



Barcelona
Metropolitan Region
Tramway



**2020 Corporate Social
Responsibility Report**

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1. Letter from the president

A group effort

We present to you the fourth edition of TRAM's Sustainability Report summarising the year 2020, a different year for everyone, characterised by the COVID-19 pandemic. The health crisis has had a great impact on our lives and has forced us all to adapt quickly and with great effort. These pages reflect the great effort made by the entire TRAM team to continue offering an essential service during the most difficult months of the pandemic. Therefore, I would like this report to be, above all, a tribute and a thank you to all the team, which has not hesitated to offer the best of itself when society needed it most.

Secondly, I would like to emphasise that TRAM has passed with flying colours the main challenge of 2020, a double challenge: to offer safe public transport for citizens and, at the same time, to protect all the people who make up the team. It has been a great effort and I am proud to say that we have succeeded in managing the change correctly, adapting ourselves to the situation and, above all, making the tram a safe place for everyone, users and staff alike. From the beginning of the health crisis, we implemented the necessary health and safety protocols and intensified cleaning and disinfection work. Thanks to this effort, in July we obtained Applus certification, which confirms that TRAM correctly applies all the protocols, both in our facilities and in the trams, to prevent the spread of COVID-19.

In addition, we have responded to the social emergency by collaborating with entities that work with different vulnerable groups, which have been severely affected during this health crisis: homeless people, senior citizens, people at risk of exclusion and migrants. We would like to thank organisations such as Fundació Arrels, the Red Cross and Sant Joan de Déu Welfare Projects, among the many others that help those who need it most every day. Their work is an example for us all.

From now on, the challenges ahead of us are considerable and we face them with enthusiasm and commitment. We know that the world has changed dramatically in just one year. Mobility has been no exception, and we must take this into account when it comes to regaining the confidence of passengers in the face of the slowdown in economic activity, smart working and new forms of personal mobility. The pandemic will end sooner or later and it is necessary to continue building more habitable and sustainable cities, where public transport is an essential element and where sustainable mobility drives recovery. At TRAM we will continue working for that future which we hope to enter stronger than ever, so that all this collective effort will not have been in vain.

Javier Pérez Fortea,
President of TRAM

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A look at 2020

2. A look at 2020, the year of COVID-19

Activity  <div> 16 million trips </div> <div> 11,077,194 Trambaix 4,930,121 Trambesòs </div>	Clients and users  <div> 10,435 queries to Customer Service </div>
Commercial speed (km/h)  <div> 17.86 Trambaix 18.01 Trambesòs </div>	Perceived Quality Index  <div> 7.26 </div> <div> 7.20 Satisfaction Index, Trambaix 7.33 Satisfaction index, Trambesòs </div>
Kilometres travelled  <div> 1,389,120 Trambaix 975,979 Trambesòs </div>	Social action  <div> 54 projects </div> <div> €209,375 allocated </div>
Human team  <div> 237 people </div> <div> 135 Trambaix 102 Trambesòs </div>	Environment  <div> Consumed energy </div> <div> 4.24 kWh/km Trambaix 4.18 kWh/km Trambesòs </div>
Training  <div> 4,892 hours </div>	TRAMEduca educational service*  <div> 107 activities carried out </div> <div> 2,635 participants </div> <div> <small>* Due to the COVID-19 health crisis, and in compliance with safety regulations, the TRAMEduca education service could not be resumed in September 2020 and the 2020 course did not begin until 2021.</small> </div>



Milestones during the pandemic

Our corporate group has guaranteed mobility throughout the Metropolitan Region in 2020 despite the pandemic

We have maintained our entire workforce despite the drop in passenger numbers, without implementing any lay-offs

We have invested more than €266,000 to make the journey safe

We have been awarded the MobiliCAT Prize given to all public transport operators for our efforts to keep the service running during the pandemic

We have been awarded the Applus

COVID-19 health and safety certification

We have been awarded the ADG Laus 2020 Audiovisual Gold Award for our civic awareness campaign "Think of Kant, think of others".

100% of the energy that moves our convoys comes from renewable sources

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Our CSR report

3. Our CSR report

This report covers the period from 1 January to 31 December 2020 and has been prepared in accordance with the GRI Standards under the “Essential” option.

All data collected from our activity relates to TRAM and is transparent, reliable and balanced information on the company's performance. The 2020 report publishes information related to management orientation, actions and results arising from the public transport of people by tram in the Barcelona Metropolitan Region, which is the core activity of our corporate group.

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. 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.

Since 2019, **our CSR strategy has been committed to the Sustainable Development Goals (SDGs)** and to ensuring that they are implemented in a way that is consistent with the company's activity and its code of ethics.

Our CSR report is a report that is published every year, with updated data on the results of our activity, to ensure that our users, our team and society in general are aware of the challenges and commitments that we face at TRAM in the field of corporate social responsibility and sustainability.

For further information on the content of this report, we maintain a direct communication channel open through the email address **premsatram@tram.cat**.

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About TRAM

4. About TRAM, the Barcelona tramway

In our corporate group we are responsible for managing the tramway mobility system in the Barcelona Metropolitan Region, where we serve nine municipalities in the area with the Trambaix and Trambesòs networks. The aim of this tramway system is to provide users with a sustainable, efficient and environmentally friendly service. The company offers high-quality transport as demonstrated, in a normal year, by the almost 30 million trips made annually between the two networks.

In 2020, the year of the pandemic, despite the lockdown and smart working, we have continued to provide a service, accumulating more than 16 million trips and guaranteeing the mobility of the public with all the anti-COVID-19 measures.

We have succeeded in becoming an essential means of transport in the Barcelona Metropolitan Region with almost 30 kilometres of lines linking cities throughout the area, between which we have made more than 380 million trips since our launch in 2004.

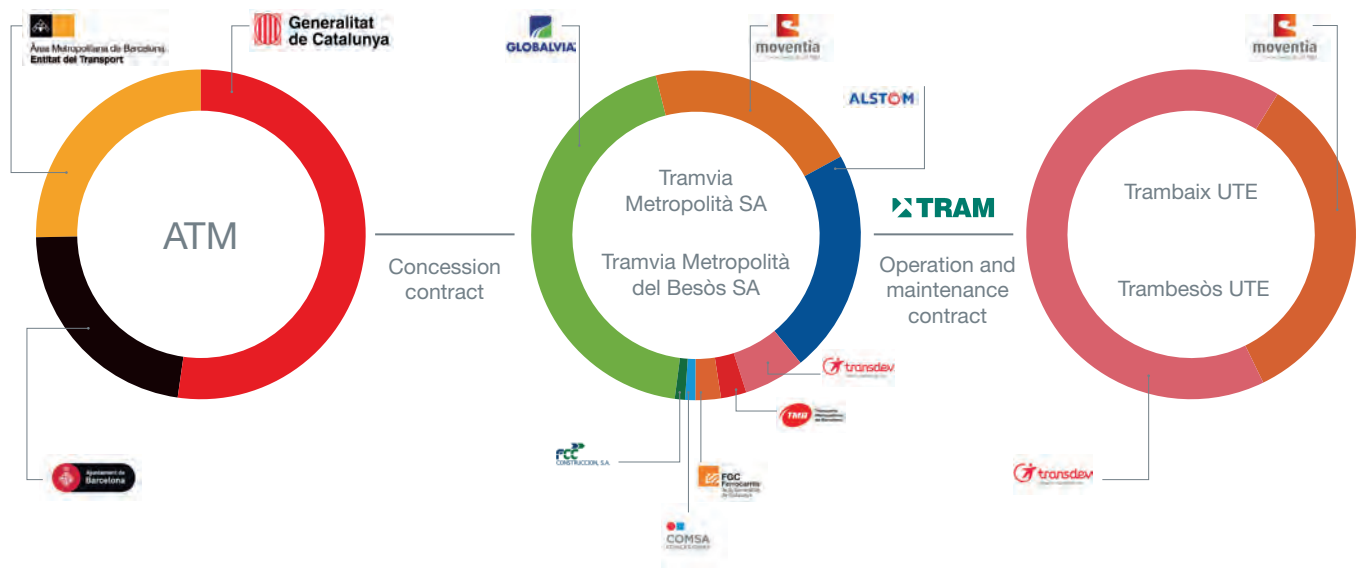
However, the indispensable value of the dual network we have is not only endorsed by the number of trips, but also by users, as we are the most highly rated public transport system among users according to the Working Day Mobility Survey (EMEF) carried out annually by the Metropolitan Transport Authority (ATM). This opinion is doubly endorsed by the company's satisfaction survey and the Perceived Quality Index (ICP) of users, which exceeds a score of 7.2 out of 10 for the two networks.



4.1. Organisational structure

We are a corporate 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. Specifically, through this corporate group we are responsible for the operation of the Trambaix and Trambesòs transport systems. Our client is the Metropolitan Transport Authority (ATM), who in 2000 and 2003 awarded us the contracts to design, build and run the Diagonal-Baix Llobregat and Sant Martí-Besòs tram systems respectively.

With regard to shareholder companies, they are leading organisations in their sector of activity. These include organisations belonging to 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

We are dedicated to the transport of people through the running of the two tramway networks in the Barcelona Metropolitan Region: Trambaix and Trambesòs.

TRAMBAIX network

Trambaix is our network made up by lines T1, T2 and T3. All opened in 2004, starting in Francesc Macià, they link the Baix Llobregat region with the Les Corts district of Barcelona. The three Trambaix lines share a six kilometres section of track between Francesc Macià and Montesa. From there, T3 branches towards Sant Feliu de Llobregat and Consell Comarcal passing through Sant Just Desvern, while T1 terminates at Bon Viatge and T2 continues as far as Llevant-Les Planes.

As a result of its connection to the University Zone and a large business area, Trambaix receives a greater number of passengers on weekdays and at peak times, as these coincide with the arrival and departure times for work and classes. Therefore, the use of Trambaix by users between 8 a.m. and 9 a.m. and between 5 p.m. and 7 p.m. is particularly high.

For this network we have about 22,000 square meters of depot and workshop facilities at Sant Joan Despí, with the capacity to service all fleet even in the most complex operations.

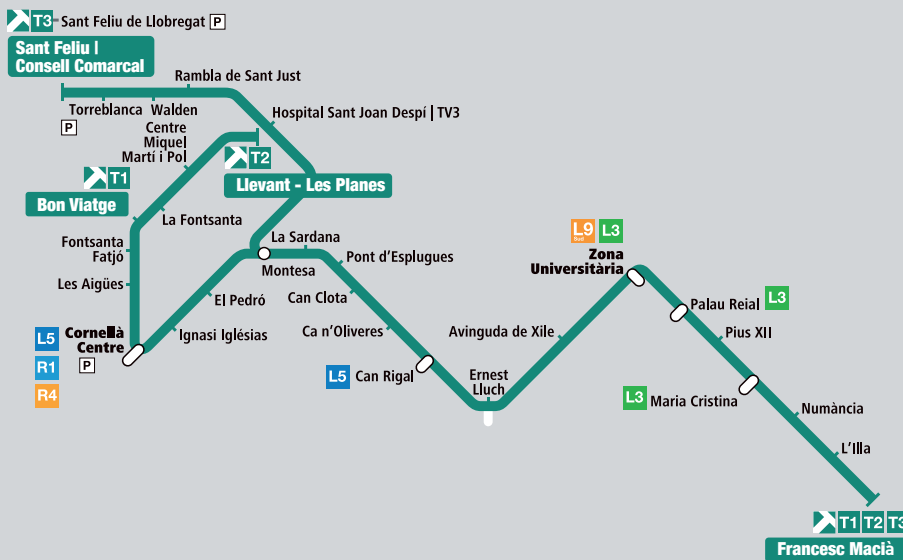
TRAM has continued to guarantee public transport in 2020 despite the pandemic and we have contributed to the fact that the pace of the city and the Metropolitan Region did not come to a complete standstill. With our double network we have strived to provide a better service and, from the outset, have applied all the anti-COVID-19 measures required to ensure safe transport.

TRAMBESÒS network

Trambesòs is our network made up by lines T4, T5 and T6. It is in operation since 2004 and was extended first in 2006 and then in 2008.

Specifically, 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 and connect with T4 until Estació de Sant Adrià.

For Trambesòs we also have about 11,100 square meters of depot and workshop facilities, in this case at Sant Adrià de Besòs to service the fleet and any repair or maintenance work that vehicles need.



TRAMBAIX network

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

From 17 March 2020 and following the Metropolitan Transport Authority's (ATM) instructions to adjust supply to demand for public transport during COVID-19 restrictions, both Trambaix and Trambesòs services will operate from 5 a.m. to midnight from Monday to Sunday.

