

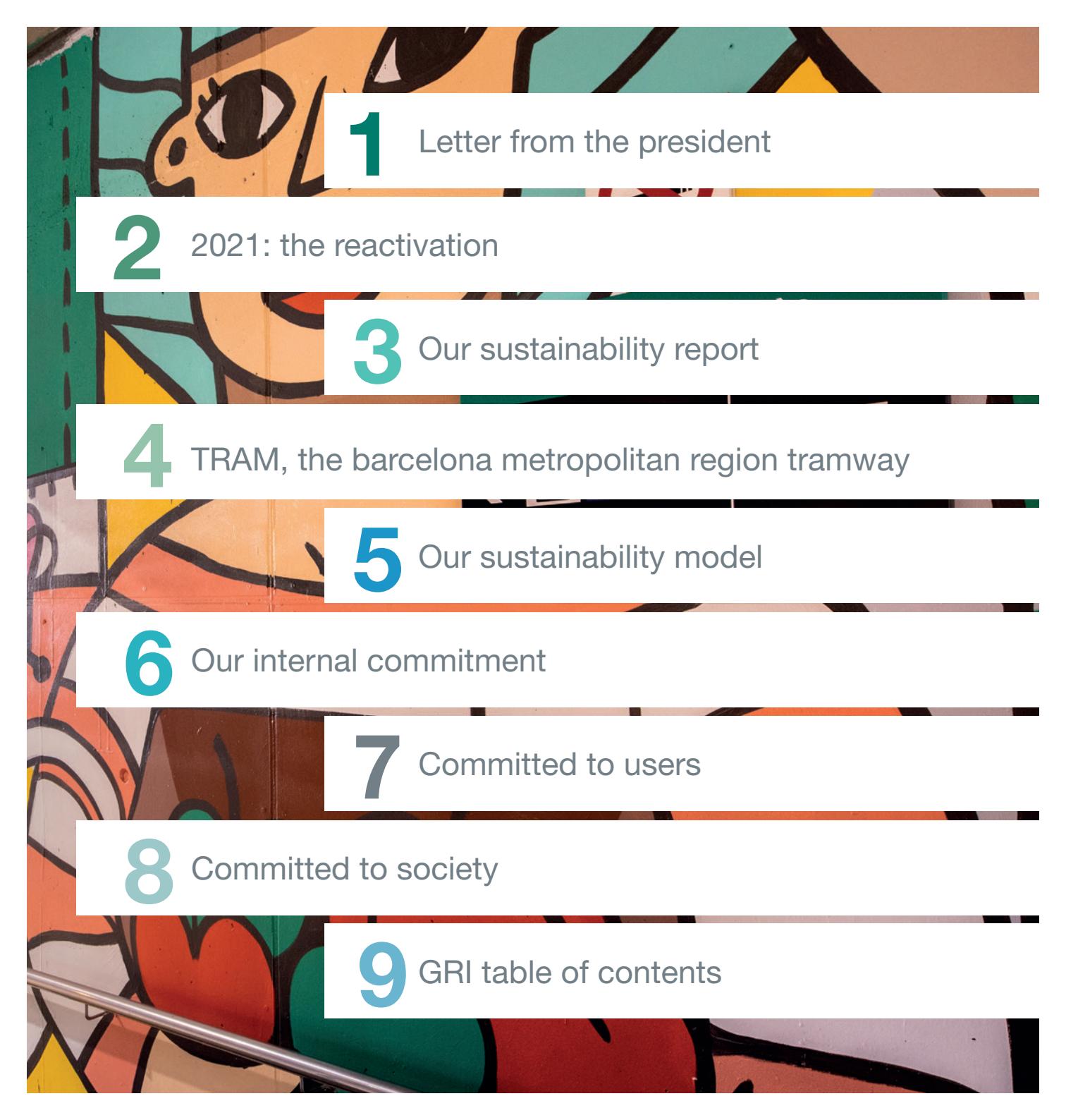


**Sustainability  
report  
2021**



**Barcelona  
Metropolitan Region  
Tramway - Tram**

**ATM** Àrea de Barcelona  
Autoritat del Transport  
Metropolità



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# Letter from the president

## Creating Value

Once again this year we take stock of the previous year, and in this fifth Barcelona Tram Sustainability Report we once again explain in a transparent way the impact our activity has had on society. We would have liked not to have had to refer to the COVID-19 pandemic, but unfortunately the health crisis was very much present during 2021 and has affected our daily life. That is why I would again like to thank everyone for their efforts to overcome this health crisis: thanks to the TRAM team for their diligence and commitment, thanks to the users who have continued to trust in the tram as a sustainable and safe means of mobility, and thanks to the public managers for having adapted to the new reality with us.

In addition to our work to ensure that the pandemic did not affect the quality of our activity, we have continued to work to improve our service because the uncertainty has not stopped us; on the contrary, it has strengthened us as a team and as citizens.

Despite the pandemic, 2021 has been characterised by our desire to create value and by our aim to be a responsible company. We are aware that no growth is possible without sustainable development, a development that we link to the Sustainable Development Goals and that for a couple of years now have been essential strategic guidelines for TRAM.

We will continue to work tirelessly because we aim to be a model company in terms of excellence in the mobility sector, an example of efficiency, innovation, respect for the environment and commitment to users. This is our goal, and we will make every effort to achieve it, always with responsibility and respect for the environment and for today's society.

I hope that by reading this report, you will learn a little more about TRAM and the commitment of all the people who work to create value day after day.

**Javier Pérez Fortea**

President TRAM

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**2021: the reactivation**

## 02/2021: the reactivation

### Activity

# 20.3

million trips

14,026,700 Trambaix  
6,359,459 Trambesòs



### Clients and users

# 16,824

queries to Customer Service



### Commercial speed (km/h)

# 17.82

Trambaix

# 17.78

Trambesòs



### Perceived Quality Index

# 8.24

8.21 Satisfaction Index,  
Trambaix  
8.28 Satisfaction Index  
Trambesòs



### Commercial kilometres

# 1,512,838

Trambaix

# 1,070,869

Trambesòs



### Social action

# 58

projects

# € 191,099.91

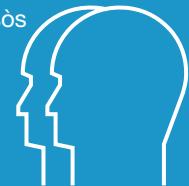


### Human team

# 235

people

138 Trambaix  
97 Trambesòs



### Environment

#### Consumed energy

**4.16** kWh/km Trambaix

**4.18** kWh/km Trambesòs



### Students

# 1,111



## Milestones during the reactivation

1

We have helped travellers in the Barcelona Metropolitan Region to resume their activities

2

We continue to support sustainability thanks to the fact that 100% of the energy that drives our trams comes from renewable sources

3

COVID-19 has entailed an extra cost of 25,940.10 Euro to make the route safer

4

We have enabled safe mobility with numerous preventive measures against COVID-19

5

We have participated in several social actions to continue advancing towards a fairer, more equitable and egalitarian society

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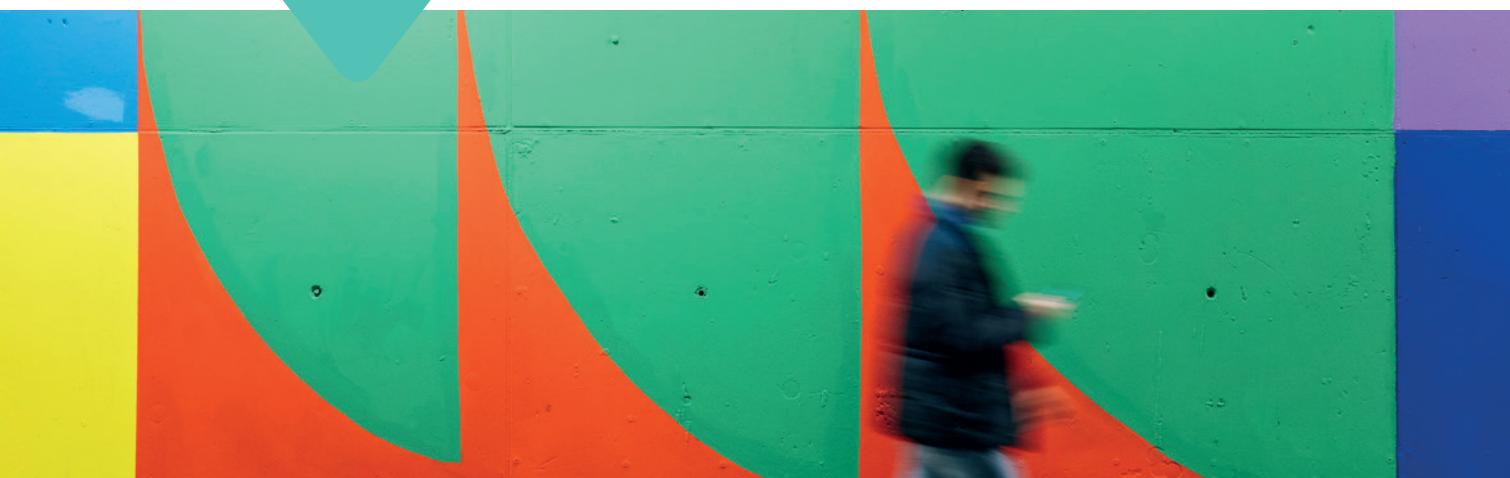
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**Our sustainability report**

## 03 / Our sustainability report

This report covers the period from 1 January to 31 December 2021 and has been prepared in accordance with the GRI Standards under the “Essential” option.

All the data on our operations contained in this report refers to TRAM. It is all reliable, transparent and balanced information on the degree of fulfilment of the organisation's objectives. This report for the year 2021 provides all the information related to the management orientation, actions and results of public passenger transport by tramway in the Metropolitan Region of Barcelona, where the operations of our Corporate Group are carried out.

Our organisation is convinced that the development of today's society must be based on sustainability, so that the needs of the present can be met without endangering the needs of future generations. For us, sustainable development must necessarily include environmental factors as well as ethical and social factors. In our view, Sustainability implies a process of permanent renewal to reach a state of equilibrium. It is also a process of continuous improvement and learning.

As of 2019, our organisation's Sustainability Strategy **is firmly committed to the Sustainable Development Goals** ((SDGs), so these goals are closely linked to the Code of Ethics and corporate organisation activity.

The Sustainability Report is a document published on an annual basis with updated data on all the results of our activity. This allows us to provide all users, our staff and the society around us with detailed knowledge of all the organisation's commitments and challenges in the field of social responsibility and sustainability.

In order to obtain more information and details about the content of this report, TRAM has opened a direct communication channel at the following email address [premsatram@tram.cat](mailto:premsatram@tram.cat).

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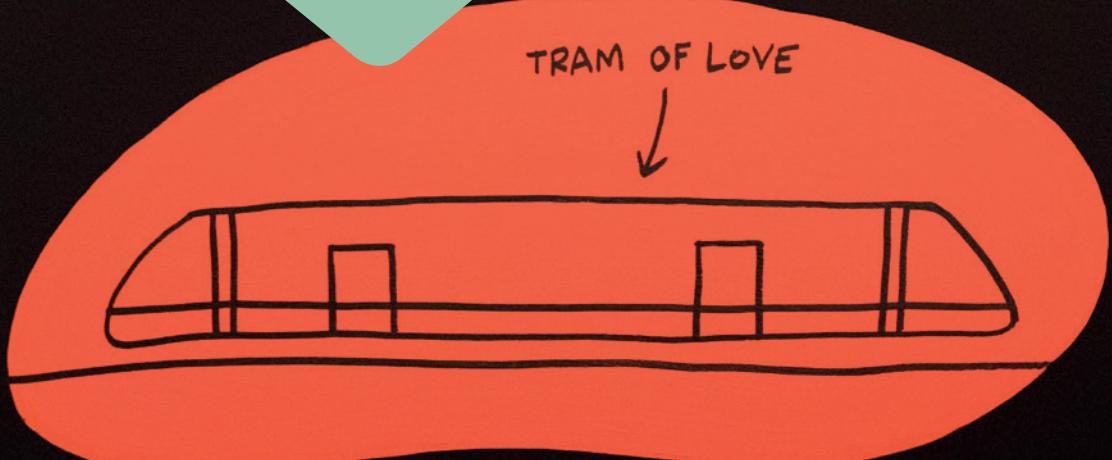
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TRAM OF LOVE

04

# TRAM, the barcelona metropolitan region tramway



## 04 / TRAM, the barcelona metropolitan region tramway

TRAM manages the tramway mobility system of the Barcelona Metropolitan Region.

In this area we serve a total of nine municipalities with the Trambaix and Trambesòs networks, which aim to provide all citizens with a service characterised by sustainability, efficiency and respect for the environment. In this regard, our Corporate Group offers quality transport, something that is endorsed by the approximately 30 million annual trips recorded (in the years prior to the pandemic).

This year, after two years of COVID-19, which has resulted in lockdowns, teleworking and a reduction in face-to-face activity in the Barcelona Metropolitan Region, at TRAM we have continued to provide service and have recovered passengers with a total of 20.3 million trips, leading the way to the resumption of activity after the 16 million trips recorded in 2020.

In 2021, we have succeeded in accompanying the residents of the Metropolitan Region in the resumption of their in-person activities with our approximately 30 kilometres of network, a distance that connects the cities of the entire area and among which we have jointly carried out more than 400 million trips since our beginnings in 2004.

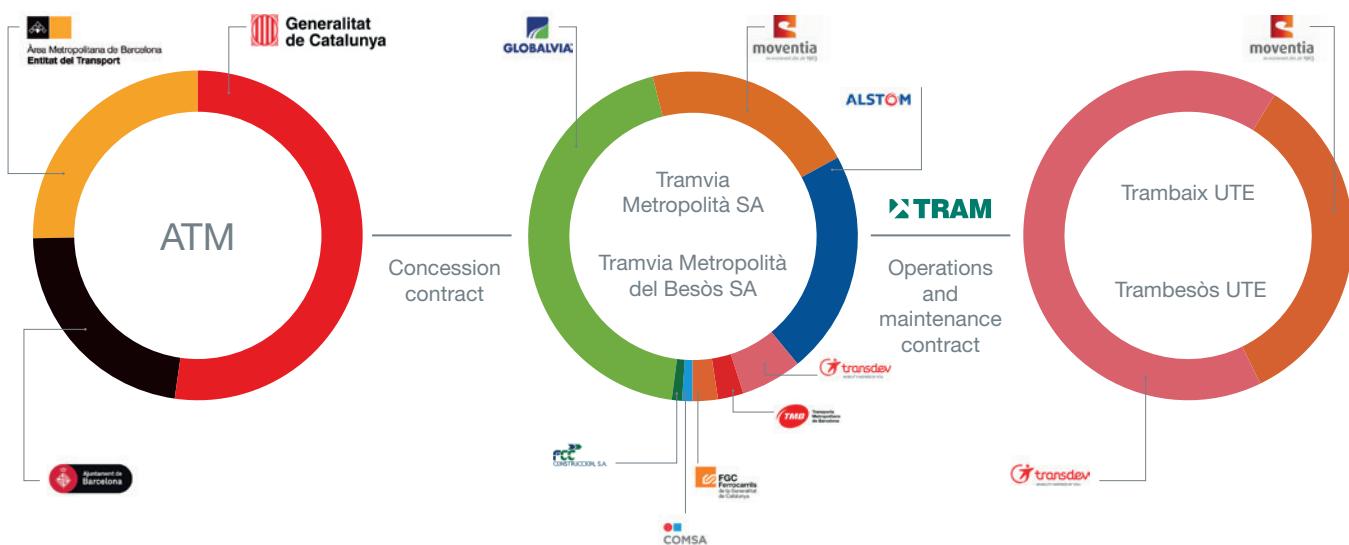
Apart from the number of trips made, our service is also endorsed by our users in other ways: we are the most highly rated means of public transport among travellers, as highlighted by the Working Day Mobility Survey (EMEF) conducted annually by the Metropolitan Transport Authority (ATM). This endorsement is twofold if the company's satisfaction survey and the results of the Perceived Quality Index (IQP) by users are also taken into account, with a score of over 8.2 out of 10 for both the Trambaix and the Trambesòs networks.

