation	TRAM (Barcelona Metropolitan Region Tramway)	A look at 2019
102-2	Activities, products and services	4.2 Activity	About this report
102-3	Headquarters location	C/ Còrsega, 270, pl. 4 ^a porta 6, 08008 Barcelona	About TRAM
102-4	Location of operations	4.2 Activity	TRAM's Corporate Social Responsibility Model
102-5	Ownership and legal form	4.0 About TRAM	Internal commitment
102-6	Markets served	Barcelona Metropolitan Area	Commitment to clients and users
102-7	Size of the organisation	2.0 A look at 2019	Commitment to society
102-8	Information on professionals and other workers	6.1. Commitment to the human team	
102-9	Supply chain	6.2 Commitment to supply chain	
102-10	Significant changes in the organisation and its supply chain	No significant changes in 2019	
102-11	Precautionary Principle or Approach	4.6 Ethics, integrity and transparency	
102-12	External initiatives	4.5 Alliances with sector organisations	
102-13	Membership of associations	4.5 Alliances with sector organisations	GRI table of contents



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Strategy			
102-14	Statement by the senior executive or decision-maker	1.0 Letter from the president	Letter from the president
Ethics and integrity			A look at 2019
102-16	Values, principles, standards and rules of conduct	4.6. Ethics, integrity and transparency 5.1. Our values	About this report
Governance			About TRAM
102-18	Governance structure	4.3 Organisation Chart	
Participation of stakeholders			TRAM's Corporate Social Responsibility Model
102-40	List of stakeholders	5.4 Dialogue with stakeholders	Internal commitment
102-41	Collective bargaining agreements	100% of staff members are under the same agreement	Commitment to clients and users
102-42	Identification and selection of stakeholders	5.4 Dialogue with stakeholders	Commitment to society
102-43	Approach to stakeholder engagement	5.4 Dialogue with stakeholders	
102-44	Key issues and concerns mentioned	5.4 Dialogue with stakeholders	GRI table of contents

GRI STANDARD INFORMATION ON THE MANAGEMENT APPROACH AND INDICATORS		LINKS	OMISSIONS
INDICATOR	DESCRIPTION		
Reporting practices			Letter from the president
102-45	Organisations included in the financial statements	Not applicable	A look at 2019
102-46	Definition of the content of the reports and the coverage of each aspect	3.0 About this report	About this report
102-47	List of material issues	The list of material issues has been completed with the topics and indicators of this index as it is more in line with the situation of the company. A new materiality analysis is planned for 2020	About TRAM
102-48	Reformulation of information	-	TRAM's Corporate Social Responsibility Model
102-49	Changes in the preparation of the report	No	Internal commitment
102-50	Reporting period	2019	Commitment to clients and users
102-51	Date of the last report	2018	Commitment to society
102-52	Reporting cycle	Annually	
102-53	Contact point for questions about the report	premsatram@tram.cat	
102-54	Statement on the preparation of the report in accordance with GRI Standards	Compliance option: essential	
102-55	GRI table of content	9.0 GRI table of contents	
102-56	External verification	Not applicable	GRI table of contents

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Anti-Corruption			A look at 2019
GRI 103: Management approach 2016	103-1	Explanation of the material issue and its coverage	5.5 Materiality analysis 4.6 Ethics, integrity and transparency
	103-2	Management approach and its components	4.6 Ethics, integrity and transparency
	103-3	Evaluation of the management approach	4.6 Ethics, integrity and transparency
	205-2	Communication and training on anti-corruption policies and procedures	The entire management team of TRAM has received training on anti-corruption policies and procedures during 2019. The entire management team of Trambaix Joint Venture and Trambesòs Joint Venture and the entire staff of Tramvia Metropolità, SA and Tramvia Metropolità del Besòs, SA attended a one-hour training session with subsequent assessment.
CATEGORY: ENVIRONMENT			About this report
Energy			About TRAM
GRI 103: Management approach 2016	103-1	Explanation of the material issue and its coverage	8.2 Protection of the environment
	103-2	Management approach and its components	8.2 Protection of the environment 8.2.2 Use of energy from renewable sources
	103-3	Evaluation of the management approach	8.2 Protection of the environment 8.2.2 Use of energy from renewable sources
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Energy				Letter from the president
	302-1	Energy consumption in the organisation	8.2.2 Use of energy from renewable sources	
	302-3	Energy intensity	8.2.2 Use of energy from renewable sources	A look at 2019
	302-4	Reduction of energy consumption	8.2.2 Use of energy from renewable sources	
Water				About this report
GRI 103: Management approach 2016	103-1	Explanation of the material issue and its coverage	8.2 Protection of the environment	
	103-2	Management approach and its components	8.2 Protection of the environment 8.2.1 Good practices in water consumption	About TRAM
	103-3	Evaluation of the management approach	8.2 Protection of the environment 8.2.1 Good practices in water consumption	TRAM's Corporate Social Responsibility Model
GRI 303: Water	303-1	Water extraction by source	8.2.1 Good practices in water consumption	
Emissions				Internal commitment
GRI 103: Management approach 2016	103-1	Explanation of the material issue and its coverage	8.2 Protection of the environment	Commitment to clients and users
	103-2	Management approach and its components	8.2 Protection of the environment 8.2.3 Emission savings in the atmosphere	
GRI 305: Emissions 2016	103-3	Evaluation of the management approach	8.2 Protection of the environment Emission savings in the atmosphere	Commitment to society
	305-1	Direct emissions e GEH (scope 1)	Not available in 2019	GRI table of contents