TRAMBESÒS network

27 stops

9 interchangers

14.1 km length

3 lines (T4, T5 and T6)

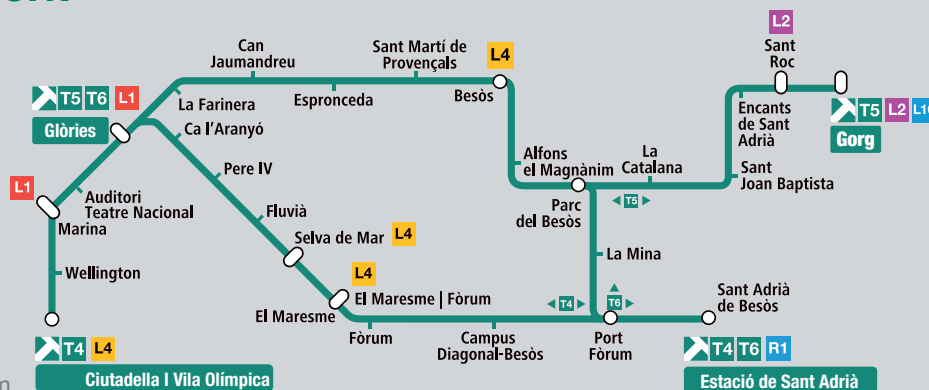
18 vehicles

Operating hours

Monday to Thursday, Sunday and

holidays: 5 a.m. to midnight

Friday and Saturday: 5 a.m. to 2 a.m



4.2.1. Our service

In 2020,
the average
commercial speed
achieved
was 17.9 km/h
and punctuality
around 99.6%.

In 2020, a year characterised by the pandemic and the lockdown, users made a total of 16 million trips on the tram, a figure that represents a 46% reduction compared to 2019, with 30 million trips. The pandemic has broken the upward trend in validations, which had increased annually by almost one million since 2013.

TRAM has continued to guarantee public transport in 2020 despite the pandemic and we have contributed to the fact that the pace of the Metropolitan Region did not come to a complete standstill. With our double network we have strived to provide a better service and, from the outset, have applied all the anti-COVID-19 measures required to ensure safe transport.

Specifically, 16,007,315 trips have been made in 2020: 11,077,194 to Trambaix (with a decrease of 45.23%), and 4,930,121 to Trambesòs (with a decrease of 48.35%). Moreover, we have not discontinued the service on a single day and we have kept all lines running since the beginning of the health crisis.

From the 7.5 million trips made in 2004, the tramway has reached a total of 380 million trips over its 16 years of operation. Trambaix is the most widely used network, with over 11 million trips in 2020 and a total of 258 million trips over its 16 years. Trambesòs, with two fewer stops, transported almost 5 million people in 2020 and has transported over 121 million since 2004.

Annual changes in travel				
	Trambaix	Trambesòs	Total	Cumulative 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
2020	11,077,194	4,930,121	16,007,315	380,548,234
Growth 2020-2019				-46.23%
GROWTH 2004-2020				110.89%

TRAMBAIX network

2020 has been an atypical year in terms of travel. Mobility restrictions due to lockdown and the pandemic situation in which we are still operating have led to a sharp drop in validations. However, many users have used the tram for their essential travel. This change in mobility has maintained the peak time between 8 a.m. and 9 a.m. and has led to an increase in tram travel at midday and in the afternoon on working days.

Specifically, of the total number of Trambaix users in 2020, 66.24% (11,077,194 users) travelled between Monday and Thursday and 18.08% travelled on a Friday. The remaining 15.68% travelled during the weekend and on public holidays.

7,337,051 travels on weekdays
(Monday to Thursday)

2,002,729 Friday

1,081,495 Saturday

655,919 holidays

11,077,194 total travel

17.86 km/h commercial speed

1,389,120 km travelled

The punctuality index in 2020 was 98.71% and the service availability reached 99.91%.

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

TRAMBESÒS network

At Trambesòs, the timetable distribution was similar to that of Trambaix and, similarly, a morning rush hour was maintained from 8 a.m. to 9 a.m., at the times with the most restrictions, and an increase in the use of the tram was detected at midday and in the afternoon. Trips were fewer, and of the 4,930,121 trips in 2020, 63.21% were made from Monday to Thursday; 11.50% on Fridays, and the remaining 25.29% at weekends and on public holidays.

3,116,365 travels on weekdays
(Monday to Thursday)

872,367 Friday

566,852 Saturday

374,537 holidays

4,930,121 total travel

18.01 km/h commercial speed

973,812 km travelled

The punctuality index in 2020 was 99.53% and the service availability reached 99.62%.

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

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



Fraud control

	2013	2014	2015	2016	2017	2018	2019	2020		
TRAMBAIX	Inspections	526,825	552,090	607,527	638,422	555,966	577,132	588,180	158,184	Inspections
		330,068	342,637	350,118	324,272	326,140	302,150	313,585	80,764	
	Penalties	6,932	7,329	8,478	7,798	8,089	8,892	8,450	3,604	Penalties
		7,813	6,723	6,888	6,558	6,781	6,288	8,540	2,588	
	Validations	16,061,000	16,343,197	17,005,594	17,679,804	18,223,885	19,059,687	20,226,482	11,077,194	Validations
		7,721,095	8,150,521	8,411,144	9,131,488	9,735,210	10,026,574	9,545,627	4,930,121	
	% Inspections Validations	3.28%	3.38%	3.57%	3.61%	3.05%	3.02%	2.91%	1.43%	% Inspections Validations
		4.27%	4.20%	4.16%	3.55%	3.35%	3.01%	3.29%	1.64%	
	% Penalties Inspections	1.32%	1.33%	1.40%	1.22%	1.45%	1.45%	1.45%	2.28%	% Penalties Inspections
		2.37%	1.96%	1.96%	2.02%	2.07%	2.08%	2.07%	3.20%	
									TRAMSESÒS	

4.3. Our response to the pandemic

The global health crisis has been a challenge for all in many areas, including our group in areas as diverse as human resources, organisation, economics and business. However, we have succeeded in guaranteeing mobility in the Metropolitan Region in difficult times by taking the anti-COVID-19 measures recommended by the health authorities at all times.



In this regard, our actions to deal with a situation as unprecedented as it was complex have included the provision of hygienic-sanitary and protective material for the workforce and users in our facilities.

The coronavirus crisis has been an opportunity to fulfil our commitments. When everything came to a standstill, at TRAM we responded by launching record-breaking projects aimed at mitigating the impact of the virus among the various stakeholders.

WORKFORCE:

- Implementation of a blended working model.
- Maintenance of jobs and working conditions.
- Continuous internal communication:
 - Communication of safety and operational measures
 - Internal motivational campaigns
 - Zoom: new communication channel (video-cafes with management, Christmas video-toasts).
- Safety systems for the workforce
- Monitoring the physical and mental well-being of workers: free online physical activity programme and psychology service.

PASSENGERS:

- Maintenance of the regular service
- Safety in convoys
- "These days, we move for the good of all".
- Thanks to TRAM staff, trams were ringing their bells and honking their horns at 8 p.m. to accompany the applause of the public for health workers
- MobilicAT award given to all public transport companies for their efforts in maintaining service during the pandemic
- Continuous information

Our commitment in times of crisis. TRAM's response to COVID-19.

COMPANY:

- Collaboration with the IRES-Casal en Familia Foundation to ensure care for vulnerable families.
- Collaboration with the Red Cross to guarantee the basic needs of the elderly.
- Collaboration with COVID-19 research at the Hospital Clínic.
- Collaboration with Arrels Foundation to ensure the basic needs of homeless persons.
- Collaboration with the Bayt al-Thaqafa Foundation to alleviate the difficulties of undocumented migrants.

COVID-19 SAFETY CAMPAIGNS:

- Limiting the use of seats.
- Automatic door opening at all stops to avoid contact.
- Campaign to compensate ATM tickets
- Campaign to maintain customer service by appointment and through remote channels.
- Certification of TRAM hygiene protocols.
- "Wear a facemask" campaign with vinyls on trams and messages over the public address system.
- TRAM FFP2 certified and reusable masks for the entire workforce and available to the public in the shop.
- Campaigns of recommendations by the ATM and in conjunction with other transport operators.



Our investment to prevent COVID-19

COVID-19 materials	Units
Hydroalcoholic gel	1,551/1,334 l
Gloves	18,740
U Gloves	4
Protective screens	3
FFP2-certified fabric masks	1,200
Disposable surgical masks	550
Disinfectant spray	129
Mask holder	500
Wipes (boxes 20 pcs.)	3,800
Wipes (boxes 24 pcs.)	200
Protective goggles	72
Mask adjusters	1,200
Antibacterial mats	10
Air purifiers	14

COVID-19 signage	Units
Còrsega office occupancy and regulations posters	21
Canteen posters	50
Water fountain signs	10
Driver's cab signs	82
Closure of tram seats	2,530
Cornellà Centre lift occupancy	2
Trambaix depot signage	31
Trambesòs depot signage	33

ALSO,
 we have renewed the air in the trams **every 5 minutes** since the declaration of the pandemic, thanks to the ventilation system and the opening of doors at each stop.

ALSO,

we have devoted **3,100 hours** to Trambaix and **2,200 hours** to Trambesòs for extra cleaning and disinfection.

Annual tram cleaning hours	2019	2020
TRAMBAIX	6,000	9,100
TRAMBESÒS	4,500	6,700

Annual stops and facilities cleaning hours	2019	2020
TRAMBAIX	9,000	11,500
TRAMBESÒS	8,000	10,500

* Approximate hours depending on the service contracted.




In 2020, TRAM allocated a total of €266,383.19 to preventing the spread of COVID-19 in its facilities.




We have invested in material and applications to facilitate smart working by our staff.

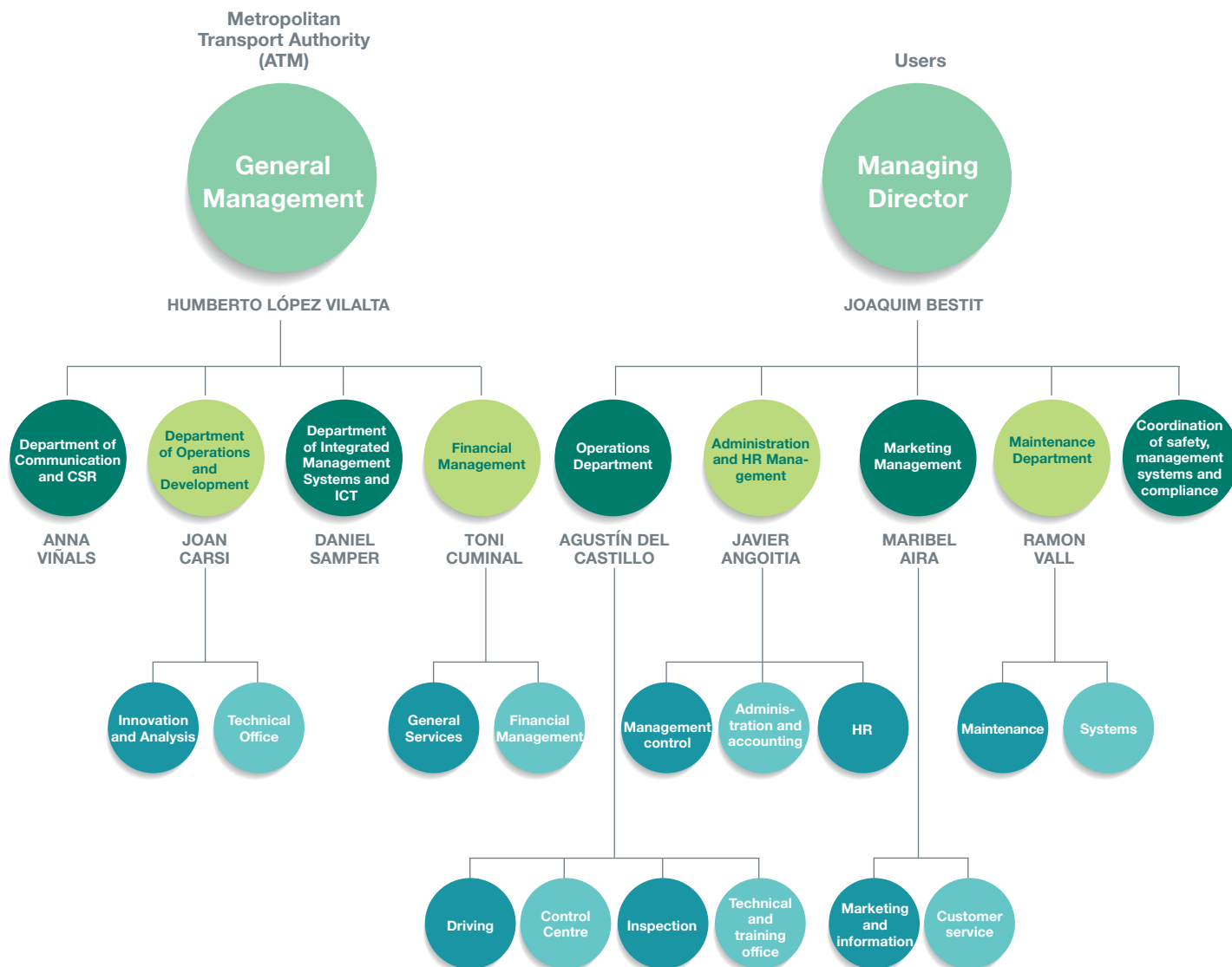
In 2020 we have had more than **1,500 hydroalcoholic gel dispensers** in our facilities, as well as **1,200 FFP2 masks**

and **550 surgical masks**.

More than **sixty signs** have been put up in our depots.

With regard to the closure of tram seats, we have put up more than **2,500 posters**, and nearly a **hundred signs** in the driver's cabs.

4.4. Organisation Chart



4.5. Awards and acknowledgments

We obtained health and safety certification in COVID-19 measures

The Appplus certification body has validated that our corporate group implements the hygiene and disinfection protocols properly in both the facilities and the trams, and has awarded us the hygiene and control quality seal.