## 04.1 / How we organise ourselves

TRAM is a corporate group of public transport made up by Tramvia Metropolità SA, Tramvia Metropolità del Besòs SA, Trambaix UTE and Trambesòs UTE. Through this corporate group we carry out the operation of the Trambaix and Trambesòs transport systems.

The Metropolitan Transport Authority (ATM) is our client, 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.

The shareholder companies, organisations that are benchmarks in their fields of activity, include entities that manage concessions, operate and maintain public transport networks and high-capacity tracks, manufacture rolling stock and systems in the railway sector and build public works.



## 04.2 / Our activity

Our mission is the transport of passengers through the management of Trambaix and Trambesòs, the two tramway networks in the Barcelona Metropolitan Region.

### TRAMBAIX network

Lines T1, T2 and T3 have been part of the Trambaix network since its inauguration in 2004. They all originate at Francesc Macià and connect the Baix Llobregat region with the city of Barcelona, specifically with the district of Les Corts. The three lines share a common section of a total of six kilometres between Plaça de Francesc Macià and the Montesa stop. From there, line T1 ends at Bon Viatge, in Sant Joan Despí; T2 continues its route to Levante-Les Planes (both terminate in Sant Joan Despí, passing through different parts of L'Hospitalet, Esplugues and Cornellà), and T3 branches off to Sant Feliu de Llobregat and the Consell Comarcal, passing through Sant Just Desvern.

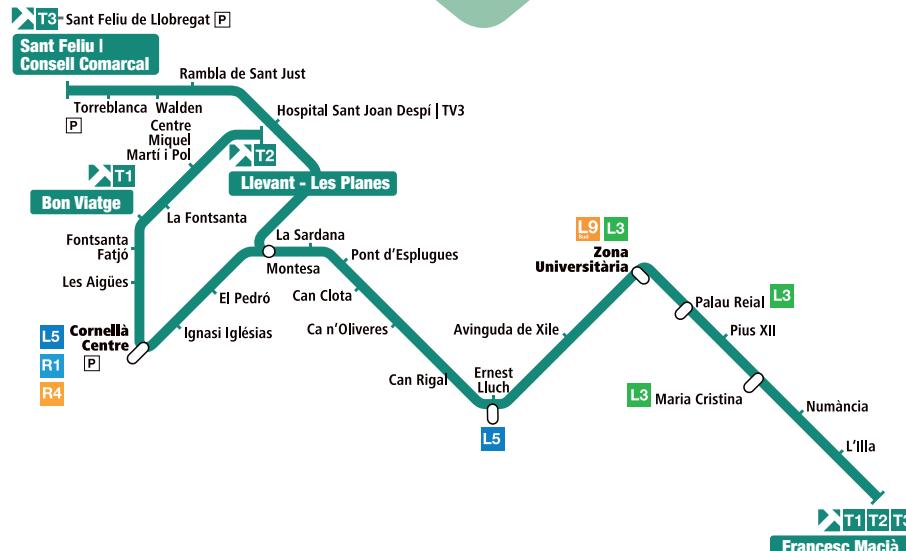
Thanks to its connection with the University Area and also with a large area of offices, the Trambaix network accumulates a higher number of passengers on working days and also at peak times, as these coincide with the start and end times of the academic and working day for many commuters. Thus, the use of the Trambaix by commuters between 8 and 9 a.m. and 5 and 7 p.m. is particularly high.

The entire fleet of this network is housed in depots measuring 22,000 square metres and workshops located in Sant Joan Despí. This is also where the most complex vehicle operations are carried out.

### TRAMBESÒS network

Lines T4, T5 and T6 make up the Trambesòs network, which has been in operation since 2004. However, it underwent an extension in 2006 and a further extension in 2008. To be more precise, Trambesòs connects the cities of Sant Adrià del Besòs and Badalona with Barcelona. Line T4 starts at Ciutadella | Villa Olímpica and goes to Sant Adrià Station, while L5 starts at Glòries and links up with T4, ending at Gorg. The T6 shares part of its route with the T5 and forks off at La Mina to link up with Sant Adrià on its final stretch.

This network also has its own depots and workshops for the maintenance of the trams, in this case located in Sant Adrià del Besòs. At this location, Trambesòs has an area of more than 11,000 square metres to handle the fleet and carry out all the repairs required by the vehicles.



## TRAMBAIX network

29 stops

6 interchangers

15.1 km length

3 lines (T1, T2 and T3)

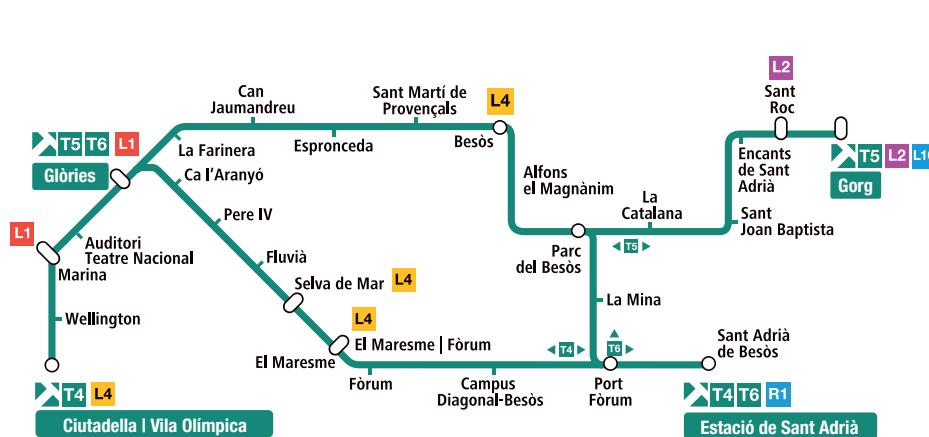
23 vehicles

### Operating hours

Monday to Thursday, Sunday and

holidays: 5 a.m. to midnight

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



## 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.

## 04.2.1 / The service we provide

After the outbreak of the pandemic, in 2020 users made 16 million trips, the lowest figure since 2005, one year after the tramway came into operation, while in 2021 we have begun to recover, recording 20.3 million tram trips. This figure represents an increase of 27.36% compared to 2020, after the pandemic broke the upward trend in ticket validations, which had increased annually by almost one million since 2013. Before the pandemic, in 2019, the figure of 30 million trips per year was reached.

At TRAM we have accompanied travellers in the resumption of their activity in 2021 with all the safety and prevention measures against COVID-19, and we have ensured that the Barcelona Metropolitan Region could gradually resume its rhythm thanks to our dual network.

A total of 20,386,159 trips were recorded on all our lines in 2021, of which 14,026,700 were on Trambaix (an increase of 26.63% over the previous year's 11,077,194) and 6,359,459 on Trambesòs (an increase of 28.99% over the 4,930,121 in 2021). Our corporate organisation has maintained all the lines in operation since the onset of the health crisis and has accompanied the gradual recovery of activity.

In retrospect, since the 7.5 million trips recorded in the first year of service in 2004, the tram has accumulated more than 400 million trips after 16 years of operation. Trambaix remains the most widely used network, with over 14 million trips in 2021 and a total of 272 million trips over its 16 years. With two fewer stops, Trambesòs transported 6.3 million people in 2021 and has transported over 127 million since 2004.

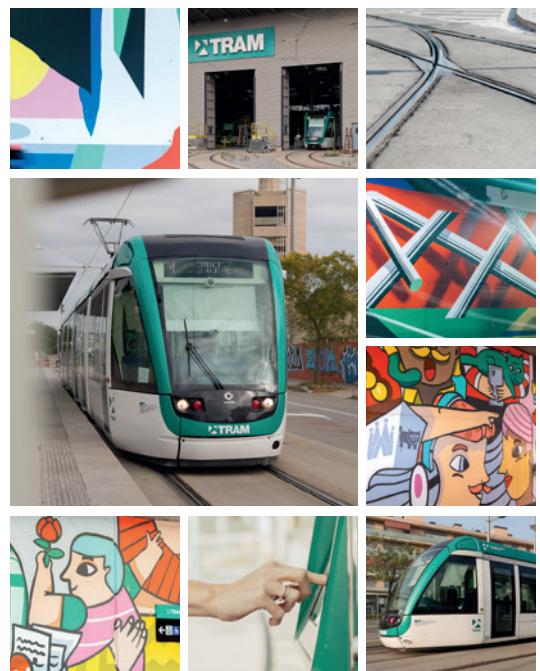


Our lines have recorded a total of 20,386,159 trips

Trips have increased by 27% compared to the previous year  
The network has exceeded 400 million trips since its inception

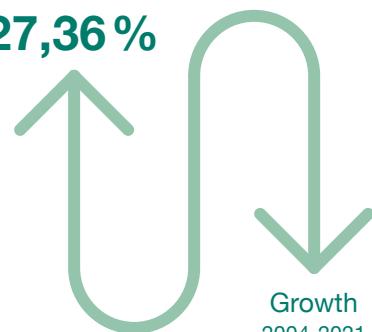
## Annual changes in travel

Year	Trambaix	Trambesós	Total	Cumulative total
2004	5,752,261	1,838,059	7,590,320	<b>7,590,320</b>
2005	10,216,391	2,818,801	13,035,192	<b>20,625,512</b>
2006	12,835,835	4,103,577	16,939,412	<b>37,564,924</b>
2007	14,267,794	6,587,936	20,855,730	<b>58,420,654</b>
2008	15,665,985	7,503,397	23,169,382	<b>81,590,036</b>
2009	16,266,037	7,679,556	23,945,593	<b>105,535,629</b>
2010	15,835,723	7,985,513	23,821,236	<b>129,356,865</b>
2011	16,142,463	8,053,511	24,195,974	<b>153,552,839</b>
2012	16,000,347	7,661,827	23,662,174	<b>177,215,013</b>
2013	16,061,000	7,721,095	23,782,095	<b>200,997,108</b>
2014	16,343,197	8,150,521	24,493,718	<b>225,490,826</b>
2015	17,005,594	8,411,144	25,416,738	<b>250,907,564</b>
2016	17,679,804	9,136,086	26,815,890	<b>277,723,454</b>
2017	18,223,885	9,735,210	27,959,095	<b>305,682,549</b>
2018	19,059,687	10,026,574	29,086,261	<b>334,768,810</b>
2019	20,226,482	9,545,627	29,772,109	<b>364,540,919</b>
2020	11,077,194	4,930,121	16,007,315	<b>380,548,234</b>
2021	14,026,700	6,359,459	20,386,159	<b>400,934,393</b>



Growth  
2020-2021

**27,36 %**



Growth  
2004-2021

**268,58 %**

## TRAMBAIX network

Like 2020, 2021 was an atypical year in terms of travel due to the health situation, which resulted in restrictions and encouraged telework by citizens, especially workers and students. This scenario has meant that ticket validations have remained below the pre-pandemic levels, although many users have continued to use the two tramway networks for their activities. This was evidenced by the volume of ticket validations at rush hour, between 8 and 9 a.m., when more than 9 million trips were made.

**9,200,612**

travels on weekdays  
(Monday to Thursday)

**2,595,516**

Friday

**1,262,146**

Saturday

**3,925,660**

travels on weekdays  
(Monday to Thursday)

**1,157,414**

Friday

**698,349**

Saturday

**968,426**

holidays

**14,026,700**

total travel

**17.82**

km/h commercial speed

**578,036**

holidays

**6,359,459**

total travel

**17.78**

km/h commercial speed

**1,512,838**

km travelled



The punctuality index in 2021 was 99.75% and the service availability reached 100%.

**1,070,869**

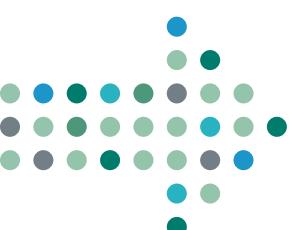
km travelled



The punctuality in 2021 was 99.60% and the service availability reached 100%.

With regard to breakdowns, there have been 27 incidents of rolling stock which have resulted in a vehicle being withdrawn or a service interruption of over 5 minutes.

In all, there have been 29 breakdowns of rolling stock which have resulted in a vehicle being withdrawn or a service interruption of over 5 minutes.



From the control centres of the TRAM depots we carry out exhaustive monitoring of each of the operations carried out by our trams in order to ensure quality standards in all the services we provide.

In 2021 we achieved an average commercial speed of 17.8 kilometres per hour and a punctuality of 99.6%.





## Fraud control

TRAMBAIX

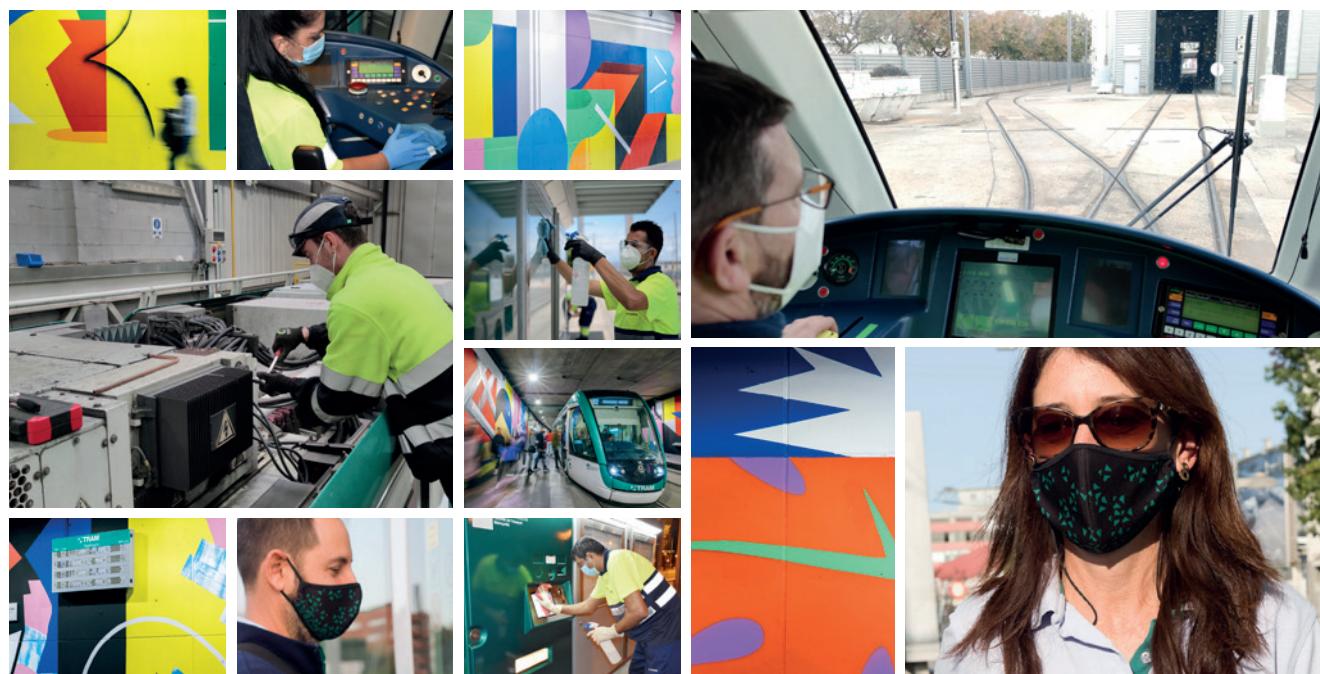
TRAMBESOS

	2013	2014	2015	2016	2017	2018	2019	2020	2021
Inspections	526,825	552,90	607,527	638,422	555,966	577,132	588,180	158,184	299,102
	<b>330,068</b>	<b>342,637</b>	<b>350,118</b>	<b>324,272</b>	<b>326,140</b>	<b>302,150</b>	<b>313,585</b>	<b>80,764</b>	<b>96,458</b>
Penalties	6,932	7,329	8,478	7,798	8,089	8,892	8,450	3,604	7,986
	<b>7,813</b>	<b>6,723</b>	<b>6,888</b>	<b>6,558</b>	<b>6,781</b>	<b>6,288</b>	<b>8,540</b>	<b>2,588</b>	<b>3,826</b>
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	14,026,700
	<b>7,721,095</b>	<b>8,150,521</b>	<b>8,411,144</b>	<b>9,131,488</b>	<b>9,735,210</b>	<b>10,026,574</b>	<b>9,545,627</b>	<b>4,930,121</b>	<b>6,359,459</b>
% Inspections/Validations	3.28%	3.38%	3.57%	3.61%	3.05%	3.02%	2.91%	1.43%	2.13%
	<b>4.27%</b>	<b>4.20%</b>	<b>4.16%</b>	<b>3.55%</b>	<b>3.35%</b>	<b>3.01%</b>	<b>3.29%</b>	<b>1.64%</b>	<b>1.52%</b>
% Sanctions/Inspections	1.32%	1.33%	1.40%	1.22%	1.45%	1.45%	1.45%	2.28%	2.67%
	<b>2.37%</b>	<b>1.96%</b>	<b>1.96%</b>	<b>2.02%</b>	<b>2.07%</b>	<b>2.08%</b>	<b>2.07%</b>	<b>3.20%</b>	<b>3.97%</b>

## 04.3 / How we have responded to the pandemic

After the 2020 health crisis, our Corporate Group has had to tackle the pandemic in 2021 in many areas: human, organisational, economic and business. Given this situation, TRAM has contributed to the reactivation of citizens in the Metropolitan Region at many levels. Firstly, we have ensured mobility for all citizens through a range of measures against COVID-19, in agreement with the health authorities, as well as offering a constant service to allow everyone to travel.