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Environmental Compliance				
	103-1	Explanation of the material issue and its coverage	8.2 Protection of the environment	Letter from the president
	103-2	Management approach and its components	8.2 Protection of the environment	A look at 2019
	103-3	Evaluation of the management approach	8.2 Protection of the environment	
GRI 307: Emissions 2016	307-1	Environmental Compliance	No penalties for environmental non-compliance in 2019	About this report
CATEGORY: SOCIAL				
Occupation				
GRI 103: Management approach 2016	103-1	Explanation of the material issue and its coverage	6.1 Commitment to the human team	TRAM's Corporate Social Responsibility Model
	103-2	Management approach and its components	6.1 Commitment to the human team	
	103-3	Evaluation of the management approach	6.1 Commitment to the human team	Internal commitment
GRI 401: Employment 2016	401-1	New recruitment and staff rotation	6.1.3 Stable and quality employment	Commitment to clients and users
	401-3	Parental leave	6.1.1 Equal job opportunities	
				Commitment to society
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Health and Job Safety			
GRI 403: Health and safety at work 2016	103-1	Explanation of the material issue and its coverage	6.1.4 prevention and safety culture
	103-2	Management approach and its components	6.1.4 Prevention and safety culture
	103-3	Evaluation of the management approach	6.1.4 Prevention and safety culture
	403-1	Workers' representation in formal worker-employer health and safety committees	6.1.4 Prevention and safety culture
	403-2	Types of accidents and accident frequency rates, occupational diseases, days lost, absenteeism and number of deaths due to occupational accidents or diseases	6.1.4 Prevention and safety culture
Training and teaching			
GRI 103: Management approach 2016	103-1	Explanation of the material issue and its coverage	6.1.5 Promotion of professional development and training
	103-2	Management approach and its components	6.1.5 Promotion of professional development and training
	103-3	Evaluation of the management approach	6.1.5 Promotion of professional development and training
GRI 404: Training and teaching	403-1	Average hours of training per year per worker	6.1.5 Promotion of professional development and training
	403-2	Programmes to improve workers' skills and transition assistance programmes	6.1.5 Promotion of professional development and training
	403-3	Percentage of workers who undergo regular career development performance assessments	Not available in 2019

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Diversity and equal opportunities					
GRI 405: Diversity and equal opportunities 2016		103-1 103-2 103-3 405-1 405-2	Explanation of the material issue and its coverage Management approach and its components Evaluation of the management approach Diversity in governing bodies and workers Ratio of basic salary of men and women	6.1 Commitment to the human team 6.1 Commitment to the human team 6.1 Commitment to the human team 6.1.1 Equal job opportunities 6.1.2 Commitment to equal pay	 Letter from the president A look at 2019 About this report
Non-discrimination					
GRI 103: Management approach 2016		103-1 103-2 103-3	Explanation of the material issue and its coverage Management approach and its components Evaluation of the management approach	6.1 Commitment to the human team 6.1 Commitment to the human team 6.1 Commitment to the human team	 TRAM's Corporate Social Responsibility Model
GRI 406: Non-discrimination 2016		406-1	Cases of discrimination and corrective actions taken	There have been no cases of discrimination	Internal commitment
Local Communities					Commitment to clients and users
GRI 103: Management approach 2016		103-1 103-2 103-3	Explanation of the material issue and its coverage Management approach and its components Evaluation of the management approach	8.0 Commitment to society 8.0 Commitment to society 8.0 Commitment to society	Commitment to society
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Local Communities			
GRI 413: Local communities 2016	413-1	Operations with local community participation, impact assessments and development programmes	8.0 Commitment to society
Social assessment of suppliers			
GRI 103: Management approach 2016	103-1 103-2 103-3	Explanation of the material issue and its coverage Management approach and its components Evaluation of the management approach	6.2 Commitment to supply chain 6.2 Commitment to supply chain 6.2 Commitment to supply chain
Health and Safety of users			
GRI 103: Management approach 2016	103-1 103-2 103-3	Explanation of the material issue and its coverage Management approach and its components Evaluation of the management approach	7.1 Safe and quality service 7.1 Safe and quality Service 7.1 Safe and quality Service
GRI 416: Health and Safety of users 2016	416-2	Relative non-compliance cases on Health and Safety impacts of product and service categories	There were no cases of non-compliance in 2019



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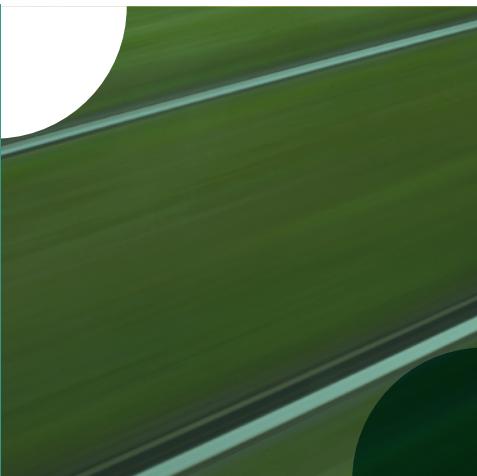
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TRAM



15th
anniversary