We won the ADG Laus 2020 Audiovisual Gold Award with our civic awareness campaign

The Association of Art Directors and Graphic Designers (ADG-FAD) has awarded the Gold Laus 2020 Audiovisual Award for our 2019 civic awareness campaign "Think of Kant, think of others". Commissioned by us from the Paradise Falls and Christian Flores creative agency, the project received the highest ordinary distinction in the Audiovisual category, in which other brands such as Movistar +, Seat, Loewe and Estrella Damm competed.

We are an Organisation Committed to Sant Joan de Déu

We have been recognised for the third year running with the distinction Sant Joan de Déu Organisation Committed to Solidarity. In our corporate group we, carry 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 with the aid of the organisation.

MobiliCAT award

TRAM and the other transport operators have received the MobiliCat magazine's Award of Honour for the adaptation of our services and safety and cleanliness protocols to the COVID-19 pandemic throughout 2020.



4.6. Alliances with sector organisations

In 2020 we continued collaboration with sectoral and territorial associations and have supported various 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 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.



TRAM is part 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.



We are part of **Railgroup**, 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 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.



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.









We are a member of the **Barcelona+Sostenible** network, comprising more than 1,000 organisations committed to environmental, social and economic sustainability, from which we collectively build a city that is responsible towards people and the environment.

4.7. Ethics, integrity and transparency

We have implemented a **Crime Prevention and Detection Model** to prevent fraud, corruption and any other irregularity and criminal breach. The Crime Prevention and Detection Committee supervises the implementation of the Model

and ensures the promotion and observation of binding legal regulations and other rules governing our organisation on a voluntary basis.

Our Crime Prevention and Detection Model has the following protocols:	
 <p>Protocol on the prevention of corruption in business to ensure that our activity is in line with our Code of Ethics.</p>	 <p>Protocol on third party relations both the Management and other members of our staff to ensure transparency and promote fair competition.</p>
 <p>Protocol on the prevention of corruption in the context of relations with the public sector to avoid any legal risks with regards to the relationships with international, national or local administrations and public organisations or political parties and their representatives.</p>	 <p>Protocol on the prevention of fraudulent and unfair behaviour to prevent when acting on behalf of TRAM and in its relations with third parties, from resorting to activities which should rightfully be considered fraudulent or unfair, and which could lead to a legal, civil or administrative penalty on the company.</p>
 <p>Protocol on the prevention of criminal offences against the Public Treasury and Social Security and subsidy fraud to avoid crimes against Public Treasury and Social Security, as well as subsidy fraud.</p>	 <p>Manual on crime prevention and detection in the context of the penal code reform to guarantee that the TRAM Crime Prevention and Detection Model is implemented.</p>

We also have a **Code of Ethics** that lay down the rules governing the behaviour of people working in our organisation, to ensure that our daily activities are carried out with the applicable legislation and company values in mind,

as well as the best interests of users, clients, staff members, shareholder companies and wider society.



Ethics Channel

Since 2017, to guarantee compliance with the Code of Ethics, any regulatory standards and the Crime Prevention and Detection Model, we have an online complaints channel for reporting any breach. This box, 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://canaletic.tram.cat/>

The entire management team of TRAM has received training on anti-corruption policies and procedures in 2020.

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

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5.1. Our values

Mission

The aim of our corporate group is to transport people by tram in a way that allows them to enjoy an efficient and sustainable mobility service.

Vision

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



Values



Innovation
and efficiency



Responsibility



Equity



Safety



Quality



Transparency



Client
orientation



Honesty



Interest
in people



Respect for the
environment

5.2. Responsible and sustainable

In November 2016 we drew up our **Corporate Social Responsibility Model (CSR)**, where we express our commitment to **sustainable development** through the following statement:

“At TRAM we are committed to ensuring that compliance with our legal, regulatory and contractual obligations and the creation of wealth for our shareholder companies is carried out in fair conditions for society, by providing a quality service that is efficient in the use of natural resources and minimises waste production; providing decent working conditions for our staff and supporting vulnerable sectors of society through collaboration with third sector organisations”.

In our corporate group we committed to the **strategic management of CSR**, in the belief that the only way to create value (strengthening our reputation and production chain, motivating and retaining talent, 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 our activity.

We are aware that **sustainable development** is a requirement of modern-day society.

For this reason, through our CSR strategy, we are committed to the **Sustainable Development Goals (SDGs)**, and to ensure that they are implemented in a way that is consistent with the corporate group's activity and our code of ethics, we draw up an annual **CSR Action Plan** in which we define the objectives and plan the actions and initiatives for the current year.



5.3. TRAM'S CSR strategy aligned with the SDGs

Our CSR strategy is fully aligned with the 17 Sustainable Development Goals (SDGs) set by the United Nations to be achieved by 2030.

The UN defines these SDGs as a “plan of action for people, planet and prosperity”, and they have been taken on by our corporate group as a guide to identify the value they contribute to society and as a communication tool in our relations with the various stakeholders.

For this reason, our corporate group collaborates in the fulfilment of the 17 goals:



Ending poverty in all its forms around the world, guaranteeing a living wage for all, and collaborating, locally, **with our support for policies and initiatives that ensure that all men and women, particularly the most vulnerable, have the same rights and economic resources.**



Ending hunger, **by collaborating each year with initiatives that promote access to healthy, nutritious and sufficient food for all people and, in particular, people in vulnerable situations.**



Ensuring health and promoting a healthy lifestyle and wellbeing at all ages, **by creating policies and tools to reduce the number of traffic accidents, ensuring safety in the workplace and promoting healthy lifestyle habits among the workforce.**



To ensure inclusive, equitable and quality education and promote lifelong learning opportunities for all **through contribution, through TRAMEduca, the educational service to work on mobility, civility and environment.**



Achieving gender equality and the empowerment of all women and girls **by ensuring equal opportunities for the workforce, promoting work-life balance measures and encouraging the recruitment of women.**



Ensuring the availability of water and its sustainable management **by reducing water consumption and pollution, eliminating waste and minimising the emission of chemicals and hazardous materials.**



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



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



Building resilient infrastructure, promoting sustainable industrialisation and fostering innovation **by investing in R&D for transport service modernisation and mobility.**



To reduce inequality within and between countries **by promoting equal opportunity and diversity management in the TRAM workforce, and ensuring service to all people.**



Making cities and human settlements inclusive, safe, resilient and sustainable **by promoting access to safe, affordable, accessible and sustainable transport systems for all and improving road safety by expanding public transport, with special attention to the needs of people in vulnerable situations.**



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



Taking urgent action to combat climate change and its impacts **by reducing emissions and investing in new forms of resource optimisation.**



Conserving and using oceans, seas and marine resources sustainably **by not producing polluting waste and by minimising non-biodegradable materials.**



Sustainably managing forests, combating desertification, halting and reversing soil degradation and halting biodiversity loss, **ensuring the conservation, restoration and sustainable use of ecosystems.**



Promoting peaceful and inclusive societies to achieve sustainable development, provide access to justice for all people and develop effective, accountable and inclusive institutions at all levels **by implementing and promoting non-discriminatory safety and non-violence measures and protocols for sustainable development.**



Strengthening the Global Partnership for Sustainable Development through **the promotion of CSR among shareholder and supplier companies, and with different associations and organisations.**



Our corporate group
contributes to the
achievement of the 17 goals



5.4. The CSR Action Plan with sustainable development goals

In our company we design a **CSR Action Plan** every year to respond to the expectations of the company's stakeholders, and we establish the assessment and monitoring systems for the correct fulfilment of these actions.

Our Corporate Social Responsibility Plan defines the whole set of actions that allow us to comply with our **CSR commitments**, as well as to achieve our **Sustainable Development Goals**, in a **transparent, equitable and responsible** manner, assess the economic cost of these actions, plan their schedule and determine the procedure for measuring and assessing the results obtained.

Our CSR plan has the following characteristics:

- IT IS TRANSPARENT, by ensuring that the decision to take on any project in this field can be followed, as a result of a clear procedure to assess the different proposals, whether promoted internally or suggested to the company by third parties.

- IT IS FAIR to guarantee that the economic resources allocated in the Plan are distributed among all the different commitments undertaken by the company.

- IT IS RESPONSIBLE, as a consequence of resources being allocated consistently with commitments and predicted results.

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

5.5. Our CSR commitments aligned with the SDGs

Our Social Responsibility is specifically embodied in three commitments. Each includes the principles and values described in the Code of Ethics of our corporate group and **responds to the SDGs approved by the UN.**

In order to meet the commitments of our **Corporate Social Responsibility Model**, in 2020, TRAM's Board of Directors approves the 2021 CSR Plan which, for the particular scope

of action of the company, specifically pursues **7 Sustainable Development Goals (SDGs)** through the setting of goals and actions defined for this purpose.



5.5.1. Our internal commitment

CSR commitment	
Workforce	Guaranteeing that the staff have safe and healthy working conditions, offering professional and personal development training on equal terms, facilitating a balance with family life as far as possible and promoting a healthy lifestyle.
Shareholder companies	Managing the creation of wealth to give back to the shareholder ethically and transparently.
Supplier and partner companies	Guaranteeing that the staff have safe and healthy working conditions, offering professional and personal development training on equal terms, facilitating a balance with family life as far as possible and promoting a healthy lifestyle.

Specific aims	
Workforce	<ul style="list-style-type: none"> - To maintain a safe and healthy working environment and conditions. - To develop skills/resources to ensure high-quality work performance. - To make it easier to reconcile work and family life. - To develop smooth communication.
Shareholder companies	<ul style="list-style-type: none"> - To promote ethical behaviour in management. - To provide transparent information. - Expressly commit to CSR.
Supplier and partner companies	<ul style="list-style-type: none"> - To ensuring the ethical practices of suppliers. - To ensure that CSR aspects are taken into account in the selection of suppliers and partners. - To build mutually beneficial relationships.

3 GOOD HEALTH
AND WELL-BEING

Goals

Workforce

- To assess working environment and conditions.
- To promote best practices among the workforce.
- To strengthen the early warning capacity and the reduction of health risks among the workforce.
- To achieve health coverage for the workforce.
- To guarantee healthcare with an emphasis on the gender perspective and on the most fragile groups and on high-quality care.
- To implement plans and actions that encourage the creation of healthy professional environments.
- To promote health in the workplace by encouraging physical activity and healthy eating.
- To strengthen the prevention and treatment of addictive substance abuse.

Shareholder
companies

- To recommend good environmental practices among shareholder companies.

Supplier
and partner
companies

- To recommend good environmental practices among suppliers and collaborating companies.


5 GENDER
EQUALITY

Goals

Workforce

- To put an end to all forms of discrimination against women in the workforce.
- To eliminate all forms of violence against women in the workplace.
- To work on equal opportunity policies by promoting initiatives to prevent sexism, violence and discrimination against women.
- To incorporate the gender perspective in all policies and actions carried out.
- To promote gender-specific measures for equal opportunities in all departments, which must respond to a common and consistent line of action.
- To improve the use of enabling technology, particularly information and communications technology, in order to promote the empowerment of women.

Workforce	<ul style="list-style-type: none"> - To integrate the gender perspective at all stages of the recruitment process in order to use employment to promote equality between women and men. - To encourage the participation of women in TRAM's selection processes. - To encourage the hiring of women in the areas of Science, Technology, Engineering and Mathematics (STEM). - To increase the presence of women in management positions.
Shareholder companies	<ul style="list-style-type: none"> - To ensure the full and effective participation of women and equal leadership opportunities at all levels. - To approve and strengthen sound policies and applicable laws to promote gender equality and the empowerment of all women at all levels.
Supplier and partner companies	<ul style="list-style-type: none"> - To integrate the gender perspective at all stages of the recruitment process with the aim of using recruitment to promote the equality of women and men (gender-neutral CV). - Not to tolerate any form of discrimination against women in the workforce. - To work on equality policies to ensure the prevention of sexism, violence and discrimination against women.

<div> <div>7 AFFORDABLE AND CLEAN ENERGY</div> <div>  </div> </div> <div>Goals</div>	
Workforce	<ul style="list-style-type: none"> - To promote actions among the workforce to improve energy savings and efficiency.
Supplier and partner companies	<ul style="list-style-type: none"> - To report on TRAM's actions to improve energy savings and efficiency.

8 DECENT WORK AND
ECONOMIC GROWTH

Goals

Workforce

- To achieve full and productive employment and decent work for all, as well as equal pay for work of equal value.
- To protect labour rights and promote a safe and secure work environment for all.
- To improve the training and professional qualification of unemployed people in order to improve their employability.

Shareholder
companies

- To maintain economic growth in accordance with national circumstances.
- To achieve higher levels of economic productivity through diversification, technological modernisation and innovation.

Supplier
and partner
companies

- To protect the contractual rights of supplier companies.
- To guarantee decent working conditions for the workforces of collaborating or supplier companies before establishing business relationships.

11 SUSTAINABLE CITIES
AND COMMUNITIES

Goals

Shareholder
companies

- To engage in inclusive and sustainable urban development and have the capacity for participatory, integrated and sustainable planning and management.
- To support positive economic, social and environmental links between urban, peri-urban and rural areas to strengthen national and regional development planning.
- To provide support through assistance.

Supplier
and partner
companies

- To build alliances with partner and supplier companies to promote inclusive and sustainable urban development and create the capacity for participatory, integrated and sustainable planning and management.