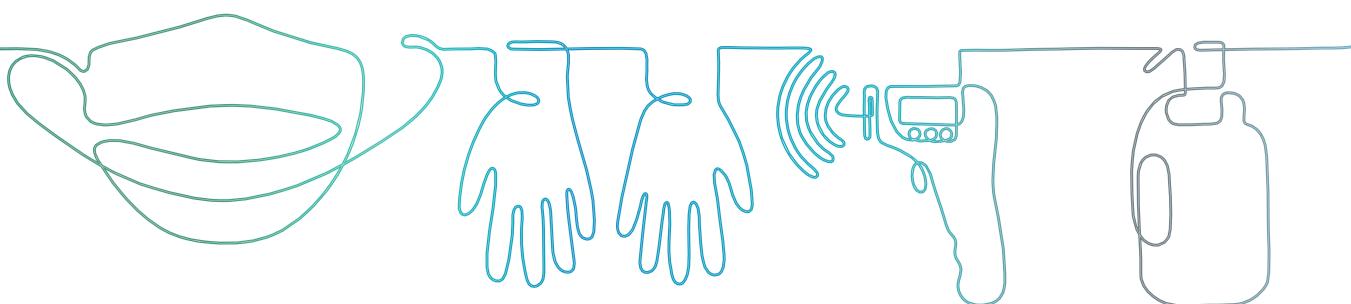
Specifically, our actions to tackle the challenges posed by the pandemic have included the provision of health and hygiene material and protection for the people who make up our human team.



## Committed in times of crisis: how we have responded to COVID-19

In its second year, the health crisis has led us to make a number of commitments with the entire human team that makes up

our organisation. The most important actions we have taken in this area have been the following:



We have maintained the blended learning model

We have preserved the workplaces and working conditions

We have maintained continuous internal communication

We have maintained Zoom and Teams as regular communication channels

We have protected our team

We have maintained a regular service

We have increased cleaning operations

We have offered continuous information

We have opened the doors automatically at all stops

We have maintained the customer service by appointment and through remote channels

We have implemented the “Wear a facemask” campaign with messages over the public address system

We have provided TRAM FFP2 certified and reusable facemasks for the entire workforce and available to the public in the shop

We have carried out recommendation campaigns in collaboration with the ATM and jointly with other transport operators

## Our investment to continue fighting covid-19

COVID-19 Materials	Units
Hydroalcoholic gel	350 litres
Reusable facemask	1,100
Facemasks (units)	2,650
Face shield	100
Protective screens	4
Adjusters	2,400
Disinfectant spray	32
Nose clip	1,200
PCR test	62
Antigen test	18

### Plus,

**We continue to renew the air in trams every 5 minutes, an action that has been carried out since the beginning of the pandemic through ventilation and the opening of doors at each stop.**

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

In 2021, TRAM had an extra cost of 25,940.10 Euro to preventing the spread of COVID-19 in our facilities.

Annual tram cleaning hours	2019	2020	2021
TRAMBAIX	6,000	9,100	9,100
TRAMBESÒS	4,500	6,700	6,700

Annual stops and facilities cleaning hours	2019	2020	2021
TRAMBAIX	9,000	11,500	11,500
TRAMBESÒS	8,000	10,500	10,500

\*Approximate hours depending on the service contracted.



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



In 2021 we have had more than 220 hydroalcoholic gel dispensers in our facilities, as well as 1,100 FFP2 facemasks and 2,650 surgical facemasks.



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.

## Organisation chart

**Metropolitan Transport Authority (ATM)**

General Management



HUMBERTO LÓPEZ VILALTA

Department of Communication and CSR

ANNA VINALS

Exploitation Management

TONI ALPUENTE

Department of Integrated Mgmt Systems and ICT

DANIEL SAMPER

Financial Management

TONI CUMINAL

Department of Special Projects

JOAN CARSÍ

Department of Operations

AGUSTÍN DEL CASTILLO

Administration and HR Management

JAVIER ANGOITIA

JOAQUIM BESTIT

Users

Managing Director



Studies Office

Exploitation

General Services

Financial Management

Management Control

HR

Administration and Accounting

Maintenance Department

Security coordination, management systems and compliance

RAMON VALL

MARIBEL AIRA

Maintenance

Systems

Customer Service

Marketing and Information

Driving

Control Centre

Inspection

Technical and training office



## 04.5 / Our alliances with sector organisations

In 2021, our organisation continued its collaboration with various sectoral and territorial bodies, as well as supporting external initiatives.



We are a member of the International **Union of Public Transport**, based in Brussels and founded in 1885. This organisation has around 3,000 associate members and aims to bring together all actors in public transport and sustainable means of transport internationally.



We support the **Association of Municipalities with Urban Transport** (AMTU). This aims to provide technical, legal and administrative support to the associated authorities in the field of mobility, infrastructures and public transport. This entity is made up of 101 town councils, one decentralised municipal entity and four county councils. It represents a population of over 2 million.



Our Corporate Group is part of the **22@ business network**. This is an innovative and leading association of organisations in the city of Barcelona, which promotes dialogue and inter-professional relations between the associated companies. It uses this network to contribute to the economic and social development of the 22@ innovation district.



TRAM is a member of **Railgroup**, founded in 2002 to promote global competitiveness and the interests of its members. Professional studies on the mobility sector, among others, are promoted through this organisation. The organisation currently comprises more of 100 companies and has a turnover of around 17.000€



Our Corporate Group regularly supports the initiatives of the **Associació per a la Promoció del Transport Públic (PTP)**. This association is dedicated to defending the interests of public transport as well as rail freight transport, with the common interest of the general public at heart. PTP forms part of the European Federation for Transport and Environment and also the European Passengers' Federation.



We are involved in several working groups within the framework of the **Urban and Metropolitan Public Transport Association**. This allows us to share information with other companies in the same sector, as well as to learn from the experiences of these public state agencies.



Our Corporate Group is part of the **Barcelona+Sostenible network**, which brings together more than a thousand organisations involved in and committed to environmental, social and economic sustainability. It is in this area that we work to create a city that is responsible both for people and for the environment.

## 04.6 / Our ethics, integrity and transparency

Our Corporate Group has a Crime Prevention and Detection System to promote the prevention of fraud, corruption and any other irregularities and criminal non-compliance. This system includes the Crime Prevention and Detection Com-

mittee, which is responsible for supervising the implementation of the system, as well as for ensuring the promotion and observance of binding legal regulations and other rules governing our organisation, always on a voluntary basis.

The protocols that make up our **Crime Prevention and Detection System** are as follows:



**Prevention of corruption in business** in order to ensure that our activities are carried out in accordance with the Code of Ethics.

**Prevention of corruption in the context of relations with the public sector** in order to avoid any risk in relations with public authorities and public bodies at an international, national and local level. This includes relations with political parties and their various representatives.



**Protocol on third party relations** both the Management and other members of our staff to ensure transparency and promote fair competition.



**Prevention of criminal offences against the Public Treasury and Social Security and subsidy fraud** to prevent crimes against these institutions.

**Prevention of fraudulent and unfair behaviour**, with the aim of preventing the use of fraudulent or unfair practices that may entail criminal, civil and administrative liabilities for the company when acting on behalf of TRAM and in its relations with third parties.



**Manual on crime prevention and detection in the context of the penal code reform** to guarantee that the TRAM Crime Prevention and Detection System is implemented.

Along the same lines, our organisation has a **Code of Ethics** that sets out all the rules that govern the behaviour of the people who work in the company, in order to ensure that the daily activities of the company are always carried out within the framework of the legislation in force, as well as the values of the company and all the interests of users, customers, staff, shareholders and society as a whole.

## Complaints channel

In our organisation, we ensure strict compliance with the Code of Ethics and general rules and the Crime Prevention and Detection System. Thus, since 2017 we have had an online channel to simplify and speed up the reporting of any non-compliance that may occur. As with the entire process, this is a totally confidential mailbox that is managed by an external company. In addition, it is universal, as it is open to any person and not only to users, collaborating or supplier companies: <https://canaetic.tram.cat/>. This channel has not received any complaints since it was launched in 2017.



The entire management team of TRAM has been trained on anti-corruption policies and procedures in 2021

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05

# Our sustainability model



## 05.1 / What are our values?



**Mission** At TRAM our mission is to transport people by tram, enabling them to enjoy an efficient, sustainable and safe mobility service.



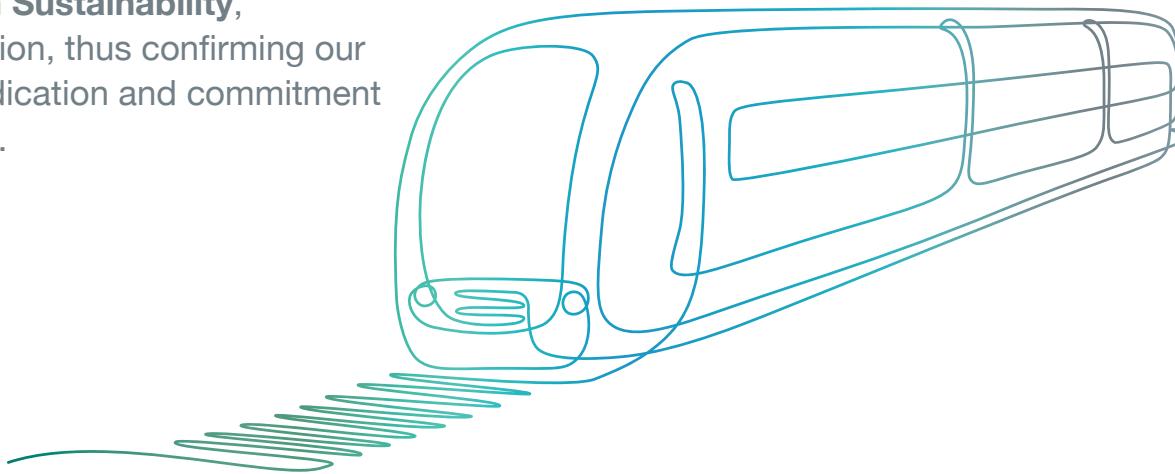
**Vision** In the field of mobility companies, we aspire to be considered an excellent and exemplary company. We also aim to be a benchmark for efficiency, innovation and respect for the environment and to be an example of a company that is fully committed to its users. We also aim to be an operator that makes users' trips a totally satisfactory experience.



Innovation and efficiency  
 Responsibility  
 Equity  
 Safety  
 Quality  
 Transparency  
 Customer focus  
 Honesty  
 Interest in people  
 Respect for the environment

## 05.2 / We are responsible and sustainable

In November 2016, we created a unique system of Corporate Social Responsibility (CSR) based on **Sustainability**, in our organisation, thus confirming our unwavering dedication and commitment to sustainability.



“TRAM commits to meeting its legal, regulatory and contractual obligations and agrees that the creation of wealth for its shareholders under conditions which are fair to the public and shall be the result of providing a high-quality service which uses natural resources efficiently, minimises the creation of waste, while provides suitable working conditions for its team and helps vulnerable sectors of society through collaboration with third-sector organisations”.

At TRAM we are committed to promoting and achieving strategic sustainability management, as we believe that the only way to create value is to do so by **lensuring sustainability**

**in our daily operations.** More specifically, we are interested in creating value by strengthening our reputation and with the help of our production chain and talent retention, which are also an engine that contributes to solving social problems and at the same time mitigating environmental impact.

In our organisation, we are fully convinced that sustainable development is one of the demands of today's society, which is why we are committed, through our sustainability strategy, to **aligning ourselves with the Sustainable Development Goals (SDGs)**. These are set out annually in the CSR Action Plan, which describes each of our actions in detail.

## 05.3 / Our sustainability strategy aligned with the SDGs

Our Sustainability Strategy is guided at all times by the 17 Sustainable Development Goals (SDGs) defined by the United Nations to be met by 2030.

According to the UN, these goals constitute a plan of action "for people, planet and prosperity". For this reason, TRAM takes these SDGs as a roadmap in order to recognise the value they have for society and their use as communication

tools in our relations with all the stakeholders we have dealings with. Thus, we are fully convinced of the need to meet the 17 goals, of which we highlight:

**3** GOOD HEALTH AND WELL-BEING



To ensure health and promote a healthy lifestyle and wellbeing in all age groups, **through the promotion of policies and tools to reduce traffic accidents, guarantee safety in the workplace and promote healthy lifestyle habits among our workers.**

**7** AFFORDABLE AND CLEAN ENERGY



To ensure access to sustainable, modern, safe and affordable energy **through our energy efficiency.**

**5** GENDER EQUALITY



To make equality between women and men a reality and empower all women and girls, **ensuring equal opportunities for all our staff, enabling work-life balance and promoting the recruitment of women.**

**8** DECENT WORK AND ECONOMIC GROWTH



To promote sustainable, inclusive and sustained economic development and decent working conditions for all workers **by guaranteeing a safe and healthy environment that promotes working conditions that enable the training or promotion of professionals and at the same time allows for decent pay.**

## 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



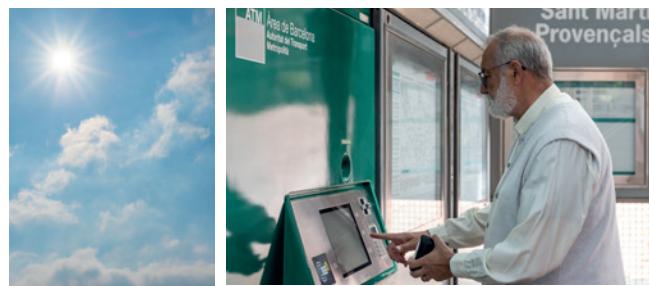
To design resilient infrastructures and encourage sustainable industrialisation that promotes innovation, **investing in R&D** to modernise our transport service.



## 11 SUSTAINABLE CITIES AND COMMUNITIES



To enable cities to be sustainable, inclusive, safe and resilient **by promoting access to sustainable, inclusive, safe and resilient transport systems for all**, as well as by improving road safety through the expansion of public transport, with a focus on the needs of the most vulnerable people.



## 12 RESPONSIBLE CONSUMPTION AND PRODUCTION



To ensure sustainable forms of production and consumption through **responsible supply chain management, transparency in our reporting and sustainable use of resources**.



According to the UN, these goals constitute a plan of action “for people, planet and prosperity”. For this reason, TRAM takes these SDGs as a roadmap in order.