Goals

Workforce

- To establish a waste collection system consistent with the municipal collection system at all TRAM facilities.
- To install the necessary waste containers according to activities. They must be accessible and properly marked to inform and raise awareness about their proper usage.



5.5.2. Our commitment to users and clients

CSR commitment

- To guarantee the provision of a service in accordance with the company's obligations and commitments and assess its performance through satisfaction surveys.
- To facilitate smooth communication to address questions and complaints from users quickly and effectively.

Specific aims

- To know the degree of satisfaction and loyalty of clients and users.
- To encourage smooth communication.
- To transmit our environmental and social sensitivity.

3

GOOD HEALTH AND WELL-BEING

Goals

- To ban smoking in our facilities.
- To implement plans and actions that encourage the creation of healthy environments.
- To promote campaigns for the prevention of communicable diseases, especially COVID-19.
- To guarantee healthcare when using TRAM facilities.
- To promote health in the community environment to encourage physical activity and healthy eating.

5

GENDER EQUALITY

Goals

- To prevent any form of discrimination against users.
- To incorporate the gender perspective in all policies and actions carried out.
- To promote the empowerment of women.
- To integrate the gender perspective at all stages of the customer service process to promote the equality of women and men.

7 AFFORDABLE AND
CLEAN ENERGY

Goals

- To ensure access to affordable, reliable and modern energy services.
- To expand infrastructure and improve technology to provide modern and sustainable services.
- To invest in sustainable energy solutions to improve the service.

9 INDUSTRY, INNOVATION
AND INFRASTRUCTURE

Goals

- To develop reliable, sustainable, resilient and high-quality infrastructure.
- To ensure the good condition of infrastructure in the most vulnerable areas.

11 SUSTAINABLE CITIES
AND COMMUNITIES

Goals

- To ensure access for all people to appropriate, safe, affordable basic services and upgrade slum areas.
- To ensure service in all areas and neighbourhoods.



5.5.3. Our commitment to society

CSR commitment	
Social actions	<ul style="list-style-type: none"> - To guarantee that TRAM's activity is carried out without discrimination, providing facilities for people with greater mobility difficulties. - To guarantee that TRAM shares the wealth generated by its activity with society by directly carrying out actions of a social nature and promoting culture and sport, or by sponsoring third-party initiatives in these areas.
Environment	<ul style="list-style-type: none"> - To promote the benefits of sustainable transportation and citizenship through an education programme, highlighting the responsible attitudes that help build a more democratic, civil and respectful society in relation to the environment. - To ensure that the TRAM 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.
Competitors	<ul style="list-style-type: none"> - To ensure ethical and fair competition.

Specific aims	
Social actions	<ul style="list-style-type: none"> - To carry out activities of a social nature.
Environment	<ul style="list-style-type: none"> - To minimise the consumption of natural resources. - To minimise the waste produced by our activity.
Competitors	<ul style="list-style-type: none"> - To guarantee an ethical and lawful relationship with competitor companies. - To promote CSR in associations of which TRAM is a member.

3 GOOD HEALTH
AND WELL-BEING

Goals

Social actions

- To support research and development of vaccines and drugs.
- To promote campaigns for the prevention of high-risk behaviour and addictions.
- To promote health in the community context by encouraging physical activity and healthy eating.
- To promote campaigns for the prevention of communicable diseases, especially COVID-19.
- To reduce the number of deaths and injuries caused by road accidents.

5 GENDER
EQUALITY

Goals

Social actions

- To put an end to all forms of discrimination against women.
- To support initiatives to combat violence against women.
- To raise the profile of equal opportunities policies through initiatives to prevent sexism, violence and discrimination against women.
- To incorporate the gender perspective in all policies and actions carried out.
- To raise the profile of women in TRAM, especially those linked to the CTEM sector.
- To promote gender-specific campaigns for equal opportunities.
- To support women's empowerment projects.
- To integrate the gender perspective in TRAM communication.
- To encourage the participation of women in TRAM's selection processes.

7 AFFORDABLE AND
CLEAN ENERGY

Goals

Social actions

- To carry out environmental education activities in the schools of the municipalities.
- To encourage the reduction of travel in private and fossil fuel vehicles and promote travel in less polluting transport.
- To promote the installation of systems for self-protection and self-consumption of electricity from renewable sources.
- To carry out awareness actions aimed at citizens regarding the existence of energy poverty in their immediate environment.

7 AFFORDABLE AND CLEAN ENERGY Goals	
Environment	<ul style="list-style-type: none"> - To facilitate access to clean energy research and technology, including renewables, energy efficiency and advanced and cleaner fossil fuel technologies, and promote investment in clean energy and technology infrastructure. - To promote actions to improve our energy efficiency. - To improve the energy efficiency of our buildings. - To implement or replace boilers or heat networks with biomass. - To implement solar photovoltaic installations for self-consumption as an energy saving and efficiency measure. - To significantly increase the share of renewable energy in the energy mix. - To double the rate of energy efficiency improvement. - To promote actions to improve our energy efficiency.

8 DECENT WORK AND ECONOMIC GROWTH Goals	
Social actions	<ul style="list-style-type: none"> - To collaborate with initiatives that support productive activities, the creation of decent jobs, entrepreneurship, creativity and innovation. - To reduce the proportion of young people who are unemployed and receive no education or training. - To develop and implement a youth employment strategy. - To promote job creation that provides employment opportunities for unemployed people, with a special focus on people in a situation of social vulnerability.
Environment	<ul style="list-style-type: none"> - To improve resource-efficient production and consumption and decouple economic growth from environmental degradation.
Competitors	<ul style="list-style-type: none"> - To collaborate with initiatives that encourage the recruitment of young people and women in the sector. - To guarantee a decent wage.

9

INDÚSTRIA,
INNOVACIÓ
INFRAESTRUCTURES

Goals

Social actions	<ul style="list-style-type: none">- To promote industrial symbiosis projects that allow TRAM to take advantage of the by-products of other companies (in the same or a different sector).- To support technology development, research and national innovation in developing countries.- To increase scientific research and improve the technological capacity of industrial sectors to foster innovation and significantly increase the number of people working in research and development and public and private sector spending on research and development.
Environment	<ul style="list-style-type: none">- To promote inclusive and sustainable industrialisation and significantly increase the contribution of industry to employment.- To modernise infrastructure and retrofit it to make it sustainable, using resources more efficiently and promoting the adoption of clean and environmentally sound technologies and industrial processes.- To boost energy transition and achieve efficient energy models.
Competitors	<ul style="list-style-type: none">- To improve competitiveness (through innovation, internationalisation, digitisation, circular economy, etc.).

11 SUSTAINABLE CITIES AND COMMUNITIES		Goals
Social actions		<ul style="list-style-type: none">- To inform and raise awareness among citizens about the carbon footprint of the municipality and strategies to improve it.- To improve road safety for pedestrians and cyclists.- To promote the naturalisation of the city's public areas.- 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 SUSTAINABLE CITIES AND COMMUNITIES	Goals
Environment	<ul style="list-style-type: none"> - To redouble efforts to protect and safeguard cultural and natural heritage. - To reduce the negative environmental impact of cities, paying special attention to air quality and the management of municipal and other waste. - To respect universal access to safe, inclusive and accessible green areas and public spaces.

12 RESPONSIBLE CONSUMPTION AND PRODUCTION	Goals
Social actions	<ul style="list-style-type: none"> - To ensure that people have information and knowledge related to sustainable development. - To organise awareness-raising activities through actions to collect illegally dumped waste in forests, on beaches, riverbanks, etc. and participate annually in the European Week for Waste Reduction ('Let's clean up Europe'). - To promote sustainable public procurement practices. - To assist developing countries to strengthen their scientific and technological capacity to move towards more sustainable consumption and production practices. - To develop and implement tools to monitor sustainable development impacts.
Environment	<ul style="list-style-type: none"> - To achieve sustainable management and efficient use of natural resources. - 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. - To significantly reduce waste production through waste prevention, reduction, recycling and reuse activities. - To adopt sustainable practices and integrate sustainability information into the reporting cycle. - To rationalise inefficient fossil fuel subsidies that encourage wasteful consumption. - To prioritise the circular economy and responsible consumption.

5.6. Dialogue with stakeholders

We have defined a specific model for our relationship with stakeholders, as well as the information and communication channels we consider necessary to maintain a continuous dialogue with them and be aware of their needs and expectations at all times. This relationship framework allows us to guarantee the viability of the business in the long term, as we consider a sound relationship with stakeholders is essential for the proper performance of our activity.

We consider our stakeholders to be all social groups who are or could become affected by our corporate group activity now or in the future, also who legitimately affect or could affect the activity of the our corporate group and therefore our results.

In order to identify and prioritise the stakeholders, we have carried out a classification of these groups 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 our Corporate Group's principal stakeholders or interested parties, as it is the body which manages the franchise and regulates the applicable legal framework under which we operate. From the company we regularly engage in dialogue with the different administrations.
- **Partner and shareholder companies.** TRAM's partner and shareholder companies help manage our corporate group through the respective government bodies.

- **Users.** We maintain a two-way communication with passengers and clients at all times. This is possible thanks to the different formal and informal channels of communication through which we periodically receive opinions.

- **Media.** 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.** Our staff members play an essential role in group development, and therefore we have several internal communication channels available to them, which the staff members can use at any time in order to express their opinions to managers and make requests or suggestions for improvement.

- **Supplier companies.** Our supplier companies play a special role in the development of our activity, and our relationship with them is based on guaranteeing continued collaboration and legal security in the franchise and on the transparency of our contracting process. Our 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.) 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.

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.

Stakeholders	Communication channels		
Management	<ul style="list-style-type: none"> - COVID-19 ALERT: weekly pandemic monitoring group with the ATM and other transport operators. 	<ul style="list-style-type: none"> - ATM Marketing Committee - Chamber Table - ATM Nomenclature Commission - ATM Executive Committee 	<ul style="list-style-type: none"> - Regular follow-up meetings - Mobility Commission - Collaborative website
Shareholders	<ul style="list-style-type: none"> - Quarterly Boards of Directors - Specific meetings 	<ul style="list-style-type: none"> - Emails and phone - Corporate Social Responsibility Report 	<ul style="list-style-type: none"> - Collaborative website
Users	<ul style="list-style-type: none"> - TRAM website: www.tram.cat - Customer Service Offices - Phone no. 900701181 - Trambaix Office Tel. 934774444 - Trambesòs Office Tel. 934626770 	<ul style="list-style-type: none"> - Twitter @TRAM_Barcelona - Facebook.com/TRAMBarcelona - LinkedIn TRAM Barcelona - Instagram @tram_barcelona - Whatsapp 600904455 - TRAM Barcelona Youtube channel 	<ul style="list-style-type: none"> - TRAM iOS and Android App - TRAM Next Stop Blog - Annual satisfaction survey - Campaign: TRAM General Management takes charge of the social networks.
Media	<ul style="list-style-type: none"> - Website www.tram.cat - Press telephone 932388770 / 629575150 / 682933895 - Press releases 	<ul style="list-style-type: none"> - Blog - Twitter @TRAM_Barcelona - Facebook.com/TRAMBarcelona 	<ul style="list-style-type: none"> - LinkedIn TRAM Barcelona - Instagram @tram_barcelona

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Stakeholders		Communication channels						
Professional team		<ul style="list-style-type: none"> - Works Council meetings - Intranet - Information screens - Email - TRAMcomunica - WhatsApp - InTRAM monthly newsletter 	<ul style="list-style-type: none"> - Management Committees - Annual work climate survey - Suggestion box - Bulletin board - Meetings of the different internal committees - Talk of the Operator's Managing Director 	<ul style="list-style-type: none"> - Personal development interviews - Weekly interdepartmental meetings - Collaborative website - Shared server - Corporate Social Responsibility Report 				
Supplier companies		<ul style="list-style-type: none"> - Purchasing procedures - Meetings with supplier companies 	<ul style="list-style-type: none"> - Agreement on the company's adherence to the TRAM Code of Ethics. 	<ul style="list-style-type: none"> - Corporate Social Responsibility Report 				
Community and environment		<ul style="list-style-type: none"> - Regular meetings - Collaborations with different non-profit organisations - Presence in different forums 	<ul style="list-style-type: none"> - Support for social, cultural and scientific projects - Corporate Social Responsibility 	<ul style="list-style-type: none"> - Report 				

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

5.7. Materiality analysis

In 2016 we carried out a materiality analysis, with the aim of defining our Corporate Social Responsibility (CSR) Model, as well as identifying and prioritizing the most relevant material aspects to manage CSR stemming from our corporate group commitments. We review the materiality and set the objectives and actions in the Social Responsibility Plan annually , helping us to fulfil our CSR commitments.

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

1

Creating and sharing a self-assessment questionnaire about our 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.

As a result of this work, we concluded that ethics, transparency, commitment to society and good governance practices are the areas with the highest impact on the success of the business.

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Internal commitment



6.1. Commitment to the human team

Size and profile of the workforce

At our corporate group we ensure that the team enjoys equal opportunities, equal pay, quality, safe and healthy employment, and can train and develop professionally.

Men	193	81%
Women	44	19%
Total	237	100%

6.1.1. Equal job opportunities

TRAM has an **Equality Plan** to ensure equal treatment and opportunities for men and women, and to eradicate any possible gender discrimination. The implementation of the Equality Plan to which human, material and economic resources we allocate is carried out through several actions and activities such as:

- An 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 at all time, with no sexism in documentation and communication.
- The balanced presence of male and female figures on the web-site, in corporate magazine and in educational activities.