## 05.4 / Our sustainability action plan

Within our organisation, we design an annual **Sustainability Plan** to respond to the expectations of the company's various stakeholders. We also have assessment and monitoring systems in place to ensure compliance with these actions.

Specifically, the Sustainability Plan outlines the set of actions that lead to the fulfilment of **Sustainability Commitments** and the implementation of the **Sustainable Development Goals** with which we are aligned, in a responsible, equitable and transparent manner, the estimation of the cost of such actions, the planning of their schedule and the assessment of their results.

Our Sustainability Plan is:

**Responsible**, because it allocates resources consistent with the commitments made and the results expected.

**Equitable**, because it aims to ensure that the economic resources allocated are evenly distributed among all the commitments.

**Transparent** because it ensures the traceability of any project carried out within its framework.

This roadmap involves the Tramvía Metropolitano SA, Tramvía Metropolitano del Besòs, SA, Trambaix UTE and Trambesòs UTE groups in their entirety.



## 05.5 / Our sustainability commitments aligned with the SDGs

Our Corporate Group shows its sustainability commitments through three points, each of which includes the values and principles described in the **TRAM Code of Ethics**, responding to the UN SDGs.

With the aim of fulfilling the commitments we have made in our Sustainability Model, the Board of Directors of our Corporate Group has approved the Sustainability Plan,

which specifically aims to meet a total of **7 Sustainable Development Goals (SDGs)** by setting out specific objectives and actions.



## 05.6 / Our dialogue with stakeholders

In our Corporate Group, we have a framework for building relationships with the various stakeholders, as well as a system that allows us to maintain smooth communications and keep abreast of their needs and expectations at all times.

Specifically, they are:

**The Government**, which manages the concession and regulates the current legal framework in which we operate.

**The shareholders**, that help manage our corporate group through the respective government bodies.

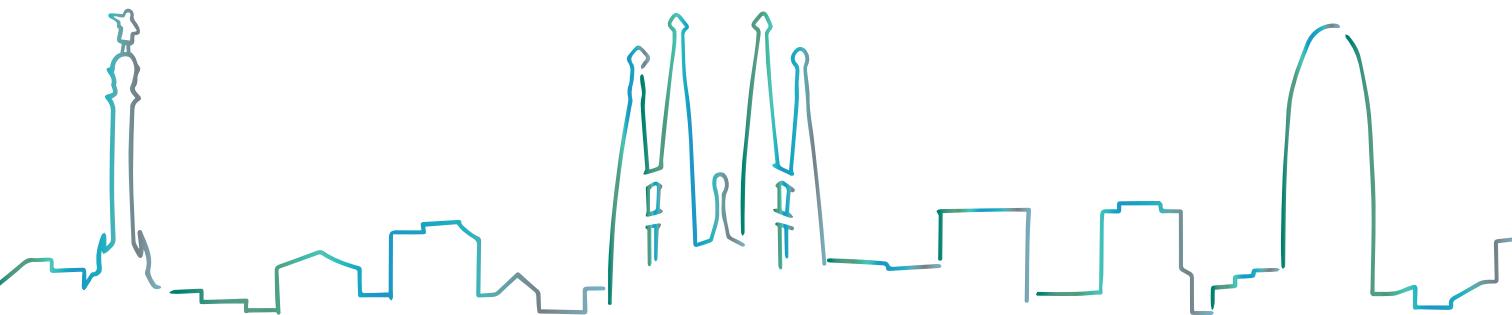
**Users**, with whom we maintain permanent two-way communication thanks to the various communication channels implemented.

**General and specialised media**, through our communications team.

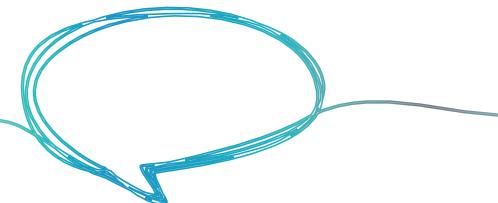
**Our staff**, with whom we communicate through internal communication channels.

**Supplier companies**, which are essential to the running of our business.

**The community** (citizens, NGOs and entities), with which we interact through associations and foundations.



In order to promote transparent, accessible and close relations with each of these groups, as well as to be able to respond to their opinions and demands, we actively manage our communication channels.



#### Administration

COVID-19 ALERT: pandemic monitoring group (weekly) involving ATM and Operators  
 ATM Marketing Committee  
 Chamber Table  
 ATM Nomenclature Commission  
 ATM Executive Committee  
 Regular follow-up meetings  
 Mobility Commission  
 Collaborative website

#### Shareholders

Quarterly Boards of Directors  
 Specific meetings  
 Emails, phone  
 Sustainability Report  
 Collaborative website

#### Media

Website [www.tram.cat](http://www.tram.cat) (form)  
 Phone no. 932388770 / 629575150 / 682933895  
 Press releases  
 Blog  
 Twitter @TRAM\_Barcelona  
 Facebook.com/TRAMBarcelona  
 LinkedIn TRAM Barcelona  
 Instagram @tram\_barcelona

#### Users

TRAM website: [www.tram.cat](http://www.tram.cat)  
 Customer Service Offices  
 Tel. 900 701 181  
 Trambaix Office Tel. 934774444  
 Trambesòs Office Tel. 934626770  
 Twitter @TRAM\_Barcelona  
 Facebook.com/TRAMBarcelona  
 LinkedIn TRAM Barcelona  
 Instagram @tram\_barcelona  
 Whatsapp 600904455  
 Canal Youtube TRAM Barcelona  
 TRAM iOS and Android App  
 TRAM Next Stop Blog  
 Annual satisfaction survey  
 Campaign: TRAM General Management takes charge of the social networks.

#### Supplier companies

Purchasing procedures  
 Meetings with supplier companies  
 Agreement on the company's acceptance to the TRAM Code of Ethics  
 Corporate Social Responsibility Report

#### Professional team

Works Council meetings  
 Intranet  
 Information screens  
 Email  
 TRAMcomunica operator  
 WhatsApp  
 InTRAM monthly newsletter  
 Management Committees  
 Work climate survey  
 Suggestion box  
 Bulletin board  
 Meetings of the different internal committees  
 Talk of the Operator's Managing Director  
 Personal development interviews  
 Weekly interdepartmental meetings  
 Collaborative website  
 Shared server  
 Corporate Social Responsibility Report

#### Community and environment

Regular meetings  
 Collaborations with different non-profit organisations  
 Presence in different forums  
 Support for social, cultural and scientific projects  
 Corporate Social Responsibility Report

For our Corporate Group, the issues raised by the various stakeholders are of great importance. Therefore, these concerns are taken into account in the design of our group's objectives and actions. Thus, we see accountability as a matter of commitment, responsibility and transparency.



## 05.7 / Materiality analysis

This year we are producing a sustainability report in line with new trends in Corporate Social Responsibility.

In 2016, our Corporate Group conducted a materiality analysis to define our Corporate Social Responsibility (CSR) Model. This document also allowed us to identify and prioritise each of the most important material aspects for managing our strategy. Subsequently, year by year, the Social Responsibility Plan allows us to review this materiality and redefine the latest actions and objectives required to meet our commitments in this area. From this review, we were able to identify the most important aspects thanks to fieldwork based on:

1. A self-assessment questionnaire related to seven key areas and the respective sustainability indicators.
2. A reflection on each of the actions implemented so far.
3. Identification and dialogue with stakeholders.

After this reflection, we came to the conclusion that **the key areas that are indicators of good governance and have the greatest impact on the success of our business are ethics, transparency and commitment to society.**



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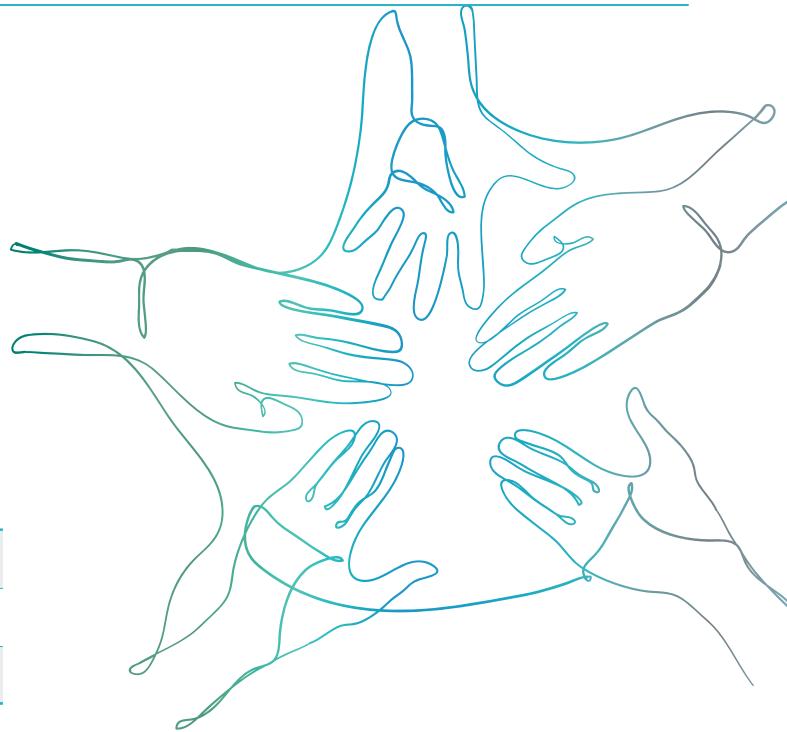


06

## Our internal commitment

## 06.1 / Committed to human team

In the area of labour relations at TRAM, we ensure that everyone in our team has equal opportunities and equal pay, as well as healthy, safe and quality employment. We also encourage our workers to take part in continuous training in order to further their professional development.



### Dimensió de la plantilla

MEN	191	81.28 %
WOMEN	44	18.72 %
<b>TOTAL</b>	<b>235</b>	<b>100 %</b>



## 06.1.1 / Job opportunities for everyone

At both Trambaix and Trambesòs we have an Equality Plan that guarantees equal opportunities for women and men, while eliminating all types of gender discrimination.

This plan was updated in 2021. This strategy has been allocated material, human and economic resources and includes actions such as:

**Training to promote equal opportunities.**

**The use of inclusive language when defining work roles.**

**The respectful use of female and male images, with no sexism in documentation and communication.**

**Balanced presence of women and men in our corporate materials: website, magazine and educational activities.**

We also have a Protocol for the Prevention and Action against Harassment in the Workplace. This plan includes all the guidelines to be followed in the event of situations of this type, as well as the people in charge and the implementation process.

As in previous years, in 2021, our staff received training on how to deal with and prevent sexual harassment in the workplace, and the updated TRAM document in this area was also published.

### Staff by professional category and gender

Workforce	TRAM	Men 191	Women 44
Mgmt.	Trambaix	Men 8	Women 2
	Trambesòs	Men 0	Women 0
Staff	Trambaix	Men 6	Women 12
	Trambesòs	Men 9	Women 3
Driving	Trambaix	Men 65	Women 11
	Trambesòs	Men 53	Women 8
Inspection	Trambaix	Men 15	Women 1
	Trambesòs	Men 14	Women 1
CCP	Trambaix	Men 9	Women 0
	Trambesòs	Men 7	Women 1
Concessionaire		Men 8	Women 5

## We highlight the value of women in our team

To show that women can occupy any job in the railway sector, in March 2021 we interviewed the women in our team and shared their conversations on Instagram. These interviews are still available on our social media.

Our corporate organisation promotes work-life balance.

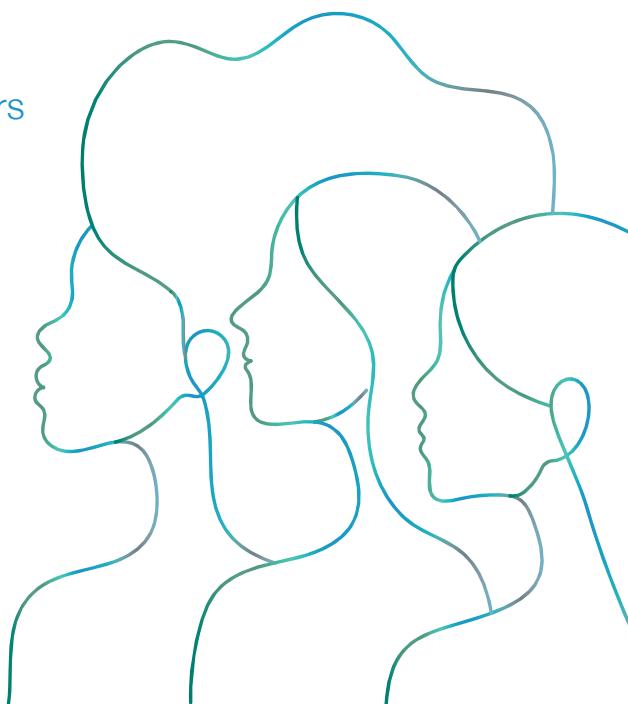
In 2021, 5 people took maternity or paternity leave; specifically, 1 woman and 4 men.

100% of staff returned to work after leave.

9.42% staff members have reduced working hours at Trambaix. Specifically, 13 people out of 138.

15.46% team members have reduced working hours at Trambesòs. Specifically, 15 people out of 97.

This year, due to COVID-19, we continued smart working for those jobs where blended working is possible.



## 06.1.2 / Our commitment to equal pay

We are firmly committed to ensuring that women and men receive the same pay in each professional category. Salaries are always set in accordance with the salary tables of each of the agreements in force.



Along the same lines, we have an **Equality and Non-Discriminatory Treatment Protocol** that aims to establish a policy of equal treatment and opportunities, as well as prohibiting discrimination on the grounds of birth, race, sex, religion, opinion or any other personal or social condition or circumstance. We apply these regulations both in our management and in all our staff and in third parties with whom we have business relations.

TRAM staff receive specific training on this protocol in order to ensure its compliance. Thus, the protocol is disseminated

as widely as possible and the staff has first-hand knowledge of the whistleblowing channel to use in the event that they become aware of this type of practice.

Apart from the protocol, our Corporate Group is firmly committed to applying the appropriate penalties for all discriminatory conduct, in accordance with the scales set out in our **Code of Conduct**. Since its implementation in 2013, our protocol has been activated on three occasions, and on none of these occasions has it been necessary to apply disciplinary measures.

## 06.1.3 / Stable and quality employment

At TRAM we are convinced of the need to offer stable, quality employment to all our staff, an employment relationship that we prioritise over subcontracting or temporary contracts.