The plan is expected to be updated in 2021.

We also have a **Protocol for the prevention of and action against harassment in the workplace**, a plan where we include all necessary guidelines to know how to act in the event of such situations, the people concerned and the applicable procedure.

In 2020, 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
Workforce	Trambaix	Men 8	Women 16
	Trambesòs	Men 9	Women 4
Driving	Trambaix	Men 65	Women 11
	Trambesòs	Men 58	Women 8
Inspection	Trambaix	Men 15	Women 1
	Trambesòs	Men 14	Women 1
CCP	Trambaix	Men 9	Women 0
	Trambesòs	Men 7	Women 1



TRAM highlights the value of the women in its team

During the month of March 2020, we interviewed one woman from the TRAM team per week on Instagram to show that they can occupy any place in the railway world.

The interviews can be retrieved on our social networks:

https://www.instagram.com/tram_barcelona/

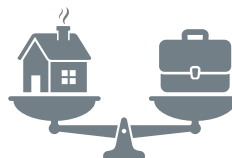
Support to the Adecco Foundation's Women's Week

TRAM supported the Foundation in carrying out different activities throughout the Women's Week. It also conducted internal and external dissemination of the annual campaign through the TRAM communication channels.

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.

Railway Museum

To celebrate Women's Day, the Railway Museum organised a day of activities to highlight the work of women in the railway sector, with the participation of female workers from different transport operators in Catalonia. TRAM financed part of the day and promoted the event both internally and externally. Women workers were free to attend the event at the Railway Museum of Catalonia and take part in the special activities organised.



We make it easier to reconcile work and family life

- in 2020, 6 people took maternity or paternity leave; specifically, 2 women and 4 men.
- 100% of staff returned to work after leave.
- 10.31% staff members have reduced working hours at Trambaix. Specifically, there are 13 people out of 126; between which, 7 women and 6 men.
- 14.85% team members have reduced working hours at Trambesòs. Specifically, there are 15 people out of 101; between which, 10 men and 5 women.
- This year, due to COVID-19, we introduced smart working for those jobs where blended working is possible.

6.1.2. Commitment to equal pay



We are firmly committed to ensuring that the base salary of men and women according to professional category is the same in all cases. In this way, the salary is determined by the salary tables in the applicable agreement.

Our corporate group also has a **Protocol for Equality and the Prohibition of Discriminatory Treatment**, whose purpose is to establish a policy of equal treatment and opportunities and prohibit discrimination on the grounds of birth, race, sex, religion, opinion or any other personal or social condition or circumstance. We apply this protocol both to the management and to our staff and also to third parties.

In order to ensure compliance and maximum dissemination, the TRAM staff members 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.

We are also committed to applying the respective penalties for all discriminatory conduct in accordance with the standards set out in the **Code of Conduct**. Ever since it was introduced in 2013, the Protocol on Equality and Prohibition of Discriminatory Treatment has been applied on three occasions, although in none of these cases was required to take legal action.



6.1.3. Stable and quality employment

At our corporate group we are committed to stable and quality employment and prioritise it over subcontracting or temporary contracts.

Staff by gender, type of contract and working hours

Number and rate of new recruitments and average staff turnover, broken down by age group, gender and network:

Open-ended contracts	Trambaix	Men 94	Women 26
	Trambesòs	Men 81	Women 13
Open-ended contracts with reduced working hours	Trambaix	Men 5	Women 6
	Trambesòs	Men 9	Women 5
Fixed-term contracts	Trambaix	Men 5	Women 0
	Trambesòs	Men 6	Women 0
Part-time contracts	Trambaix	Men 0	Women 0
	Trambesòs	Men 0	Women 0

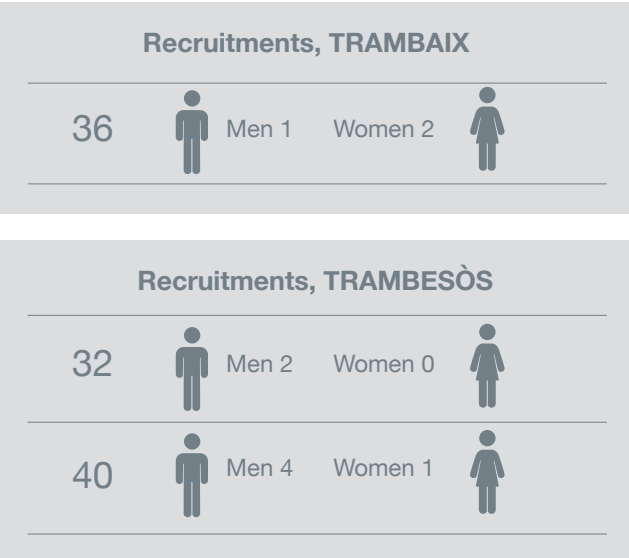
Rotation rate

	2017	2018	2019	2020
TRAMBAIX	2.16%	6.03%	1.72%	3.88%
TRAMBESÒS	2.09%	4.19%	3.66%	5.24%

We also have a Protocol of Rights and Duties for our staff. It aims to recognise the rights and establish the duties of our staff within the framework of the Crime Prevention and Detection Model.

The relationship found in this protocol respects at all time the rights and duties that the current legal system bestows on staff and the general public, and can never place res-

New recruitments by age and gender



The Code of Ethics is enclosed into the welcome manual for people joining the corporate group since 2019.

trictions which go beyond what is permitted by labour laws in force. Furthermore, this relationship between rights and duties must be understood to be without prejudice to any other rights and duties recognised and set forth in other regulations approved by our company.



Promoting corporate volunteering.

Despite the impact of the health crisis, TRAM has made every effort to maintain corporate volunteering actions to foster a sense of belonging among our staff and to give them the opportunity to collaborate, through the company, in social actions.

The actions that have been carried out in 2020, in accordance with COVID-19 safety standards, are as follows:

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 289 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.

Collaboration with the Catalonia Blood and Tissue Bank

TRAM staff participated, voluntarily, in the joint action with the Blood and Tissue Bank of Catalonia. A large number of TRAM staff members went to the tram called "TRAMvida", parked at the Francesc Macià stop, to donate blood and contribute to maintaining the daily reserves needed in Catalonia.

Participation in the solidarity video to support the Spanish ALS Association (adELA)

The Barcelona Tram team took part in the filming of a charity video to help raise awareness of the fight against ALS in order to improve the lives of people affected by this disease and to wish everyone a Merry Christmas through the social networks. By sharing this video, the organisation is made known and a donation of €10,000 is made to cover the needs of a person diagnosed with Amyotrophic Lateral Sclerosis (ALS) for approximately one year.

Collaboration with the "For a hug" campaign of the Hospital Clínic

The TRAM staff joined the "For a Hug" campaign of the Hospital Clínic, aimed at raising funds for COVID-19 research and treatment. Many people supported the initiative by sending a photo simulating a self-hug to be shared and disseminated with the hashtag #PerUnaAbraçada.

6.1.4. Prevention and safety culture

We have implemented an **Occupational Health and Safety Management System** certified under the OHSAS 18001 international standard.

It is a management system that contributes to improving both the conditions and the factors that can affect the well-being of any person in the physical environment of our corporate group.

In fact, occupational risk prevention is one of the top priorities of our management system. At all times, our prime objective is to achieve a high level of health and safety in the working environment, and we have therefore developed a policy based on the following principles:

- **To comply with current legislation** on occupational risk prevention and industrial safety at all levels: State, regional and local. Also, with all the requirements arising from the administrative concessions 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 members of our corporate group** to actively participate as a key step in its effective implementation and to improve preventative way, as well as create a climate of appropriate safety and trust.

- **Providing staff members with information**, induction training and continued training at all times about the risks involved in their position, as well as the means and measures to adopt to minimise them, with the aim of promoting and ensuring safe and positive habits and behaviours.

- **To include all the people involved** in our company in prevention management: both our customers and suppliers, as well as our subcontractors and visitors. In this way, we aim to ensure that none of our activities has an impact on all of them, and vice versa.

- **Collaborating with public administration** and other bodies at all time in order to develop procedures, equipment and working methods.

739

hours of training
in occupational risk prevention
at TRAMBAIX



1,348

hours of training
in occupational risk prevention
at TRAMBESÒS

At TRAM we have a single **Occupational Health and Safety Committee** for Trambaix and Trambesòs operating at the highest level.

The following members currently form this committee: 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	TRAMBESÒS
Number of accidents with sick leave of own staff	5	2
Number of accidents without sick leave	1	0
Number of days lost due to accident	103	217
Number of fatal accidents	0	0
Frequency rate	26.65	16.02
Severity rate	0.55	1.74
Incidence rate	39.68	20.2
Absenteeism rate	5.47	8.62

6.1.5. Promotion of professional development and training

We are firmly committed to **training as a cornerstone** of our activity. Thus, **the continuous training of the team** is a basic part of their professional development; and therefore, it is one of the cornerstones on which the quality and good ratings of our company are based.

To this end, our corporate group strongly and firmly promotes lifelong learning through our annual Training Plan in accordance with the UNE-EN ISO 9001:2015 standard. In 2020, 22 training initiatives have been carried out as envisaged in this plan and a total of 31 training initiatives were carried out.

Moreover, in 2020 between Tambaix and Trambesòs a total of 2,783 hours of training have been given, and 100% of the workforce has had at least one training session. It should be noted that of the total number of hours studied, 74.99% have been on safety matters.



Hours of training

TRAMBAIX	Men 755	Women 1.211
TRAMBESÒS	Men 1.377	Women 80



31
Training
actions
in
2020

Initial training

Aimed at new drivers (who form the majority of staff members) so that they can successfully and safely tackle their daily work from the beginning.

This training, which lasts approximately one and a half months, is given by internal staff of our group of companies. This programme combines theoretical and practical classes in order to progress in a comprehensive manner.

The initial training for new team members consists of:

- Introduction to the corporate group
- Explanation of the Trambaix-Trambesòs tram system
- Details of the infrastructure
- In-depth training on rolling stock
- Explanation of the switches, crossings and interlocking
- Introduction to signalling
- Review of the general traffic rules
- Comment on the communication
- Fixing driving incidents
- Addressing incidents, accidents and passenger regulations
- Explanations of ecodriving
- Training in occupational risk prevention
- Instructions on customer service

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

Continuous training

For us, continuous training is a key factor in guaranteeing the optimum quality of the service we offer.

For this reason, the following types of training are carried out:

- General management and leadership courses
- Technical specialisation courses
- Recycling refresher courses: Every year we provide 8 hours of refresher training, where we update our knowledge, as well as all aspects related to improving the operation of the service. We also share case studies with the aim of finding new solutions to everyday problems.

In 2020, most of the staff has undergone training related to accident anticipation and prevention, troubleshooting and risk perception.

In relation to the assessment and achievement of training objectives, our whole team receives regular validation in this regard.

6.1.6. Various internal communication channels

Our **Corporate Social Responsibility** commitments include ensuring that corporate information is properly disseminated to our staff, as well as **promoting smooth internal communication**.

We firmly believe that internal communication allows us to foster a sense of belonging to the company whereby values are shared, pride in the corporate group is strengthened and human bonds are established.

Our corporate communication channels are:

Internal Communication Committee

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

Internal Meetings with Management

Every year we hold meetings open to the entire workforce, where the Management Committee shares the most relevant events of the year. At these meetings, our staff have the opportunity to receive first-hand information on all topics of interest to them. In 2020, in order to adapt to safety regulations, they were held online.

Corporate intranet, digital signage and inTRAM monthly internal newsletter

Through the company's intranet, our staff members have

permanent access to information which is useful for their jobs. This allows everyone to remain up to date with the latest news in each department and across the organization. Moreover, our team receives the monthly inTRAM internal digital newsletter, which highlights the most important news.

TRAMcomunica

We also have a corporate email address which provides information of general interest to our whole staff. We use this channel to reinforce intranet and digital signage.

Activities at TRAM facilities

With a view to strengthening human bonds within the workforce, we organise Christmas events for our whole team, as well as an annual family party especially for the children of our staff. In the context of COVID-19, these events have been temporarily suspended to ensure the safety of all our staff, but our intention is to resume them as soon as possible. Some, however, have been organised online via video call applications, such as the corporate Christmas toast. The entire TRAM team received an individual bottle of cava, two individual Christmas sweets and a champagne glass with an invitation to the online toast.

6.2. Commitment to supply chain

We extend our commitment to social responsibility to the entire supply chain.



In this way, we involve all supplier companies to participate in our Corporate Social Responsibility policy. Along the same lines, the acceptance of the Code of Ethics is also mandatory when approving new supplier companies.

We carry out regular assessments to ensure the good management of supplier companies in this regard. In this regard, we assess them with respect to compliance and the results obtained in previous business relationships. Moreover, once the service is completed, we also assess the degree of satisfaction obtained.

6.3. Commitment to the shareholders



At TRAM, we maintain our responsibility and commitment to the shareholders of our company, which endorses all the actions of the group through the validation of the management strategy, ethical and consistent with our values, in the boards of directors.

Meanwhile, we ensure and promote ethical behaviour in the management of the company, and we provide our shareholder companies with transparent information and ongoing dialogue regarding compliance with our CSR.

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**Commitment to clients
and users**



7.1. Safe and quality service.

We have a **Quality Management System according to the UNE-EN ISO 9001:2015 standard** and also according to the **UNE-EN 13816:2003**. This is 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 another, from current and potential customers.

For us, safety is a major concern, which is why we have an active working group that monitors performance on a regular basis. This group is made up of members from different areas; in particular the areas of Operation and Development, Operation, Maintenance, Marketing and Communication. In this regard, its mission is to promote improvements and campaigns.

In addition, we have an **action plan to reduce accident rates**, which has been in place since 2006. Within the framework of this plan, we have developed an accident assessment method that enables us to identify the sites with the highest potential risk of accidents. This method enables us to seek and implement corrective measures to help reduce the accident rate.

In 2020, the accident rate in the service has increased slightly compared to the data obtained in 2019, which were exceptional in some cases. The increase in bicycle accidents (up 166%), together with the reduction in the number of kilometres travelled by the tram during the pandemic, is the cause of this increased accident rate.

However, the 2020 rate is in line with the 2017 data and well below the data recorded in 2018.

**Service accident rate
(accidents/million km)**

	2017	2018	2019	2020
TRAMBAIX	21.93	27.76	17.83	13.66
TRAMBESÒS	29.74	30.72	20.04	26.72

7.2. Client service and satisfaction

Customer service is a key activity to the way we operate, and we are constantly striving to improve it and the assistance we offer.

In this regard, users of the two tram networks we operate have several channels at their disposal to request information and make suggestions, file complaints or report any incident they deem appropriate.

Customer service channels



900 701 181
 Free Weekdays from 8:00 a.m. to 8:00 p.m.



600 90 44 55 Weekdays from 8:00 a.m. to 8:00 p.m.



@TRAM_Barcelona
 Weekdays from 8:00 a.m. to 8:00 p.m.



@TRAM_Barcelona
 Weekdays from 8:00 a.m. to 8:00 p.m.




CSO
 Customer Service Office

Weekdays from 9 a.m. to 5:00 p.m.
 T1 and T2 Bon viatge
 T4 and T6 Port Fòrum



www.tram.cat




TRAM Barcelona APP



Intercom

Available at all stops
 24 hours a day / All year round



TRAM staff members



Throughout 2020, characterised by the health crisis, users have used Trambaix customer services 5,694 times. As for Trambesòs, the customer service department dealt with a total of 4,741 queries.

In both cases, we were able to respond to all requests and maintain the same figures as in previous years, with a response time of 1.32 days for Trambaix and 0.58 days for Trambesòs.

TRAM has implemented the appointment system in the physical channel as a safety measure.

Information requests	2017	2018	2019	2020
TRAMBAIX	6,836	6,621	5,919	3,851
TRAMBESÒS	8,800	7,911	7,418	3,988

Suggestions	2017	2018	2019	2020
TRAMBAIX	9	13	36	27
TRAMBESÒS	0	0	21	8

Complaints	2017	2018	2019	2020
TRAMBAIX	1,183	1,321	1,413	767
TRAMBESÒS	581	541	697	374

Incidents	2017	2018	2019	2020
TRAMBAIX	1,275	1,287	1,501	1,049
TRAMBESÒS	879	790	623	371

In our Service Charter, “we undertake to facilitate communication between the TRAM management team and users through any of the existing communication channels, at least once a year.” Until 2019, the management team went out onto the streets to make direct contact with passengers.

In 2019, the campaign “TRAM General Management takes charge of the social networks” was launched, through which the General Manager of TRAM, Humberto López Vilalta, and all the members of the management team respond to questions, complaints, suggestions, comments or miscellaneous matters sent in by tram users via the social networks Twitter, Facebook, Instagram, Youtube and Whatsapp.

In 2020, a single meeting was held with the Director of Operations, Agustín del Castillo.



Assessment of attributes of the TRAMBAIX

Service attributes	2015	2016	2017	2018	2019	2020
Easy access to the platform and the tram	8.43	8.53	8.69	8.43	8.68	7.64
The drivers drive smoothly and safety	7.96	8.06	7.86	7.94	8.13	7.45
Speed of the journey: it takes a little time to get me to the destination	7.86	7.83	8.03	8.06	8.34	7.33
S.G. Current TRAM service	8.05	8.09	7.93	8.10	8.35	7.37
Punctuality of the service: always runs smoothly/on time	7.97	8.18	8.00	8.12	8.42	7.30
Functioning of the validation screens inside the trams	7.62	7.75	7.95	7.76	8.36	7.22
The temperature inside the tram is appropriate	7.74	7.91	7.82	7.94	8.12	7.11
Comfort during the trip	8.06	8.12	8.13	7.85	8.21	7.17
Cleanliness and maintenance of vehicles and stops	8.00	8.06	7.98	7.96	7.92	7.16
Service information (announcements, screens, signage, etc.)	7.71	7.83	7.97	8.04	8.33	7.14
Personal safety: travelling without incident	7.98	8.16	8.12	8.12	8.34	7.20
Links with other means of transport	7.63	7.62	7.87	7.81	8.01	6.99
Ease of buying tickets at tram stops	6.96	7.27	7.14	7.15	8.03	7.21
Attentiveness and friendliness of staff members	7.40	7.44	7.35	7.46	8.02	6.89
Frequency of services: services arrive regularly	7.36	7.39	7.4	7.34	7.83	7.03
Information during incidents	7.02	6.67	7.08	7.82	7.77	6.87



2020 Impact Survey

Timing: the survey was conducted in November rather than May, as usual.

Methodology: It was changed from a face-to-face survey at TRAM stops to an online survey.

Target: the target of the survey consisted of users who have travelled on the TRAM in the last year, irrespective of frequency and period.

Context: the impact of the health crisis must be taken into account.



OVERALL SERVICE SATISFACTION OF TRAMBAIX

Service attributes	2017	2018	2019	2020
S.G. Current TRAM service	7.93	8.10	8.35	7.37



Accessibility to the platform or tram continues to be the most highly rated aspect, followed by smooth and safe driving.

Assessment of attributes of the TRAMBESÒS SERVICE

Service attributes	2015	2016	2017	2018	2019	2020
Easy access to the platform or tram	8,35	8,52	8,63	8,69	8,79	7,69
Drivers drive smoothly and safety	7.98	7.99	8.06	8.14	8.50	7.64
Speed of the journey: it takes a little time to get me to the destination	8,05	8,14	8,27	8,33	8,62	7,54
S.G. Current TRAM service	7.92	7.98	7.85	8.07	8.31	7.47
Punctuality of the service: always runs smoothly/on time	7,87	8,03	8,19	8,17	8,43	7,43
Functioning of the validation screens inside the trams	7,83	7,56	7,93	7,91	8,40	7,41
The temperature inside the tram is appropriate	7.98	7.82	7.89	8.06	8.26	7.37
Comfort during the trip	8,12	7,99	8,07	8,13	8,43	7,36
Cleanliness and maintenance of vehicles and stops	7,59	7,46	7,48	7,70	7,95	7,36
Service information (announcements, screens, signage, etc.)	7,72	7,75	7,87	8,01	8,20	7,28
Personal safety: travelling without incident	7,56	7,40	7,50	7,86	8,05	7,24
Links with other means of transport	7,67	7,59	7,88	7,83	8,26	7,15
Ease of buying tickets at tram stops	7,14	7,17	7,30	6,86	7,66	7,14
Attentiveness and friendliness of staff members	7,51	7,29	7,85	7,89	8,04	7,12
Frequency of services: services arrive regularly	6,75	6,91	7,21	6,77	7,95	7,06
Information during incidents	7,05	6,75	7,49	7,21	8,07	6,86



OVERALL SERVICE SATISFACTION OF TRAMBESÒS

Service attributes	2017	2018	2019	2020
S.G. Current TRAM service	7.85	8.07	8.31	7.47



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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Commitment to society



8.1. Social action

In 2020 we have participated in a total of 54 social actions to promote the development of various groups and communities with the specific aims of:

- To mitigate the effects of COVID-19.
- Promoting the social and labour reintegration of homeless people.
- Encouraging attitudes of resilience through actions that highlight that physical or psychological limitations can be overcome.
- Improving access to culture for the most disadvantaged population in our catchment area.
- Improving the living conditions of the elderly with few economic resources.

€209,425 invested in social projects in 2020.

€21,467 earmarked for actions aimed at customers and financed by different TRAM departments, which respond to the CSR commitment of the entire organisational structure and go beyond the specific budget allocated to social actions.

Distribution according to public (€)

Company	201,696.96
Internal public	7,678.24
Clients	21,467

Distribution according to public (ACTIVITIES)

Company	40
Internal public	7
Clients	5

8.1.1. Promoting equity and social inclusion

Project for access to mobility for homeless people



Together with Moventia, we renewed our support for the mobility access project for homeless people cared for by Sant Joan de Déu Serveis Socials - Barcelona. This collaboration means the contribution of 60,000 Euro and benefits more than 500 people, men and women aged 18 to 65, assisted each year by Sant Joan de Déu Social Services - Barcelona in their programmes. In addition, and in response to the situation arising from COVID-19, part of the 2020 contribution was earmarked to guarantee safety for people through the purchase of PPE and cleaning products.



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 have made a financial contribution of €5,000 to ensure to achieve them.



We financially contribute to the Red Cross



We also contributed financially to the Red Cross Responds to the coronavirus emergency plan to purchase food and hygiene products valued at approximately 34 Euro for 600 elderly people. In this way, the Red Cross avoids the mobility of these people who are vulnerable to the disease and who live alone or do not have a care network.



“Starry Night” programme for vulnerable young people



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

Funding of studies for young people in vulnerable situations



TRAM and the IRES Foundation have signed a collaboration agreement for the third running to finance grants for vulnerable young people who live in the Sant Martí district of Barcelona. By signing this agreement, at TRAM we reaffirm our 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.



Collaboration with the Catalan Federation of Romany Associations



We have renewed for the twelfth year running our collaboration agreement with the Catalan Federation of Romany Associations (FAGiC). With this organisations we are working towards a more inclusive society with equal opportunities. We also seek to prevent and minimise anti-social behaviours occurring inside and around the tram and the facilities of Trambesòs T5 and T6 lines.

Collaboration with the Casal Infantil La Mina Association



We have renewed our collaboration with the Casal Infantil La Mina Association for the twelfth year running to promote social cohesion, peaceful coexistence, civic-mindedness and community participation in the neighbourhood. With our monetary contribution and help in the dissemination of community action in TRAM's facilities and communication channels, the Casal Infantil La Mina was able to coordinate the participation of 852 people in different activities such as the Magic Camp, which receives the visit of the Three Wise Men, the celebration of the Rights of Children and the Right to Play, and the Carnival parade with the participation of other children's, young people's and elderly people's organisations in the area.



We collaborate with the Arrels Foundation



We made a donation of 15,000 Euro to Arrels Foundation, to guarantee two healthy, hot meals a day to 200 homeless people or people living in sheltered accommodation for approximately two weeks.

In this way, we were able to prevent contagion among this group during the state of alert by avoiding the concentration of people in dining areas and ensuring their wellbeing.

Collaboration with Kali Zor



We have renewed again our agreement with Kali Zor, a Romany cultural, activist and social intervention association to promote the men's and women's football schools at 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, we aspire to encourage schooling and healthy lifestyle habits, focusing on education and physical activity.

Collaboration with Eurofirms



We collaborated with the Eurofirms Foundation in a campaign for the normalisation of disability. Illustrators Javi Royo, Lyona Ivanova, Miguel Gallardo and Pilarín Bayés created cartoons of real situations experienced by people with disabilities to raise awareness about their appropriate treatment. The campaign circulated on the Trambaix network until 3 December, Disability Day, and was broadcast on our digital channels. The campaign aims to raise awareness in a very visual way about the appropriate treatment and terminology to be used with people with disabilities.



Collaboration with Unicef



We joined Unicef's #PetitesSoluciones campaign to raise funds for the organisation's vaccination and immunisation programmes worldwide. We publicised this campaign and financed the vaccination of more than 15,000 children. For yet another year, we joined in the campaign's actions by putting into circulation a tram with the windows with vinyl images of the small vaccine vials and information to help the vaccination programmes.



TRAM collaborates in the care of homeless people's pets



We have signed a collaboration agreement with the Altarriba Foundation to finance part of the Sense Sostre project, which covers the basic and health needs of pets living on the streets of Barcelona with homeless people.



Children's Christmas workshops to help with work-life balance during the school holidays



We signed a collaboration agreement with the La Roda d'Accions Culturals i del Lleure Foundation to give workshops on Catalan Christmas traditions in the Christmas school holidays in various schools in Barcelona, Hospitalet de Llobregat, Esplugues de Llobregat, Cornellà de Llobregat, Sant Joan Despí and Sant Just Desvern that are members of the charitable organisation. We offered families six free creative workshops for children from 6 to 11 years old that promote the use of different recycled materials and enhance manual skills and cultural traditions, for as many as 360 participants in small groups.



We collaborate with the IReS Foundation to assist the families at risk of social exclusion



At TRAM we collaborate with the “Casal en família” of the IReS Foundation to help the organisation in the effort it is making to assist the 27 families at risk of social exclusion enrolled in this project. “Casal en família” provides facilities and tools to the families and to the more than 60 children and young people who are part of the project to work on socio-affective and educational skills and to monitor and alleviate the obstacles that may be encountered due to family, work and economic reasons, etc.