### Our staff by gender, type of contract and working hours

Number and rate of recruitment and average staff turnover, broken down by age, gender and network:

Open-ended contracts	Trambaix	Men 105	Women 31
	Trambesòs	Men 82	Women 12
Open-ended contracts with reduced working hours	Trambaix	Men 6	Women 7
	Trambesòs	Men 13	Women 2
Fixed-term contracts	Trambaix	Men 2	Women 0
	Trambesòs	Men 2	Women 1
Part-time contracts	Trambaix	Men 0	Women 0
	Trambesòs	Men 0	Women 0

### New hires by age and gender

	Age		
TRAMBAIX	30	Men 2	Women 0
	43	Men 1	Women 0
	44	Men 1	Women 0
TRAMBESÒS	31	Men 1	Women 1
	44	Men 2	Women 1
	49	Men 1	Women 0

### Rotation rate

	2017	2018	2019	2020	2021
TRAMBAIX	2.16 %	6.03 %	1.72 %	3.88 %	1.98 %
TRAMBESÒS	2.09 %	4.19 %	3.66 %	5.24%	6.60%

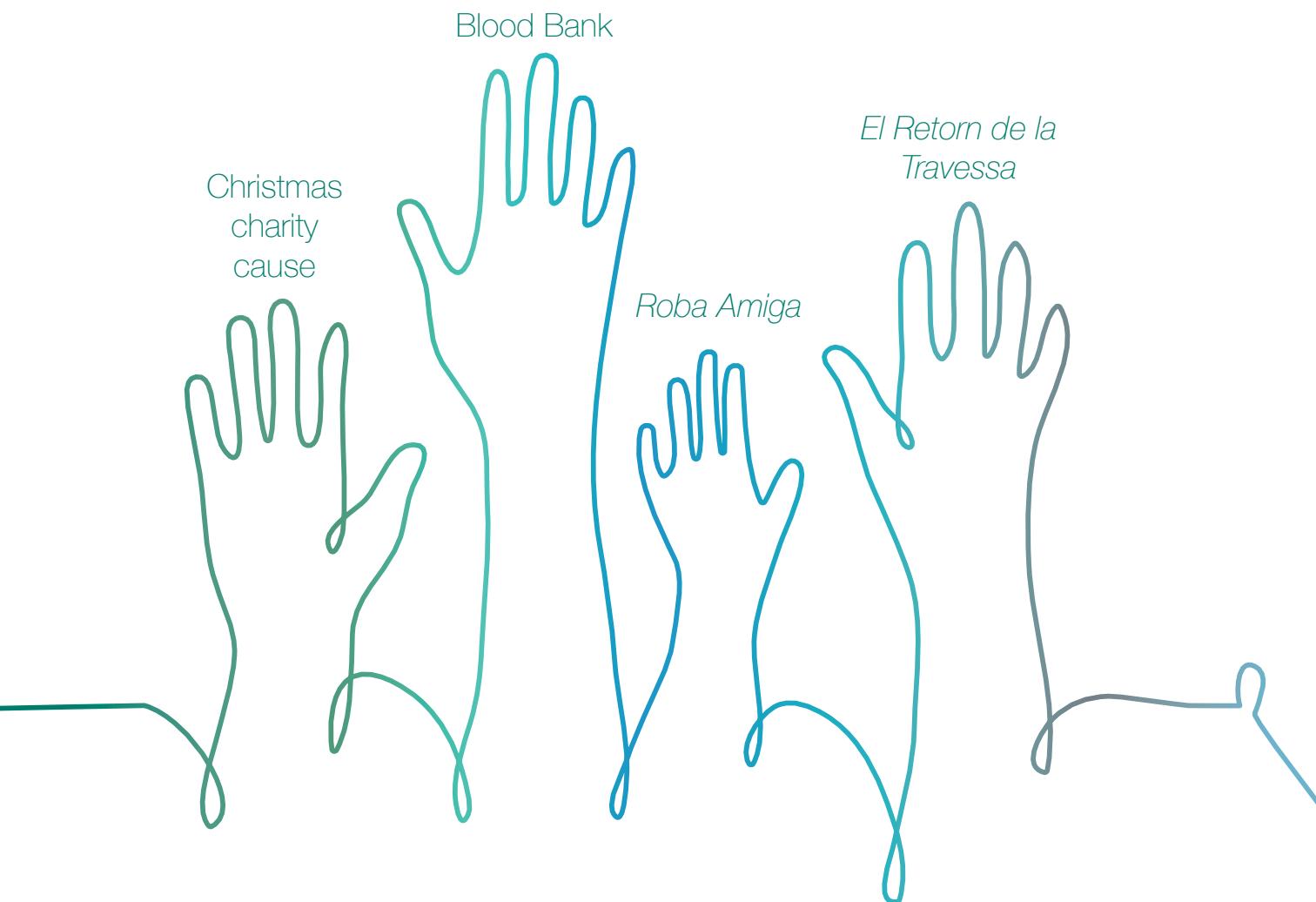
Within the framework of the Crime Prevention and Detection System, we have a **Rights and Duties Protocol** that aims to recognise the rights of workers and set out their duties.

In accordance with current legislation, this protocol respects all that is recognised by current labour law, and should be interpreted without prejudice to other obligations stipulated in other TRAM regulatory codes. When a new person joins our Corporate Group, they receive the Code of Ethics along with their welcome manual.

## We promote corporate volunteering

At TRAM, we wanted to maintain our corporate volunteering actions to promote the feeling of belonging to a human team

and to give staff the opportunity to collaborate in social actions. This year, our Corporate Group has participated in:



## 06.1.4 / Our prevention and safety culture

In accordance with the international standard ISO 45001, at TRAM we have an **Occupational Health and Safety Management System**.

This is a tool that promotes the improvement of conditions and factors that can affect the wellbeing of everyone involved in our Corporate Group.

One of the main priorities of our management is the prevention of occupational risks, which is why our main objective is to achieve maximum health and safety in the working environment of our group. Therefore, our policy is based on:

- Compliance with current legislation at all levels and in all the requirements of our administrative concessions.
- The provision of all the necessary resources to promote a management that identifies, assesses and monitors all risks and enables the implementation of the necessary preventive measures.
- The promotion of the participation of each member of TRAM to ensure that all prevention and safety activities are implemented, thus enhancing trust.
- The integration of the entire team involved in prevention management.
- Prevention aimed at all groups: from passengers to suppliers and all subcontracted companies.
- Collaboration with public authorities and any other organisation to establish procedures, tools and working methods.



**1,410 hours of** training in occupational risk prevention at Trambaix

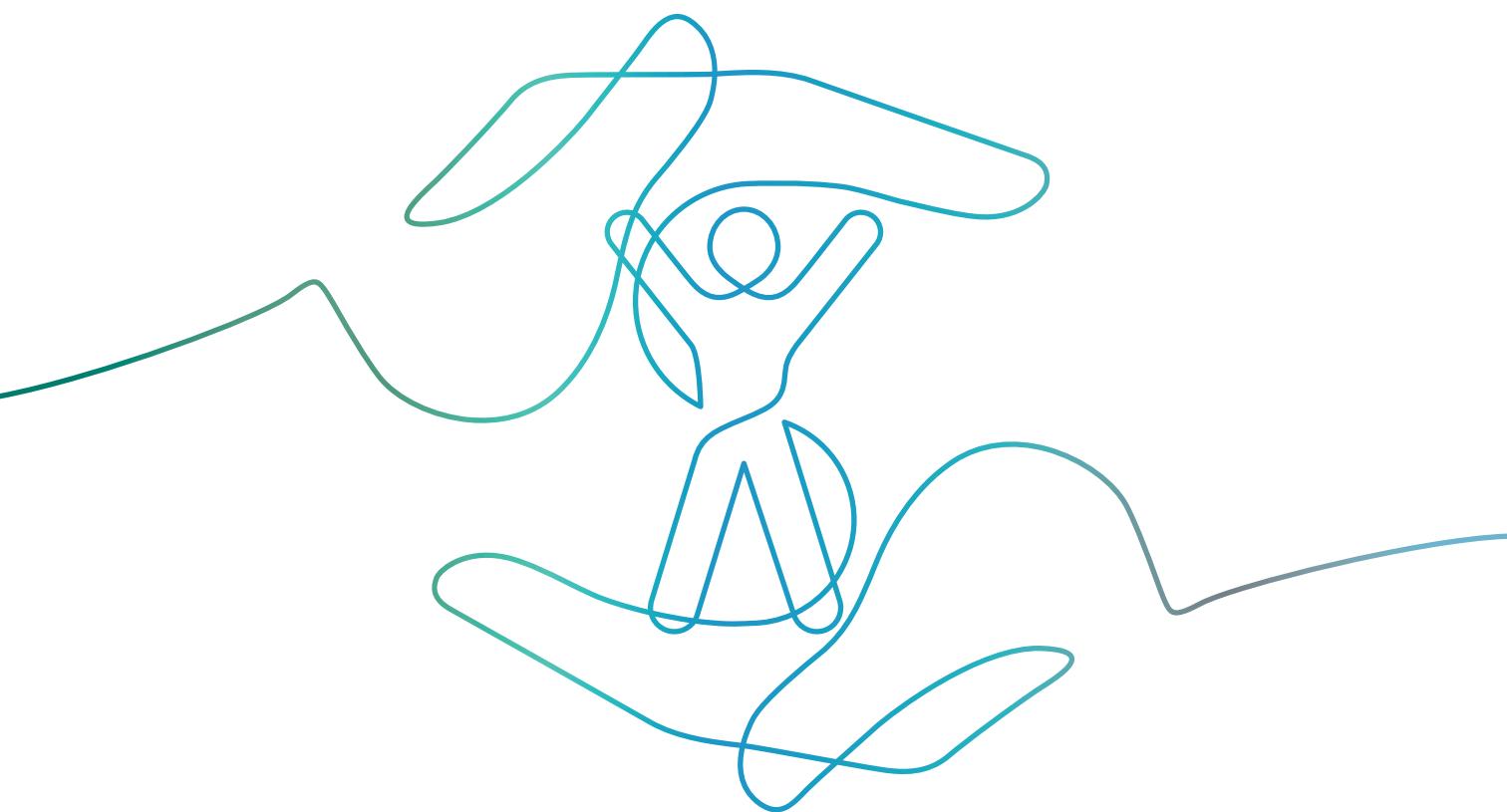


**1,180 hours of** training in occupational risk prevention at Trambesòs

Accident indicators of own staff	TRAMBAIX	TRAMBESÒS
No. of accidents with sick leave of own staff	4	4
No. of accidents without sick leave	3	0
Number of days lost due to accident	109	331
No. of fatal accidents	0	0
Frequency rate	19,3	25,89
Severity rate	0,53	2,14
Incidence rate	32	40,4
Absenteeism rate	5,35	8,35

In our Corporate Group we have a single **Occupational Health and Safety Committee** responsible for managing the Trambaix and Trambesòs networks, which operates at the highest level. This committee is made up by the Managing Director, Operations Department, Administrative and

Human Resources Management, a responsible person of CCP, a responsible person of Safety and Environment, a deputy person of Operations Department, four people from Driving division and one from Inspection division.



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

## 06.1.5 / Committed to human team

In our Corporate Group we have a firm commitment to training as the basis for the success of our activity. Thus, the continuous learning of all the people in our team is a key factor in guaranteeing their professional development.

It is thanks to this training that our service is so highly rated. In this regard, at TRAM we have an annual **Training Plan** aligned with the UNE-EN ISO 9001:2015 standard. In 2021, 30 training actions were carried out as part of this plan.

Along the same lines, a total of 3,627 hours of training were given to the Trambaix and Trambesòs teams in 2021. 100% of the staff has completed at least one training course. In addition, it should be noted that of the total number of hours studied, 71.4% have been on safety matters.

### Hours of training

TRAMBAIX	Men 1,234	Women 713
TRAMBESÒS	Men 1,175	Women 505



31 training actions in 2021



## Initial training

At TRAM we have prepared training for the people who join the driving team (who make up the bulk of our human team). This training aims to enable these professionals to carry out their daily work safely and successfully from the outset. Specifically, TRAM's in-house staff are responsible for this training, which lasts for approximately one and a half months. In this context, practical and theoretical sessions are alternated in order to ensure fully comprehensive progress in the training. These first steps in our Corporate Group include:

- An introduction to TRAM
- An explanation of the Trambaix and Trambesòs tramway system.
- An explanation of the details of the infrastructure
- An immersion in the rolling stock
- An introduction to signalling
- A review of the general traffic rules
- An explanation on communication
- A session on incident resolution

- A commentary on how to deal with incidents, accidents and passenger regulations
- An explanation on ecodriving
- A training in occupational risk prevention
- A briefing on Customer Service

In addition, our dedicated CCP inspection and operations team also has specific initial training tailored to their jobs.

## Continuous training

For our Corporate Group, continuous training is an indispensable tool to ensure the quality of our service. We therefore provide specific training courses such as:

- General management and leadership courses
- Technical specialisation courses
- Tram driving refresher courses. Every year we carry out an eight-hour refresher course to update our knowledge and improve our service. We take the opportunity to share real cases that enable us to find new solutions to everyday problems.



In 2021, the majority of our team has completed training related to accident anticipation and prevention, fault resolution and risk perception. In terms of assessment and compliance with training objectives, all our staff receive regular validation.

## 06.1.6 / Our internal communication channels

As part of our Commitment to Sustainability, we aspire to ensure that information from our Corporate Group is properly disseminated to our staff to ensure smooth internal communication.

We firmly believe that this promotes a sense of belonging, as it highlights shared values and human bonds, as well as pride in being part of our Corporate Group. Our communication channels are as follows.

### Internal Communication Committee

It is made up of representatives of all the company's sectors: 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 it is co-lead by the Human Resources and Marketing managements.

### Internal Meetings with Management

The Management Committee shares the highlights of the year with the staff at an annual meeting open to the entire team. Through these meetings, staff members have the opportunity to obtain first-hand information on topics of interest to them. In 2021, in line with the pandemic security regulations, we will be conducting the same online training as in the previous year.

### Corporate Intranet, digital signage and inTRAM monthly internal newsletter

The corporate intranet makes information of interest and services available to all our staff at all times so that they can carry out their work successfully. In this way, everyone can keep up to date and keep abreast of the latest developments in each department and in the group as a whole. An inTRAM internal digital newsletter including the most relevant news is also produced.

### TRAMcomunica

For answering queries and providing general information, we have set up a corporate e-mail address that can be used by our entire team. The intranet and digital signage are promoted from this address.

### Activities at TRAM facilities

At Christmas, we organise events for our entire team with the aim of strengthening bonds between employees. Once a year we also organise a party especially for the children of our staff. Since the beginning of the COVID-19 health crisis, these events have been temporarily suspended in order to continue to ensure the safety of our staff, but we are committed to resuming them as soon as possible.

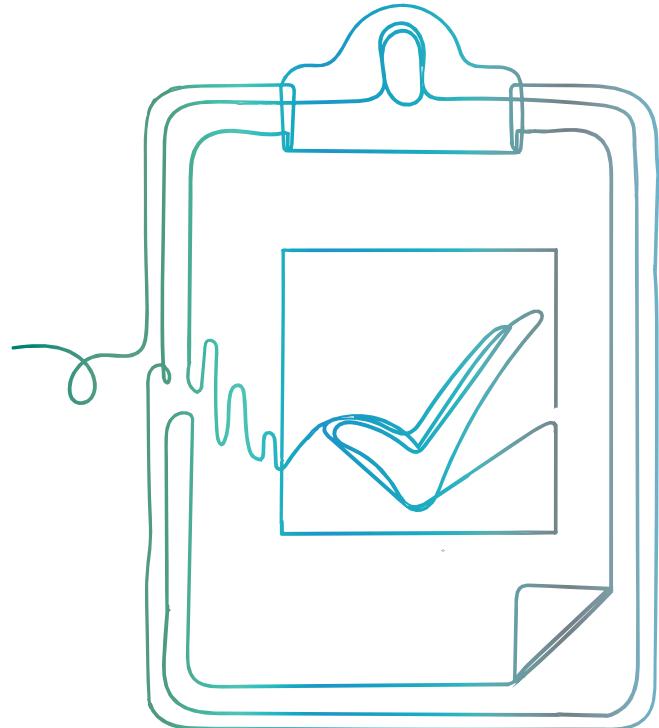
## 06.2 / Committed to supply chain

Our Commitment to Sustainability extends throughout our supply chain, and we involve all our supplier companies in achieving it.



In addition, new suppliers are required to adhere to the Code of Ethics when they are approved.

In order to ensure the good conduct of the companies in this area, we carry out regular assessments and monitor their performance in Compliance and in the area of results obtained in past business relationships. At the end of the service provided by these companies, we also carry out a follow-up and assessment of the degree of satisfaction achieved.



**3** GOOD HEALTH AND WELL-BEING



**5** GENDER EQUALITY



**7** AFFORDABLE AND CLEAN ENERGY



**8** DECENT WORK AND ECONOMIC GROWTH



**11** SUSTAINABLE CITIES AND COMMUNITIES

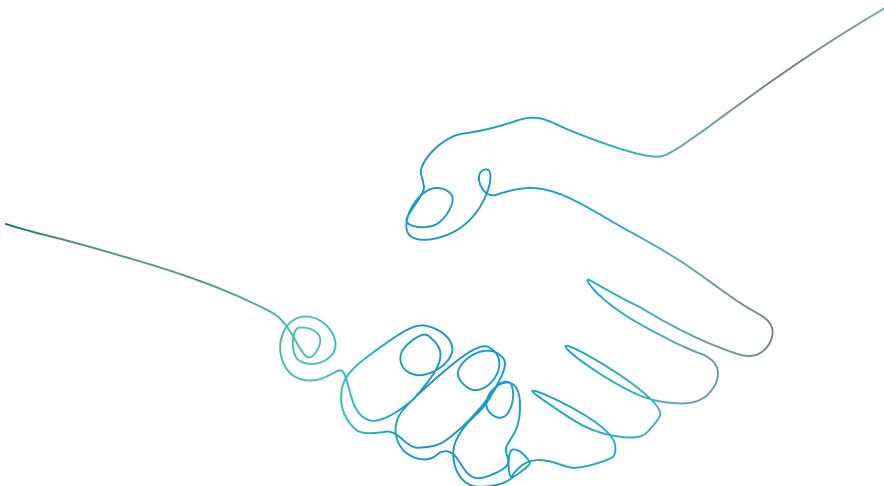


## 06.3 / Committed to shareholders

Our Corporate Group maintains its commitment and responsibility to its shareholders, who endorse TRAM's actions by validating its management strategy aligned with our values at board meetings.



Furthermore, we promote and guarantee ethical behaviour in the management of the group, while providing shareholders with transparent information and ongoing dialogue regarding our sustainability.



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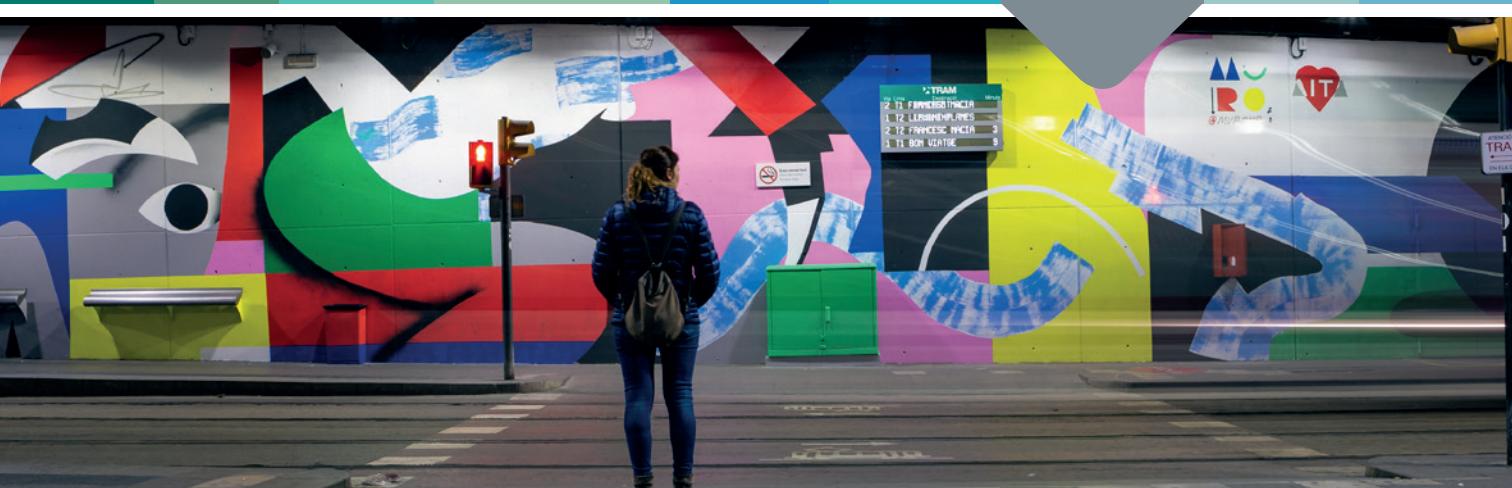
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**Committed to clients and users**

## 07.1 / Safe and quality service.

With the aim of offering a safe and quality service, TRAM has a **Quality Management System** according to the UNE-EN ISO 9001:2015 and UNE-EN 13816:2003 standards, the latter being closely related to the quality of public passenger transport from two points of view: That of the Government and the operators, as well as that of actual and potential passengers.

One of our most important commitments is safety, which is why we maintain an active working group in charge of its regular monitoring. This is made up of the areas of Exploitation, Operation, Maintenance, Marketing and Communication, and its purpose is to promote improvements and campaigns in this area.

We have also had an Action Plan in place since 2006 to reduce the accident rate. In accordance with this plan, we have a method for assessing the accident rate to identify the points with the greatest potential risk of accidents, and which also allows us to implement corrective measures to reduce incidents.

During 2021, the accident rate in the service has risen to pre-pandemic levels due to the recovery of mobility with different vehicles. Accidents involving cars and pedestrians have even exceeded those recorded in 2019 due to the increase in the use of private vehicles during the first few months of resumption of activity. In addition, collisions or incidents involving bicycles and electric scooters have increased due to the increased use of these means of transport in the city.

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

	2017	2018	2019	2020	2021
<b>TRAMBAIX</b>	21.93	27.76	17.83	13.66	23.80
<b>TRAMBESÒS</b>	29.74	30.72	20.04	26.72	33.62

In the research of the highest standards of railway safety, TRAM has obtained a certification of the Seguridad Ferroviaria Operacional (SFO), according to the referential developed by the Asociación Española de Normalización y Certificación (AENOR), based on the European regulation 2016/798 on Railway Safety.

## 07.2 / Client service and satisfaction

One of the most important aspects of our activity is the quality of service we offer our passengers, which is why we are continuously improving this service.

Thus, users of both networks have several channels to send us any request for information or suggestions, as well as to make complaints or report any type of incident they deem fit.

### Customer Service Channels

Throughout 2021 of recovery, users have used Trambaix Customer Services 8,389 times. As for Trambesòs, the Customer Service department dealt with a total of 8,435 queries.

In both networks, despite an increase in the number of communications, we have been able to respond as quickly as in previous years, with a response time of 1.11 days for Trambaix and 0.49 days for Trambesòs. In addition, since last year a new appointment service has been introduced for face-to-face assistance in order to continue to guarantee the safety of our users.

	<b>900 701 181</b>	Free Weekdays from 8:00 a.m. to 8:00 p.m.
	<b>600 90 44 55</b>	Weekdays from 8:00 a.m. to 8:00 p.m.
	<b>@TRAM_Barcelona</b>	Weekdays from 8:00 a.m. to 8:00 p.m.
	<b>@TRAM_Barcelona</b>	Weekdays from 8:00 a.m. to 8:00 p.m.
	<b>CSO</b> Customer Service Office	Weekdays from 9 a.m. to 5:00 p.m. T1 and T2 Bon viatge T4 and T6 Port Fòrum
	<b>www.tram.cat</b>	
 Available on the iPhone App Store	<b>TRAM Barcelona APP</b>	
	<b>Intercom</b>	Available at all stops 24 hours a day / All year round
	<b>TRAM staff members</b>	

## Information requests

requests	2017	2018	2019	2020	2021
TRAMBAIX	6,836	6,621	5,919	3,851	5,630
TRAMBESÒS	8,800	7,911	7,418	3,988	7,389

## Suggestions

Suggestions	2017	2018	2019	2020	2021
TRAMBAIX	9	13	36	27	12
TRAMBESÒS	0	0	21	8	6

## Complaints

Complaints	2017	2018	2019	2020	2021
TRAMBAIX	1,183	1,321	1,413	767	1,157
TRAMBESÒS	581	541	697	374	392

## Incidents

Incidents	2017	2018	2019	2020	2021
TRAMBAIX	1,275	1,287	1,501	1,049	1,590
TRAMBESÒS	879	790	623	371	648

2021

13,019 information requests  
 18 suggestions  
 1,549 complaints  
 2,238 incidents



In accordance with our Service Charter, our Corporate Group is committed to our passengers and therefore we encourage communication between the TRAM management team and users through any of our communication channels at least once a year. During the two years of the pandemic, the management team has made itself available to travellers through online channels in the so-called 'I want to talk to the manager' days.

With this same aim, in 2019 the campaign 'TRAM's general management takes charge of social media' was created, whereby the general manager of TRAM, Humberto López Vilalta, and the other members of the management team respond to all questions, complaints, suggestions and comments from travellers via Twitter, Facebook, Instagram, YouTube and WhatsApp.



## Assessment of attributes of the TRAMBAIX service

Once again this year, access to the platform and the tram continues to be the most highly rated aspect by users, and, as a new feature, the second and third most highly rated aspects by users in 2021 were the punctuality of the service and the speed of the trip. On the other hand, the worst ratings were for the operation of the ticket validation machines on the tram.

## Overall service satisfaction of TRAMBAIX

Service Attributes	2017	2018	2019	2020	2021
S.G., Current TRAM service	7.93	8.10	8.35	7.37	8.33

## Assessment of attributes of the TRAMBAIX service

Service Attributes	2015	2016	2017	2018	2019	2020	2021
Easy access to the platform or tram	8.43	8.53	8.69	8.43	8.68	7.64	8.65
Drivers drive smoothly and safely	7.96	8.06	7.86	7.94	8.13	7.45	8.25
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	8.37
S.G., Current TRAM service	8.05	8.09	7.93	8.10	8.35	7.37	8.33
Punctuality of the service (always runs smoothly / on time)	7.97	8.18	8.00	8.12	8.42	7.30	8.43
Functioning of the validation screens inside the trams	7.62	7.75	7.95	7.76	8.36	7.22	7.51
The temperature inside the tram is appropriate	7.74	7.91	7.82	7.94	8.12	7.11	8.17
Comfort during the trip	8.06	8.12	8.13	7.85	8.21	7.17	8.29
Cleanliness and maintenance of vehicles and stops	8.00	8.06	7.98	7.96	7.92	7.16	8.21
Service information (announcements, screens, signage, etc.)	7.71	7.83	7.7	8.04	8.33	7.14	8.16
Personal safety (travelling without incident)	7.98	8.16	8.12	8.12	8.34	7.20	8.09
Links with other means of transport	7.63	7.62	7.87	7.81	8.01	6.99	8.19
Ease of buying tickets at tram stops	6.96	7.27	7.14	7.15	8.03	7.21	7.61
Attentiveness and friendliness of staff members	7.40	7.44	7.35	7.46	8.02	6.89	8.16
Frequency of services (services arrive regularly)	7.36	7.39	7.4	7.34	7.83	7.03	8.13
Information during incidents	7.02	6.67	7.08	7.82	7.77	6.87	7.79

### 2021 Impact Survey

**Timing:** The fieldwork began on 26 May and lasted until 8 June (excluding weekends and public holidays). The surveys were conducted between 7 a.m. and 9 p.m.

**Methodology:** Face-to-face survey at TRAM stops.

**Target:** The target group of the survey is made up of all users over 14 years of age who travel on the TRAM network on working days.



## Assessment of attributes of the TRAMBESÒS service

As in the case of Trambaix, accessibility to the platform and the tram is still the most highly rated aspect, followed by the speed of the trip and the smooth and safe driving of the drivers. The lowest rated attribute has also been the Functioning of the validation screens inside the trams.

## Overall service satisfaction of TRAMBESÒS

Service attributes	2017	2018	2019	2020	2021
S.G. Current TRAM service	7.85	8.07	8.31	7.47	8.30

## Assessment of attributes of the TRAMBESÒS service

Service Attributes	2015	2016	2017	2018	2019	2020	2021
Easy access to the platform or tram	8.35	8.52	8.63	8.69	8.79	7.69	8.69
Drivers drive smoothly and safely	7.98	7.99	8.06	8.14	8.50	7.64	8.52
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	8.47
S.G., Current TRAM service	7.92	7.98	7.85	8.07	8.31	7.47	8.30
Punctuality of the service (always runs smoothly / on time)	7.87	8.03	8.19	8.17	8.43	7.43	8.38
Functioning of the validation screens inside the trams	7.83	7.56	7.93	7.91	8.40	7.41	7.49
The temperature inside the tram is appropriate	7.98	7.82	7.89	8.06	8.26	7.37	8.39
Comfort during the trip	8.12	7.99	8.07	8.13	8.43	7.36	8.45
Cleanliness and maintenance of vehicles and stops	7.59	7.46	7.48	7.70	7.95	7.36	7.97
Service information (announcements, screens, signage, etc.)	7.72	7.75	7.87	8.01	8.20	7.28	8.21
Personal safety (travelling without incident)	7.56	7.40	7.50	7.86	8.05	7.24	8.06
Links with other means of transport	7.67	7.59	7.88	7.83	8.26	7.15	8.26
Ease of buying tickets at tram stops	7.14	7.17	7.30	6.86	7.66	7.14	7.73
Attentiveness and friendliness of staff members	7.51	7.29	7.85	7.89	8.04	7.12	8.28
Frequency of services (services arrive regularly)	6.75	6.91	7.21	6.77	7.95	7.06	7.53
Information during incidents	7.05	6.75	7.49	7.21	8.07	6.86	8.34

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# Committed to society

## 08.1 / . Our social action

In 2021, our Corporate Group took part in a total of 58 social actions to promote the development of various groups and communities in line with the specific objectives of:

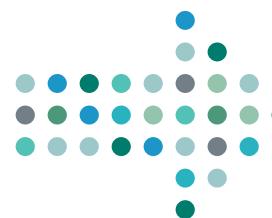
- To mitigate the effects of COVID-19.
- Ensuring the socio-occupational reintegration of homeless people.
- Promoting resilience with actions to demonstrate the possibility of overcoming personal limitations.
- Increasing accessibility to culture for the most vulnerable groups.
- Improving the living conditions of the most vulnerable elderly people.

### Distribution according to public (€)

Society	124,970
Internal public	19,590
Clients and users	8,778

### Distribution according to public (ACTIVITIES)

Society	48
Internal public	19
Clients and users	4



€ 191,099.91  
invested in social projects in 2021



## Execution of the 2021 Plan

SDGs aligned with TRAM and approved by the Board of Directors in 2020



## 08.1.1 / We promote equity and social inclusion

**SJD**  
**Sant Joan de Déu**  
 Serveis Socials · Barcelona

**FUNDISOC**  
 fundació per a la integració social

**Creu Roja**

**Fel/casal**  
 ASSOCIACIÓ  
 CASAL INFANTIL LA MINA  
 acció social amb la infància



**Casal dels Infants**  
 acció social als barris

**FAGIC**  
 Federació d'Associacions Gitanes de Catalunya

**desdelamina.net**

**KALI ZOR**  


**TRAM**  
 BARCELONA S'OPEN  
 MOU EL LÍMIT

\*fundación **eurofirms**  
 People first

**unicef**

**arrels**  
 fundació

**FUNDACIÓN ALTARIBA**

**بنكstatt لحقّيّة**  
 Fundació Bayt al-Thaqafa

**Fundació Marianao**

**Aprendem autisme**

**CURSA INFANTIL ADAPTADA**  
 DISFRUTA Y SIENTE MÁS

**ecovidrio**  
 ENTIDAD SIN ÁNIMO DE LUCRO

**roba amiga**  
 cooperativa



## We promote the project for access to mobility for homeless people

Once again this year, our Corporate Group has renewed the alliance created five years ago with [Moventia](#) to guarantee access to public transport for homeless people. This agreement, in collaboration with San Juan de Dios, has helped more than 2,200 people. In 2021, the contribution of both companies has also been used to finance a line of rental assistance for vulnerable families, to prevent them from becoming homeless.

## We are behind the “Starry Night” programme for vulnerable young people

[Fundisoc](#) has once again set up the “Starry Night” campsites during the first week of September for 200 children from la Mina and Sant Roc, in order of reducing the risk of child malnutrition and improving the physical, psychological, emotional and educational well-being of these vulnerable children through contact with nature. TRAM has made a financial contribution of €5,000.



## We organise a first-aid course with the Red Cross

TRAM and the [Red Cross](#) have organised a one-hour online course on first-aid in the home while waiting for the emergency services to arrive in the event of an accident. All TRAM staff have had access to this course, either live or by retrieving the recording.