We collaborate with the Bayt Al-Thaqafa Foundation



We collaborated with the Bayt Al-Thaqafa Foundation, associated with the Obra Social Sant Joan de Déu, which takes in migrants to help them become full citizens, without relinquishing their identity, promoting exchange and dialogue between cultures. The migrant community is one of the most badly affected by the lockdown and the suspension of non-essential work, consequences of the COVID-19 pandemic. With this collaboration we cover some of the basic needs of residence, food and hygiene of the people assisted by the Foundation.



Collaboration with Proactiva Open Arms



TRAM bought personalised mugs and cards to send Christmas greetings to the 11 people who make up the team at the Carrer Còrsega office of Proactiva Open Arms. The Tramway made a contribution of 571 Euro for humanitarian projects such as education, aid for trade development in disadvantaged areas, offshore rescue, aid to refugees, prevention of genital mutilation, etc. Workers received the mug together with a video presentation explaining where the contribution will go in their name.



We added 9 stops adapted with magnetic loops for people with poor hearing.

The Metropolitan Transport Authority (ATM) and TRAM have continued to install magnetic loops for people with poor hearing in the stations of our Trambaix network. The project began with the installation of this system to help people with hearing difficulties at the Francesc Macià stop in July 2019 and, in 2020, the stops of the same network, L'Illa, Numància, Maria Cristina, Pius XII, Palau Reial, Zona Universitària, Avinguda de Xile and Ernest Lluch, were added. The total estimated cost of this improvement, financed by the MTA, is 560,000 Euro.



8.1.2. Promotion of coexistence and healthy living.

Collaboration with the Catalonia Blood and Tissue Bank



For the fourth year running, TRAM has offered a tram to the Catalonia Blood and Tissue Bank to assist blood donors. The convoy was parked and open to the public at the Francesc Macià stop on Friday 4 September. With its slogan “Give the best of yourself. Come to TRAMvida and give blood”, the campaign wants to help maintain the daily blood stocks needed in Catalonia.



“Peppers against cancer” Campaign



The Catalan Federation of Cancer Organisations (FECEC) organised the fifth edition of the “Peppers against cancer!” campaign to celebrate World Cancer Day. Specifically, 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. At TRAM we participated by buying a bag of solidarity peppers for each of our staff members.



“An Apple for Life” Campaign



We have involved the entire our team in the action to support people suffering from multiple sclerosis by buying an apple for each of them during the campaign period. Each apple has a symbolic price of 1.50 Euro that is used to finance the work of the Multiple Sclerosis Foundation (FEM).

Collaboration with the Ramon Martí i Bonet eye clinic foundation



At our corporate group we have renewed our collaboration agreement with the Ramon Martí i Bonet eye clinic foundation through which we 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.

We collaborate with AFATRAC



This year we collaborated with the Association of Relatives of People with Behavioural Disorders (AFATRAC). Specifically, we supported the first conference of the organisation “Justa-Ment: rethinking justice”, which arose from the need to create opportunities for awareness, reflection and discussion between the fields of justice, health and families with young people with mental health problems.



San Pancraccio Sports Union in Sant Joan Despí



TRAM has signed a sponsorship agreement for three seasons with the San Pancraccio Sports Union in Sant Joan Despí. From now on, all the teams of the San Pancraccio Sports Union in Sant Joan Despí will wear the TRAM logo on their shirts as the main sponsor. The Barcelona-based sports club has been promoting physical activity among all age groups for 50 years and acts as a socially cohesive force that welcomes all residents who wish to participate. The Tramway joins the club as a further integrating, driving and cohesive element of the municipality.



8.1.3. Promotion of access to culture

Collaboration with the city's main art museums

In 2020, 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 and local tourism



TRAM has signed the continuity of 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 discounted activity pack to visit the tourist, cultural and culinary attractions near the Trambaix network.



Collaboration with the Exporecerca Awards



We collaborate with Exporecerca Jove, an international research fair held annually in Barcelona. Its missions include to encourage research among young people, to promote the exchange of experiences and knowledge, as well as to promote participation in other national and international fairs and conferences. Our corporate group, sponsors one of the prize categories and we donate 200 Euro to award a scholarship to the young researcher.



Cruïlla XXS TRAM stages

TRAM collaborated with the Cruïlla XXS festival by sponsoring the TRAM stages at the HUB Design Museum and the Cruce Comedy by TRAM at the Barcelona Maritime Museum, devoted to urban music and comedy shows, respectively. Both venues offered concerts and shows throughout the month of July from Thursday to Sunday.

The Cornellà Centre stop interchange is renovated with a 1,635 m² urban art mural

TRAM has launched a project **ART al TRAM** to bring urban art to underground tram stops with the help of the cultural organisation Rebobinart. Iker Muro, also known under the artistic name MurOne, was the artist selected to paint the first mural measuring a total of 1,635 m² between the two walls of the Cornellà Centre tram stop at Cornellà de Llobregat. The project was carried out between 17 February and 9 March.

TRAM aims to reinforce social and environmental values by presenting citizens with an urban model based on sustainability, social innovation and inclusion through art and culture.



The enchanted forest at the Encants stop in Sant Adrià

TRAM has collaborated with the Sant Adrià Town Council to carry out this space-beautifying and culture-boosting project through the decoration of urban environments with the participation of different graphic artists.



Agreement with the Gran Teatre del Liceu

TRAM supports culture in the city and lends three Trambaix network trams to the Gran Teatre del Liceu Foundation in Barcelona to promote its annual cultural programme by means of vinyl ads.



8.2. Protection of the environment

For us, respect for and protection of the environment are at the heart of our business. Our aim is to promote an efficient type of mobility with a low environmental impact. For this reason, we have an **Environmental Management System certified under the UNE-EN ISO 14001:2015 standard.**

We also have a **Protocol on environmental risk management**, which aims to establish the guidelines that we should follow in order to ensure that, in the performance of activities with a potential environmental impact, the reference regulatory framework for environmental protection is respected.

Furthermore, TRAM management is responsible for establishing, implementing and maintaining an appropriate environmental policy. Specifically, these principles are documented and communicated to all members of the organisation and, also, are available for reference purposes at any time.

At TRAM we comply with current environmental legislation, and in 2020 we have not received any penalties for non-compliance with environmental legislation and regulations.

In 2020, TRAM has disseminated several internal and external campaigns for World Environment Day, World Water Day, World No Tobacco Day and Earth Day.



The tram, an efficient and sustainable means of public transport.

The tram has numerous environmental advantages, promoting a sustainable urban mobility model and the protection of the environment.

Fight against climate change. All vehicles with a combustion engine emit 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.

In addition, the tram consumes 100% renewable energy, and therefore does not contribute to the emission of pollutants at the place where the electricity is produced.



1 tram

carrying 34 people on average:
0 g CO₂/km and user



1 car

carrying 1.1 people on average:
122.329 g CO₂/km and user

Less pollution. All vehicles with a combustion engine emit NO_x and particles in suspension (PM₁₀), which are the main pollutants directly affecting health. Our trams contribute to improving people's quality of life as they are 100% electric traction vehicles.



1 tram

carrying 34 people on average:
0 g NO_x/km and user
0 g PM₁₀/km and user



1 car

carrying 1.1 people on average:
0.747 g NO_x/km and user
0.036 g PM₁₀/km and user

Energy saving and efficiency. The technology used by our network makes its energy consumption very efficient. The motors of our convoys also generate electricity when braking, which is fed into the network and can be used by other trams. Much of the efficiency is given by the low wheel-rail friction.



1 tram

carrying 34 people on average:
0.15 kWh/km



1 car

carrying 1.1 people on average:
0.83 kWh/km

Improved traffic flow. A single tram can transport more than 200 users, as many as 3 buses or 180 cars.



8.2.1 Good practices in water consumption

In our corporate group, we have a plan for monitoring water consumption.

This plan allows us to continuously monitor consumption and irrigation efficiency. With the aim of saving water in the facilities, in 2018 a remote reading system was installed in the irrigation connections making it possible to obtain meter readings at any time and from any computer or mobile device, open or close the solenoid valve remotely, or receive automatic alarms if the maximum consumption volume pre-set for a day is exceeded. This system, in addition to reducing consumption, also makes it possible to receive instant information on invisible water leaks or to remotely shut off connections in specific cases, for example, when there is a risk of frost. It also allows data and graphics to be extracted from water consumption records.

Water uptake by source

	2017	2018	2019	2020
Municipal water	161,436 m³	137,053 m³	145,116 m³	118,972 m³
Rainwater	42,791 m³	37,105 m³	33,689 m³	27,748 m³

The volumes of water in question are used both for irrigation of all the lawn areas and for consumption in the Trambaix and Trambesòs depots. This consumption is measured by meters at the supply company's connections.



8.2.2. Use of energy from renewable sources

We are committed to the use of renewable energies, such as solar energy, through our own installations. In 2020 we maintained our supply agreement with Endesa to continue ensuring that the energy we use is 100% green. In this way, our trams and facilities as well as our electric vehicles and equipment receive energy only from these renewable sources.

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

We have an annual energy requirement of around 12.93 GWh (4.96 kWh/km). Although we maintain sustained 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**.

Within the framework of this plan, we carry out the following measures:

We monitor the energy consumption of our vehicles: two Trambaix and two Trambesòs trams with a measurement system to check the details of consumption and thus take action to reduce and improve efficiency.

Ecodriving: we have implemented a training plan for efficient driving based on data about consumption on the monitored trams.

We monitor the condition of trams in the depot: we have implemented measures to control and monitor the condi-

tions of trams stopped, with instructions for switching off lighting and climate control.

We make changes to more efficient technologies in lighting. Specifically, we have carried out the following actions:

Interior lighting of the trams: we have replaced all tram's fluorescent lights of the two fleets for LED technology fluorescent lights.

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

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

New lighting plan for the entire Cornellà Centre tunnel, where all the lamps have been replaced for more efficient LED lighting, which increases brightness and gives a greater sense of security to users and citizens passing through.

We install lighting control equipment: we have installed different automatic on and off control equipment in workshops and offices.

We disseminate the environmental policy and energy saving measures, and awareness for the improving sustainability.

The implementation of all these measures has led to a reduction in electricity consumption in recent years.

Consumed energy		2017	2018	2019	2020
Internal energy consumption	TRAMBAIX	6,476,625 kWh 4.31 kWh/km	6,412,809 kWh 4.25 kWh/km	6,421,988 kWh 4.25 kWh/km	5,870,714 kWh 4.24 kWh/km
	TRAMBESÒS	4,682,725 kWh 4.21 kWh/km	4,556,103 4.16 kWh/km	4,456,800 4.17 kWh/km	4,087,689 4.18 kWh/km
Energy intensity	TRAM	13.51 GWh 5.20 kWh/km	13.39 GWh 5.14 kWh/km	13.17 GWh 5.10 kWh/km	12.23 GWh 5.17 kWh/km

All the energy we move in our corporate group comes from renewable sources.

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

Saved CO2 emissions 2004-2020 (t)*	6220.79	2199.1
Saved NOx emissions 2004-2020 (t)*	37.99	13.43
Saved particle emissions 2004-2020 (t)*	1.83	0.65

*With factors of the new ecocalculator version (<https://tram.cat/ca/ecocalculadora>)

In the Trambaix depot we have had a solar photovoltaic plant since 2006, an infrastructure that generates around 125,000 kWh annually, with an 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. Specifically, the plant covers an area of 892 m² and consists of 696 photovoltaic panels. The energy produced in this facility 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.

8.3. competing companies

We ensure ethical and fair competition, improving competitiveness through innovation in our service.

TRAM contributes to the growth and dignity of the sector:



8.4. Education and communication

“**TRAMEduca, a means of education**” is our educational service aimed at Primary and Secondary students and also at elderly, to work on mobility, civility and respect for the environment and with the aim of encouraging responsible attitudes and building a more civic and 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.

Specifically, it was possible to carry out the project that we promote from the **TRAMEduca** service between October 2019 and 11 March 2020 due to the health and emergency situation caused by COVID-19. In this period a total of 107 face-to-face activities were carried out in the Sant Adrià de Besòs depot (62 activities), the Sant Joan Despí depot (41 activities) and in 4 schools. In the atypical 2019-2020 academic year, the educational project “TRAMEduca, a means of education” reached 2,635 people.

The activities that it has been possible to carry out as part of the programme 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.
- The energy of the TRAM.** Secondary Schools, A-Levels and Vocational Training.
- Our TRAM.** Elderly.

All activities are addressed and adapted to Special Education centres.

In September 2020, the TRAMEduca activities planned for the new academic year 2020-2021 were not resumed due to the persistence of the COVID-19 pandemic and the measures taken to prevent its spread, both by TRAM and by the schools and old people's homes.

- Activities carried out according to educational level**
- 7 kindergartens schools: 11.47%
 - 23 Nursery and Primary schools: 37.70%
 - 25 Secondary Educational schools, A-Levels and/or Vocational Training: 40.98%
 - 5 Special Education schools: 8.20%
 - 1 social and health organisation: 1.64%



Other services and activities of TRAM Educa



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.

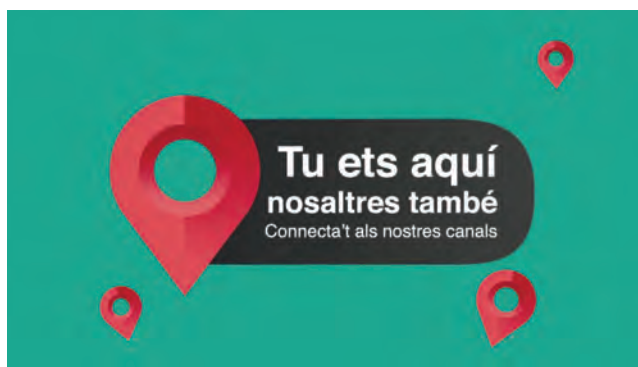


TRAM Educa has been awarded the Seal of Educational Quality by the Institute of Educational Sciences of the University of Barcelona, a seal of quality for the project of accreditation of educational activities promoted by the ICE and the Pedagogical Coordination Board of the Barcelona City Council.

8.4.2. Communication campaigns

“You are here and so are we”

Remember all TRAM customer service channels available to promote dialogue between the company and users.



“These days, we move for the good of all”

TRAM would like to thank all the team that enables the public tram service to be provided in the face of the COVID-19 pandemic situation. This campaign was made public during the initial lockdown to encourage citizens and workers in an exceptional situation.



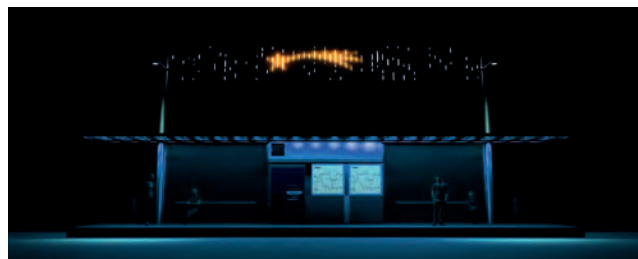
Thank you, essential services

The TRAM driving team rang the trams' bells and horns every evening at 8 p.m. to accompany the public in thanking the essential services, especially the health services, in the first few months of the pandemic. The TRAM staff voluntarily provided recordings and photographs in order to disseminate this display of gratitude through corporate channels.



TRAM installs Christmas lighting at its stops

We installed Christmas lights at two stops on each tram network, Numancia and Maria Cristina on Trambaix and Glòries and Auditori | Teatre Nacional on Trambesòs, to wish our users a Merry Christmas and to spread the Christmas spirit in a particularly difficult year for all families.



“TRAM travels in silence”

TRAM has started a collaborative music playlist on the Spotify digital platform to help users enjoy their journeys in silence on public transport. The playlist "TRAM travels in silence" was launched with 10 singers from different municipalities of the metropolitan area of Barcelona and different musical styles: Estopa, Stay Homas, La Folie, Love of Lesbian, Aitana, Manel, Zeidah, Ferran Palau, Rosalía and Maria Arnal. With the aim of livening up tram journeys, which are now recommended to be made in silence to avoid possible COVID-19 contagion, the playlist now exceeds 12 hours of music with songs added by users.



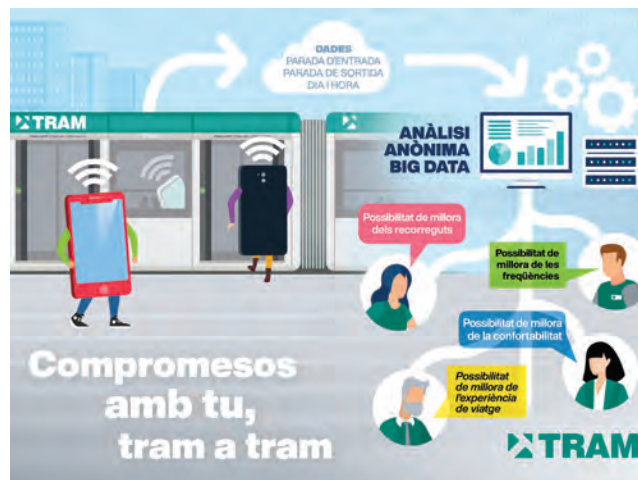
The Barcelona Tramway puts on a facemask against COVID-19

We have also put into circulation the first tram with a mask adapted to the vehicle on its front. Both on the Trambaix network and the Trambesòs network, users, as well as all the citizens in the catchment area of the networks, have seen trains wearing a mask with the aim of raising awareness of the importance of its use in the fight against COVID-19.



We are launching a new system to get to know the mobility of users better

TRAM has implemented a new system for collecting data on the origin and destination of passengers through anonymous Wi-Fi signals to improve demand statistics and adapt our service to the results.



TRAM obtained health and safety certification in COVID-19 measures



We have obtained the hygiene and control quality seal that validates the proper implementation of all protocols to prevent the spread of COVID-19. In this way, we continue to ensure the safety of our team members and tram users.

We celebrated Sant Jordi's Day under lockdown

TRAM asked the illustrator María Picasso to create an image expressing a message of encouragement and gratitude to the TRAM team and users on a Sant Jordi's Day under lockdown. The illustration shows, on the one hand, the traditional legend of St George and the dragon, the hero and the roses, and on the other, the heroes and heroines of TRAM represented by the people from the different areas of activity.



TRAM donates 52,000 Euro to groups at risk due to the COVID-19 pandemic

The Barcelona Tramway has made a total donation of 52,000 Euro to organisations that work with the groups that are most vulnerable to the coronavirus pandemic and its associated disease, COVID-19: homeless people, senior citizens, people at risk of exclusion and migrants.

TRAM awards the lockdown version of the LaTRAMa literary prizes

Taking into account the regulations of phase 2 of lockdown-easing measures in which Barcelona was involved and in order not to put any member of the competition at risk, TRAM decided to organise this year's prize-giving ceremony through a live broadcast on its Instagram channel. The literary critic and member of the LaTRAMa jury, Marina Porras, was in charge of announcing the winning story and interviewing the participating writers: Muriel Villanueva, Maria Climent, Josep Pedrals, Xavier Mas Craviotto and Jordi Cabré.



Recommendations to prevent the spread of COVID-19 on public transport

TRAM and the other public transport operators jointly coordinated, under the umbrella of the Metropolitan Transport Authority (ATM), the dissemination of recommendations and regulations to prevent the spread of COVID-19 in vehicles and facilities since the beginning of the pandemic with different signage and joint communication campaigns.

Other measures:

- Limiting the use of seats
- Automatic door opening at all stops to avoid contact
- Campaign to compensate ATM tickets
- Campaign to maintain customer service by appointment and through remote channels
- TRAM masks for the entire workforce and in the shop



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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.

GRI Standard	Information on the management approach and indicators		Page / Reference
	Indicator	Description	
GRI 102: General Contents 2016			
Profile of the organisation			
	102-1	Name of the organisation	TRAM - Barcelona Metropolitan Region
	102-2	Activities, products and services	Tramway
	102-3	Headquarters location	Page 12
	102-4	Location of operations	c/ Còrsega, 270 pl 4a porta 6, 08008 Barcelona
	102-5	Ownership and legal form	Page 12
	102-6	Markets served	Page 11
	102-7	Size of the organisation	Metropolitan Region of Barcelona
	102-8	Information on professionals and other workers	Page 5
	102-9	Supply chain	Page 54
	102-10	Significant changes in the organisation	Page 63
	102-11	and its supply chain	
	102-12	Precautionary principle or approach	No significant changes in 2020
	102-13	External initiatives	Page 25
		Membership of associations	Page 23
			Page 23

GRI Standard	Information on the management approach and indicators		Page / Reference
	Indicator	Description	
GRI 102: General Contents 2016			
STRATEGY			
	102-14	Statement by the senior executive or decision-maker	Page 3
Ethics and integrity			
	102-16	Values, principles, standards and rules of conduct	Page 25
Governance			
	102-18	Governance structure	Page 21
Participation of stakeholders			
	102-40	List of stakeholders	Page 49
	102-41	Collective bargaining agreements	100% of staff members are under the same agreement
	102-42	Identification and selection of stakeholders	Page 49
	102-43	Approach to stakeholder engagement	Page 49
	102-44	Key issues and concerns mentioned	Page 49
Reporting practices			
	102-45	Organisations included in the financial statements	Not applicable
	102-46	Definition of the content of the reports and the coverage of each aspect	Page 8
	102-47	List of material issues	Page 52
	102-48	Reformulation of information	-
	102-49	Changes in the preparation of the report	The SDGs strategy is introduced
	102-50	Reporting period	Page 36
	102-51	Date of the last report	2020
	102-52	Reporting cycle	2019
			Annually

GRI Standard	Information on the management approach and indicators		Page / Reference
	Indicator	Description	
GRI 102: General Contents 2016			
Reporting practices			
	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	Page 96
	102-56	External verification	Not applicable
Material issues			
Category: Economy			
Anti-corruption			
GRI 103: Management approach 2016	103-1	Explanation of the material issue and its coverage	Page 25 - Page 52
	103-2	Management approach and its components	Page 25
	103-3	Evaluation of the management approach	Page 25
GRI 205: Anti-corruption 2016	205-2	Communication and training on anti-corruption policies and procedures	Page 26
Category: Environment			
Energy			
GRI 103: Management approach 2016	103-1	Explanation of the material issue and its coverage	Page 83
	103-2	Management approach and its components	Page 83
	103-3	Evaluation of the management approach	Page 83
GRI 302: Energy 2016	302-1	Energy consumption in the organisation	Page 86
	302-3	Energy intensity	Page 86
	302-4	Reduction of energy consumption	Page 87

GRI Standard	Information on the management approach and indicators		Page / Reference
	Indicator	Description	
Water			
GRI 103: Management approach 2016	103-1	Explanation of the material issue and its coverage	Page 83
	103-2	Management approach and its components	Page 83
	103-3	Evaluation of the management approach	Page 83
GRI 303: Water 2016	303-1	Water extraction by source	Page 85
Emissions			
GRI 103: Management approach 2016	103-1	Explanation of the material issue and its coverage	Page 83
	103-2	Management approach and its components	Page 83
	103-3	Evaluation of the management approach	Page 87
GRI 305: Emissions 2016	305-1	Direct emissions of GHG (scope 1)	Page 87
Environmental Compliance			
GRI 103: Management approach 2016	103-1	Explanation of the material issue and its coverage	Page 83
	103-2	Management approach and its components	Page 83
	103-3	Evaluation of the management approach	Page 83
GRI 307: Environmental Compliance 2016	307-1	Environmental Compliance	No penalties for non-compliance in 2020
Category: Social			
Employment			
GRI 103: Management approach 2016	103-1	Explanation of the material issue and its coverage	Page 54
	103-2	Management approach and its components	Page 54
	103-3	Evaluation of the management approach	Page 54
GRI 401: Employment 2016	401-1	New recruitment and staff rotation	Page 57
	401-3	Parental leave	Page 54

GRI Standard	Information on the management approach and indicators		Page / Reference
	Indicator	Description	
Health and Job Safety			
GRI 103: Management approach 2016	103-1	Explanation of the material issue and its coverage	Page 59
	103-2	Management approach and its components	Page 59
	103-3	Evaluation of the management approach	Page 59
GRI 403: Health and safety at work 2016	403-1	Workers' representation in formal worker-employer health and safety committees	Page 59
	403-2	Types of accidents and accident frequency rates, occupational diseases, days lost, absenteeism and number of deaths due to	Page 59
Training and teaching			
GRI 103: Management approach 2016	103-1	Explanation of the material issue and its coverage	Page 60
	103-2	Management approach and its components	Page 60
	103-3	Evaluation of the management approach	Page 60
GRI 404: Training and teaching	404-1	Average hours of training per year per worker	Page 60
	404-2	Programmes to improve workers' skills and transition assistance programmes	Page 61
	404-3	Percentage of workers who undergo regular career development performance assessments	-
Diversity and equal opportunities			
GRI 103: Management approach 2016	103-1	Explanation of the material issue and its coverage	Page 54
	103-2	Management approach and its components	Page 54
	103-3	Evaluation of the management approach	Page 54
	405-1	Diversity in governing bodies and workers	Page 54
	405-2	Ratio of basic salary of men and women	Page 54

GRI Standard	Information on the management approach and indicators		Page / Reference
	Indicator	Description	
Non-discrimination			
GRI 103: Management approach 2016	103-1	Explanation of the material issue and its coverage	Page 54
	103-2	Management approach and its components	Page 54
	103-3	Evaluation of the management approach	Page 54
GRI 406: Non-discrimination 2016	406-1	Cases of discrimination and corrective actions taken	There have been no cases in 2020
Local communities			
GRI 103: Management approach 2016	103-1	Explanation of the material issue and its coverage	Page 73
	103-2	Management approach and its components	Page 73
	103-3	Evaluation of the management approach	Page 73
GRI 413: Local communities 2016	413-1	Operations with local community participation, impact assessments and development programmes	Page 73
Social assessment of suppliers			
GRI 103: Management approach 2016	103-1	Explanation of the material issue and its coverage	Page 63
	103-2	Management approach and its components	Page 63
	103-3	Evaluation of the management approach	Page 63
GRI 414: Social assessment of suppliers 2016	414-1	New suppliers that have passed selection filters according to social criteria	-
Health and Safety of users			
GRI 103: Management approach 2016	103-1	Explanation of the material issue and its coverage	Page 65
	103-2	Management approach and its components	Page 65
	103-3	Evaluation of the management approach	Page 65
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 any non-compliance in 2020



TRAM

Barcelona
Metropolitan Region
Tramway