### We continue to support the Casal Infantil La Mina Association

TRAM has once again renewed its agreement with the [Casal Infantil La Mina Association](#) of Sant Adrià del Besòs for the 13th year running to promote social cohesion, equality and the coexistence of vulnerable children in the neighbourhood. We have made a financial contribution of €2,300.

### We have collaborated with the residents of Sant Ildefons

TRAM has financially supported the [Neighbourhood Association of San Ildefonso](#), in Cornellà de Llobregat, with direct aid of 350 Euro for the neighbourhood festivities. This collaboration aims to contribute to local trade and equal opportunities.



### We have supported the Casal dels Infants

TRAM has supported the [Casal dels Infants](#) Infants with a grant of €3,000 for the PC LAB project for repairing computers and learning digital skills in the neighbourhood of La Mina. In this way, our Corporate Group has contributed to this new service focused on providing access to new technologies and improving the digital skills of the population, in order to try to reduce situations of social exclusion that may arise from the lack of access to computer equipment and lack of knowledge of how it works.





### We continue to collaborate with the Catalan Federation of Romany Associations

For the 13th year running, we have renewed our collaboration agreement with the a [Catalan Federation of Romany Associations](#) (FAGiC) to maintain a relationship with the organisation as an intermediary for the concerns, needs, demands and contributions of the other groups of Romany population. Each year, we contribute €2,500 for their activities.

### We have supported the La Mina Traders' Association

TRAM has collaborated in the financing of the Christmas calendar of the [La Mina Traders' Association](#) as a tool for the promotion of local trade.



### We maintain the agreement with Kali Zor

In 2021, we have once again renewed our agreement with the Roma cultural, activist and social intervention association [Kali Zor](#), which promotes cohesion and youth integration and fights against the stereotypes of the community. TRAM provides financial support, €3,000, and sponsors the football teams of the La Mina and Sant Roc Football School, linked to school attendance and other projects of the same organisation.



## The TRAM Barcelona Open is back

Under the slogan “Our only limit is the court”, the **TRAM Barcelona Open**, International Wheelchair Tennis Tournament, has been held again in 2021 at the Barcelona Royal Polo Club from 19 to 22 May. Some 40 players of 15 different nationalities took part in this event, now in its fourth year, whose main sponsor is the Barcelona Tramway and which is organised by the Step by Step Foundation in collaboration with the La Caixa Foundation and Moventis.



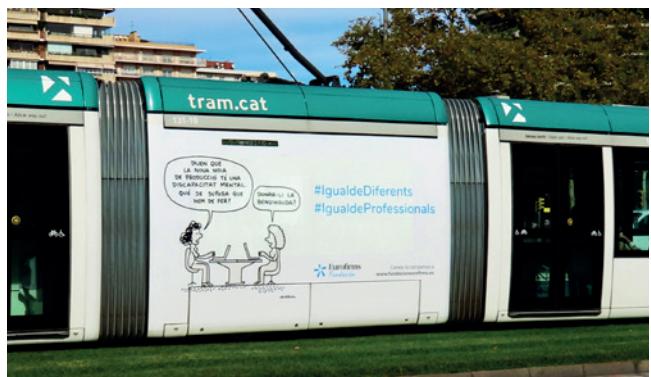
## We once again support Unicef

We joined again [Unicef's](#) #SmallSolutions campaign to raise funds for the organisation's vaccination and immunisation programmes worldwide. In addition to supporting this campaign, we have financed the vaccination of more than 15,000 children. For yet another year, we have also 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.



We continue to maintain our **collaboration with Eurofirms**

TRAM has maintained its collaboration with the **Eurofirms Foundation** in a new campaign for the normalisation of disability. In 2021, the illustrator Javi Royo has depicted in the form of cartoons real situations experienced by people with disabilities in the world of work. The campaign was circulating on the Trambaix network throughout the month of November and until 3 December.





### We continue our alliance with the Arrels Foundation

TRAM has given the Còrsega Street office team a solidarity rose from the [Arrels Foundation](#) to celebrate St. George's Day. These recycled paper and fabric roses, apart from respecting the environment by reusing materials, also support the homeless people assisted by the organisation, who make them in workshops to help them feel useful and recover skills.

### We continue to promote the [Altarriba Foundation's](#) projects

Our Corporate Group has made a financial donation to the [Altarriba Foundation's](#) Sense Sostre Project to finance veterinary care or shelter for the pets of homeless people. The organisation offers veterinary services at a token fee or completely free of charge to homeless people or those at risk of social exclusion, offering shelter to pets in the medium and short term in case of need, as well as workshops and training on the care they need at no cost.



### We consolidate our support for the Bayt Al-Thaqafa Foundation

We collaborated again 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. Specifically, TRAM has made a donation of 100 T-casual transport passes for people coming from Afghanistan and cared for by the foundation in Barcelona, with the aim of guaranteeing the mobility of the 13 refugees in Catalonia with the integrated tickets, promoting their autonomy and simplifying their travel to process their regularisation. These tickets, equivalent to the old T-10, are valid for travel on the various intercity buses, metro and TMB buses, FGC, Rodalies Renfe and TRAM.



## We continue to improve accessibility

TRAM has incorporated portable inductive magnetic loops for people with impaired hearing in the Customer Service offices, both in Trambaix and Trambesòs, and at 13 more stops on the Trambaix network: Can Rigal, Ca n'Oliveres, Can Clota, Pont d'Esplugues, La Sardana, Montesa, El Pedró, Ignasi Iglesias, Cornellà Centre, Les Aigües, Bon Viatge, Hospital Sant Joan Despí|TV3 and Sant Feliu|Consell Comarcal. We have also implemented three new service information accessibility improvements as part of European Mobility Week. Specifically, these are the NaviLens system, the adaptation of the website to AA level, and the offer of real-time tram timetables on Google. These projects are part of the company's move towards universal accessibility, i.e. the elimination of barriers for people with specific disabilities, such as visual or hearing impairments.



## We support people with criminal and penitentiary problems in Baix Llobregat

TRAM has signed a collaboration agreement with the [Marianao Foundation](#) to finance part of the David Project, an area of the social organisation that provides legal advice and support to people without resources and with criminal and/or penitentiary problems in Baix Llobregat. Our financial contribution has served to guarantee the professional structure that provides free care to vulnerable families who need legal and psychological assistance to overcome a process of imprisonment and social reintegration.

## We have contributed to improving the lives of people with autism spectrum disorder

TRAM donated 100 backpacks with its logo on to the fourth Correblau, the popular 5 kilometers run which is hosted in the Barcelona Parc del Fòrum by the [Aprenem Autisme Association](#). With this action we aim to contribute to the improvement of the living conditions of people with Autism Spectrum Disorder (ASD) so that they can access mainstream education in an inclusive way.



BarcelonaSkyline.com



### We are involved in the first Adapted Children's Race

To raise awareness of equal opportunities, TRAM has donated 30 TRAMi cuddly toys for the first **Adapted Children's Race**, and 50 for the second, to give to the participants: children with walking frames, wheelchairs, splints or general motor difficulties between 3 and 10 years of age. The race is intended to be a sporting event for self-improvement, so the children do not compete against each other, but against themselves. Therefore, the distances to be covered are determined by each one's physical condition and can be 10, 20 or 30 metres.

### We have promoted the reuse and recycling of clothing

In collaboration with Alstom and the Roba Amiga cooperative, TRAM has joined an initiative for the reuse and recycling of clothing, which has collected a total of 1,022 kilos of clothing. Based on two selective collections of used clothing, household linen, shoes and other textile waste, it has been recovered and recycled through the integration of people at risk of exclusion.

**CAMPANYA  
RECOLLIDA  
DE ROBA**





**ROBA  
SOLIDÀRIA**

**10 DE MAIG  
AL  
4 DE JUNY**

**ALSTOM**  
**TRAM**  
**Formació i Treball**  
la Roba Amiga

### We have provided spaces to promote recycling

TRAM has provided the non-profit organisation **Ecovidrio** with advertising space valued at 82,000 Euro covering two stops on Trambaix and Trambesòs, and two whole Trambaix and Trambesòs trams at no cost to the group. These spaces have been used to publicise glass recycling and reuse campaigns..



## 08.1.2 / We promote coexistence and healthy living



## We continue to collaborate with the Catalonia Blood and Tissue Bank

TRAM has once again collaborated with the [Blood and Tissue Bank](#) to activate the blood donation campaign in September, at a time when blood donation is decreasing drastically. TRAM offers to install vinyl announcements on a tram and bring it to a standstill at Francesc Macià station, on the Trambaix network, so that doctors from the Blood and Tissue Bank can receive donations from users in situ. We also adapted the structure of the tram to the needs of the campaign and provided our advertising and broadcasting space on networks and in the media for the campaign. Internally, we invite employees to make a donation



## We again support the “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 \(FEM\)](#).

## We once again support the “Peppers against cancer” campaign

We have once again supported the “Peppers against cancer” campaign organised by the [Catalan Federation of Cancer Organisations \(FECEC\)](#) to celebrate World Cancer Day. For the campaign, 55,000 bags with two peppers each are put on sale for a symbolic price of 1.5 Euro with the aim of raising funds for research and support for cancer patients and their families. TRAM is participating in this initiative by buying a charity bag for each of the employees of Tramvia Metropolità S.A., Tramvia Metropolità del Besòs S.A., TRAMBAIX UTE and TRAMBESÒS UTE, as well as publicising the campaign on its social media channels..



## We have made a monetary donation and disseminated information about life with cancer

TRAM has made a monetary donation of 3,000 Euro to the **Catalan Federation of Cancer Organisations** (FECEC), as well as supporting them on the networks, to organise open webinars where experts in different aspects of life around cancer have been able to give advice on eating habits, sexuality, physical activity and family support.

## 20 anys Vunts contra el càncer

### CICLE WEBINARS: MARÇ

	<b>Menjar quan apareixen els efectes secundaris del tractament</b>	 03 de març	 18h	Gratuit
	<b>Les seqüeles després del tractament oncològic</b>	 10 de març	 18h	Gratuit
	<b>Activitat física és salut</b>	 17 de març	 18h	Gratuit
	<b>Sexualitat i Càncer</b>	 24 de març	 18h	Gratuit
	<b>Cuidados de la Piel en el paciente oncológico: Mitos y realidades de la fotoprotección</b>	 31 de març	 18h	Gratuit

Amb el suport de:

 NOVARTIS FECEC  
Junts contra el càncer

## We have collaborated with the Spanish Breast Cancer Federation

We have signed a collaboration agreement with the **Spanish Breast Cancer Federation** to raise awareness of the work of this organisation through the dissemination of its annual Christmas card. To this end, a group of workers have participated in the festive video that has gone viral on social media. In addition, TRAM has contributed 10,000 Euro as a direct donation to promote the work of the organisation.



## Let's do specific training on energy saving

TRAM has organised an internal training course on energy saving with **Anthesis Lavola**. This consisted of a personalised masterclass of one hour and 30 minutes with tips and sustainable living habits to understand and reduce energy consumption at home and in the office, dedicated to the entire TRAM concessionary team.

**Equipaments més eficients: etiqueta energètica**

Classe energètica	Consum energètic	Classificació
A	< 55 L	Baix consum energètic
B	55 a 75 L	
C	75 a 95 L	
D	95 a 100 L	Consum energètic
E	100 a 115 L	Alt consum energètic
F	> 115 a 125 L	
G	> 125 L	Alt consum energètic



Eficiència energètica  
Consum energètic



## We continue to collaborate with the Ramon Martí i Bonet eye clinic foundation

TRAM has once again renewed its collaboration with the **Ramon Martí i Bonet ophthalmological foundation**. With this alliance, we give all lost and unclaimed glasses in the tram facilities to charity programmes for the prevention of blindness, early care and detection of childhood blindness.

## San Pancracio Sports Union in Sant Joan Despí

TRAM maintains the sponsorship (for three seasons) of the **San Pancracio Sports Union in Sant Joan Despí**. As a result of this agreement, all their teams wear the TRAM logo on their shirt as their main sponsor. This Baix Llobregat-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 is an integrating, driving and cohesive element of the municipality.



## We support Cornellà Women's Basketball

We have supported the **Cornellà women's basketball** team, convinced of the need to promote equal opportunities and healthy lifestyles for the players who make up this team.

## We are with people with hearing difficulties

TRAM has signed a collaboration agreement with the **Spanish Federation of Cochlear Implant Associations** (AICE) whereby the charity organisation produces creative designs for the dissemination of Cochlear Implant Day with the Tram logo to illustrate publications on the importance of this medical-technological advance for people with hearing difficulties.



## We have once again supported young people in vulnerable situations

For the third year running, TRAM has funded grants for young people in vulnerable situations living in the Sant Martí district of Barcelona. The Click Grants are an initiative of the [IRES Foundation](#) in collaboration with 22@Network. The aim is to be able to offer grants to enable the boys and girls to continue their education during the school year. The amount of the scholarship covers the whole school year and can be adapted to the needs of each young person.



## We have fought against male violence with the Barcelona Red Cross

Our Corporate Group and the [Barcelona Red Cross](#) have signed a collaboration agreement to carry out therapeutic workshops for 10 women and 15 children who are victims of male violence, with the aim of helping them to overcome the trauma and adapt to a new context.

## We have collaborated in the “Plant your seed in mental health” campaign

TRAM has made a donation of €300 to the [Cassà Just Foundation](#), which through the Cuina Justa social enterprise creates quality jobs for people with mental illnesses and at risk of exclusion, as part of the “Plant your seed in mental health” campaign. In return, TRAM receives 15 sachets of seeds of aromatic plants for cooking, which it distributes to the concessionaire’s team as a charity Christmas gift to encourage empathy and responsibility among the staff.



## We have supported inclusive football in Cornellà

We have contributed 4,000 Euro to the [Insercor](#) inclusive football project in Cornellà, a team that promotes equal opportunities for all people.



## We took part in the Barcelona Bicycle Festival

TRAM participated in the fair of organisations within the framework of the annual Barcelona City [Council Bicycle Festival](#) with a booth with activities aimed at children and young people between 3 and 16 years of age with the aim of promoting the use of sustainable public transport and transport intermodality.



## We have supported medical research into ALS

Our Corporate Group has contributed to charity medical research by participating in a football tournament organised by [Fundela](#) Foundation. This action raised money for research into the degenerative disease ALS..



## We support sport

To promote healthy lifestyles, TRAM has lent a tram from the Trambaix network so that the [Magic Line](#) project of Sant Joan de Déu Welfare Projects can cover it entirely with vinyl with the image of its campaign. Magic Line invites people to practise sport as a way of preventing illnesses and raises money for hospital research. The cost saved by the charity is €14,000.



## We have taken part in the Sant Joan Despí to Montserrat cycling race

TRAM has promoted physical activity by taking part in the cycling race from Sant Joan Despí to Montserrat. We have registered the TRAM team in the race and we have sponsored the event in exchange for the presence of the brand at the start and finish of the competition and in the digital channels of the organising entity, the **Sant Joan Despí Cycling Club**.



## We have participated in raising awareness of good eating habits

TRAM has participated in a campaign with the **Tomando Conciencia Foundation** to promote good practices in eating habits, environmental care, health and physical activity. This foundation creates content of interest related to good practices for dissemination through corporate platforms provided by different companies. The agreement with our Corporate Group has enabled our group to include this content in its channels.



## We have promoted safe mobility with Mobilona

TRAM has been involved in the day on responsible and safe mobility in Badalona, **Mobilona**. We have prepared activities at our booth for more than 290 students, about twenty teachers and about twenty volunteers. This event promotes the use and knowledge of public transport, especially the tram.

## 08.1.3 / We promote access to culture



MUSEU  
D'ART CONTEMPORÀNI  
DE BARCELONA



MUSEU NACIONAL  
D'ART DE CATALUNYA



Fundació  
Joan Miró  
Barcelona



Centre de Cultura  
Contemporània  
de Barcelona

++  
FUNDACIÓ ANTONI TÀPIES

LL  
BAIX LLOBREGAT  
CONSORCI DE TURISME

EXPO  
XXI RECERC  
JOVE



REBOBINART  
PLATAFORMA D'ART

L  
Gran Teatre  
del Liceu

LAUDITORI  
BARCELONA





## We are once again collaborating with the city's major museums

In 2021, TRAM has renewed its collaboration agreement with the [Consortium of Contemporary Art Museums of Barcelona](#), formed by the Barcelona Museum of Contemporary Art (MACBA), the Barcelona Centre of Contemporary Culture (CCCB), the Joan Miró Foundation, the Antoni Tàpies Foundation, the Picasso Museum Foundation of Barcelona and the National Art Museum of Catalonia (MNAC), with the aim of promoting the temporary exhibitions and collections of these museums and cultural centres by means of the city tram.



## We continue to promote local tourism

Once again this year, the **Baix Llobregat Tourism Consortium** and TRAM have launched '**The TRAM Route**', already consolidated in the region, which invites you to discover important sites, emblematic buildings and the cuisine on offer around the tram in the Baix Llobregat area. The Route also offers discounts to visit these tourist and cultural attractions near the Trambaix network (lines T1, T2 and T3).



## We continue to support the "Exporecerca" Awards

Our Corporate Group continues to collaborate with **Exporecerca Jove**, an international research fair held annually in Barcelona. This global meeting aims to promote research among young people, the exchange of experiences and knowledge, and promote participation in other national and international fairs and congresses. TRAM sponsors one of the prize categories and donates 200 Euro for each grant.



## We maintain the agreement with the Gran Teatre del Liceu

TRAM and the **Gran Teatre del Liceu** have signed a collaboration agreement under which the tramway will provide the full vinyl wrapping of five Trambaix trams during the 2021-2022 theatre season in exchange for a presence in the Gran Teatre del Liceu's promotional products and tickets to be raffled among users and internal staff.



## We fight against LGTB-phobia

For yet another year, we have joined the **LGTBIQ+ Pride Day** celebrations with various actions to prevent and detect LGTB-phobia and give more visibility to the collective. We have extended our collaboration with the Cruïlla Festival and we have taken action with the creation of the project “At the Cruïlla we are not silent by TRAM”. We have created an action plan focused on informing, raising awareness and attending to the public in the event of aggression or harassment for discriminatory reasons during the musical event. In addition, all TRAM vehicles display the traditional LGTBIQ+ flag in the driver's cabs to show support for internal staff, users and the general public on Pride Day. A Trambaix tram and a Trambesòs tram run with an image of different profiles of people with the slogan “**proud of you**”. With this creativity, the Tramway aims to remind people that it does not discriminate on the grounds of gender, feelings or sexual orientation, or for any other reason, either within its team or among the people who travel on public transport.



## We are once again celebrating a day of Art on the TRAM

TRAM has held the second **Art on the TRAM** event, a project to bring urban art to underground tram stops in collaboration with the cultural organisation Rebobinart, with the renovation of the walls of the Besòs stop on Trambesòs lines T5 and T6. Amaia Arrazola was the artist selected to create the mural on the two walls inside the Besòs stop. On the one hand, the different values of TRAM have been represented through different characters with egalitarian, sustainable and inclusive attitudes. And on the other hand, the artist has chosen to depict different local species of birds that can be found around the stop itself.



## We start a collaboration with L'Auditori

TRAM has signed a one-year collaboration agreement with **L'Auditori de Barcelona** to work together to promote culture and musical performances in the recovery of normality after the restrictions during the COVID-19 pandemic. The Tramway undertakes to provide advertising space to publicise the performances scheduled for the 2021-2022 season, as well as other free spaces in the different digital communication channels and the possibility of carrying out joint campaigns for the performances with the greatest impact.



## We once again participate in the Open House BCN

For the fourth year running, TRAM has participated in the **48H Open House BCN festival** with the opening of the Trambaix network depots on the weekend of 23 and 24 October. The activity offered by TRAM consisted of a guided tour of the infrastructures located in Sant Joan Despí, at Avinguda de Barcelona.



## We support urban art

The 'Banksy. The art of protest' exhibition at **Disseny Hub Barcelona** hosted the cultural project Art on the TRAM. With his combative characters and simple lines, the third guest artist of the project, Javier Royo, was responsible for telling the story of the link between Art in the TRAM and the world-renowned graffiti artist, Banksy, who also dedicates his art to protest, social criticism and the fight against inequality.



## 08.2 / We protect the environment

Our Corporate Group is committed to protecting the environment and aims to promote low environmental impact, and efficient and respectful mobility.



With this in mind, we have an **Environmental Management System certified under the UNE-EN ISO 14001:2015 standard**. We also have an **Environmental Risk Management Protocol** that seeks to determine the lines to be followed to ensure respect for the relevant regulations in those activities that have an environmental impact.

It is a goal of the Management of our Corporate Group to ensure the implementation and maintenance of an adequate environmental policy based on documented principles, which can be accessed at any time, and which are communicated to all the people who make up the organisation.

Our group is fully committed to compliance with current environmental legislation, which has meant that since 2020 we have not received any penalties in this area.

7 AFFORDABLE AND CLEAN ENERGY



8 DECENT WORK AND ECONOMIC GROWTH



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



11 SUSTAINABLE CITIES AND COMMUNITIES



12 RESPONSIBLE CONSUMPTION AND PRODUCTION





## In 2021 tram has disseminated a number of internal and external campaigns



In 2021, on the occasion of World Environment Day, World Water Day, World No Tobacco Day and Earth Day our group has disseminated several internal and external campaigns.

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



The tram has many advantages for the environment, and is also a sustainable urban mobility option.

**A sustainable model against climate change.** Vehicles with combustion engines emit CO2, the most harmful pollutant in terms of climate change. Trams, on the other hand, have 100% electric traction, so they do not produce direct emissions.

Furthermore, trams consume 100% renewable energy, so they do not contribute to the emission of polluting gases into the atmosphere.

**A less polluting model.** Vehicles with a combustion engine emit both NOx and suspended particulates (PM10), which are the main pollutants directly affecting people's health. On the other hand, our trams promote the improvement of the quality of life of citizens, as they are 100% electric traction vehicles.

**A model of energy saving and efficiency.** The technology that equips our entire network, and in particular the low wheel and rail friction, makes the energy consumption of our model very efficient. In addition, during braking, the motors of our trains generate electricity, which is fed into the network and can be used by other trams.



**1 tram**

carrying 34 people on average:

0 gr CO2/km and user

0 g NOx/km and user

0 g PM10/km and user

0,12 kWh/km and user



**1 car**

carrying 1.1 people on average:

122,329 gr CO2/km and user

0,747 g NOx/km and user

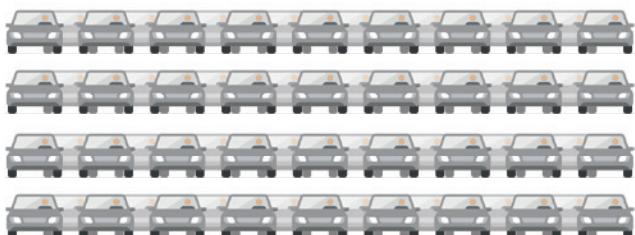
0,036 g PM10/km and user

0.83 kWh/km

**A model that improves traffic flow.** The capacity of our tram, 200 people, allows it to carry as many users as 3 buses or 180 cars.



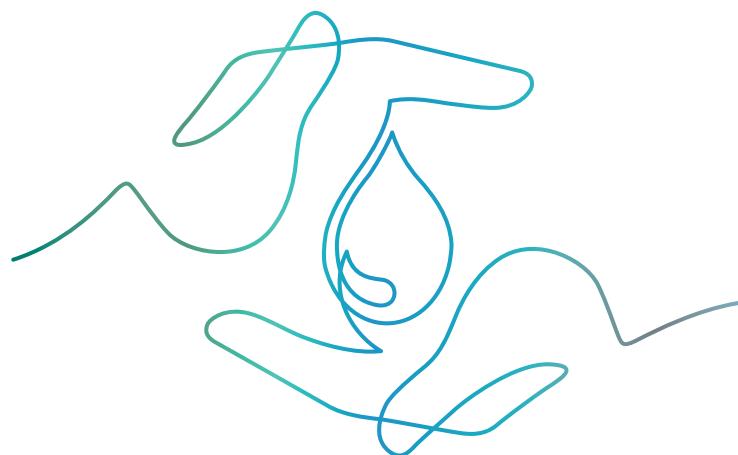
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## 08.2.1 / Our good practices in water consumption

Water consumption is very important to TRAM: therefore we have a specific plan to control its consumption.

In this way we can permanently monitor consumption levels and also the efficiency of irrigation systems. To save water in all our facilities, in 2018 we installed a remote reading system in the irrigation connections and we can read the meters at any time and from any device, as well as receiving automatic warnings when certain volumes are exceeded and being able to open and close the solenoid valve remotely. This is a system that has allowed us to reduce water consumption and to have instant control of any water leaks that are not visible. Also, in the event of frost, we can close the connections or extract historical water consumption data.



### Water uptake by source

	2017	2018	2019	2020	2021
Municipal water	161,436 m <sup>3</sup>	137,053 m <sup>3</sup>	145,116 m <sup>3</sup>	118,972 m <sup>3</sup>	105,826 m <sup>3</sup>
Rainwater	42,791 m <sup>3</sup>	37,105 m <sup>3</sup>	33,689 m <sup>3</sup>	27,748 m <sup>3</sup>	19,251 m <sup>3</sup>



The total water volumes are used to irrigate the lawns and depots of both networks. We calculate this consumption by means of the meters in the connections of the water supply company.

## 08.2.2 / Our energy from renewable sources

Our Corporate Group has its own solar energy installations as a result of our commitment to the use of renewable energies.

In 2021 we have continued with our supply agreement with Naturgy which guarantees that all the energy used in TRAM is 100% green. Thanks to this, our facilities, electric vehicles, trams and equipment only receive energy from renewable sources.

We also have modern, efficient and emission-free trams on our network that reuse the energy from their own braking and return it to the system so that it can be used by other nearby trams. Our annual energy requirement is around 12.93 GWh (4.96 kWh/km) and although consumption levels have been stable over the years, we have seen a downward trend in recent years thanks to the implementation of the **Energy Efficiency Plan**, which includes measures such as:

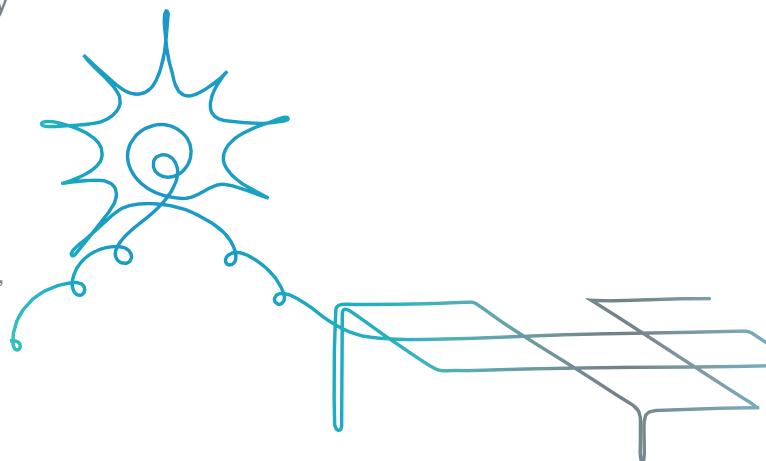
### Monitoring the energy consumption of TRAM vehicles:

two Trambaix and two Trambesòs trams have a measurement system to determine the ratios in detail and implement measures aimed at efficiency.

**Provide a training plan for efficient eco-driving** based on the data extracted from the trams monitored.

Monitor the parked trams and the air **conditioning and lighting parameters**.

**Change the lighting** to gain efficiency, with measures such as:



- Lighting the interior of trams with LED technology fluorescent lamps.
- Lighting the panels of the stops with LED technology fluorescent lamps.
- Lighting the outside of the depots with LED technology projectors.
- Lighting the Cornellà Centre tunnel with LED technology bulbs.
- Installing equipment to control the automatic switching on and off of lighting in offices and workshops.

**Publicising our environmental policy and our energy-saving** and awareness-raising measures to improve sustainability.



Thanks to all these measures, we have managed to reduce electricity consumption in recent years.

Consumed energy		2017	2018	2019	2020	2021
Tramways 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	6,288,219 kWh 4.16 kWh/km
	TRAMBESÒS	4,682,725 kWh 4.21 kWh/km	4,556,103 kWh 4.16 kWh/km	4,456,800 kWh 4.17 kWh/km	4,087,689 kWh 4.18 kWh/km	4,403,817 kWh 4.07 kWh/km
Total consumption	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	13.13 GWh 5.07 kWh/km

### At TRAM we only use energy from renewable sources.

Of all rail transport, the tram is the most energy-efficient option thanks to its low track adhesion, which requires less energy.

We have a solar photovoltaic plant in the Trambaix depot dating back to 2006 which generates around 125,000 kWh a year, with an installed capacity of 104.4 kW. This proprietary infrastructure allows us to travel a total of 27,400 km by

tram at no cost, or to make 210,000 additional trips a year. The plant has a surface area of 892 m<sup>2</sup> and consists of 696 panels, and the energy produced is sold into the general electricity grid.

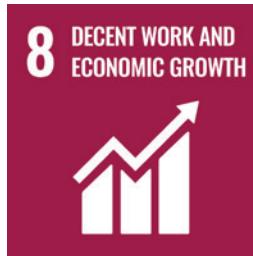
Our own solar plant saves 54 tonnes of CO<sub>2</sub> and 65 kg of SO<sub>2</sub> per year in greenhouse gas emissions.

	TRAMBAIX	TRAMBESÒS
Saved CO <sub>2</sub> emissions 2004-2021 (t)*	6,558.14	2,313.91
Saved NO <sub>x</sub> emissions 2004-2021 (t)*	40.05	14.13
Saved particle emissions 2004-2021 (t)*	1.93	0.68

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

## 08.3 / Competitive companies

At TRAM we implement innovations in our service in order to be a competent, ethical and loyal company. With this policy we contribute to the growth and dignity of the sector:



1

Promoting greater investment.

2

Promoting the hiring of local suppliers.

3

Offering more and better training, education and skills to the team.

4

Increasing investments in research and development (R&D) and in new technologies.

5

Increasing staff salaries and improving their welfare.

6

Fighting corruption from within the company.

7

Seeking effective collaboration with the authorities to promote appropriate regulations.

## 08.4 / Education and communication // 08.4.1 / TRAMEduca



**'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. Due to the pandemic, the educational service was stopped, and this stoppage was used to adapt all activities to enable them to be carried out both online and in person in the classrooms of the educational centres. In June and July 2021, pilot activities were carried out at 2 schools, with a total of 190 students. From September 2021, **the activity resumed with schools**. Finally, in 2021, between the pilot tests and the 3rd quarter, 56 activities were carried out in 33 schools, with a total of 1,061 pupils.

The activities that it has been possible to carry out as part of the programme are:

**Look at the TRAM.** Nursery School. 13 activities

**Investigate the TRAM.** Elementary cycle of primary education. 15 activities

**Enjoy public transport.** Intermediate Cycle of Primary School. 10 activities

**Try the TRAM.** Advanced Cycle of Primary School. 6 activities

**TRAMsport yourself.** Advanced Cycle of Primary School.

1 activity

**The energy of the TRAM.** Secondary Schools, A-Levels and Vocational Training. 8 activities

**What do you think?** 3 activities

All activities are addressed and adapted to Special Education centres.

Activities carried out according to educational level:

**7 Kindergartens Schools:** 12.50 %

**6 Nursery Schools:** 10.71 %

**27 Primary Schools:** 48.21 %

**10 Secondary Educational schools, A-Levels and/or Vocational Training:** 17.86 %

**2 activities in A-Levels and/or Vocational Training:** 3.57 %

**4 Special Education Schools:** 7.14 %



**56 activities carried out**  
**1,061 participants**



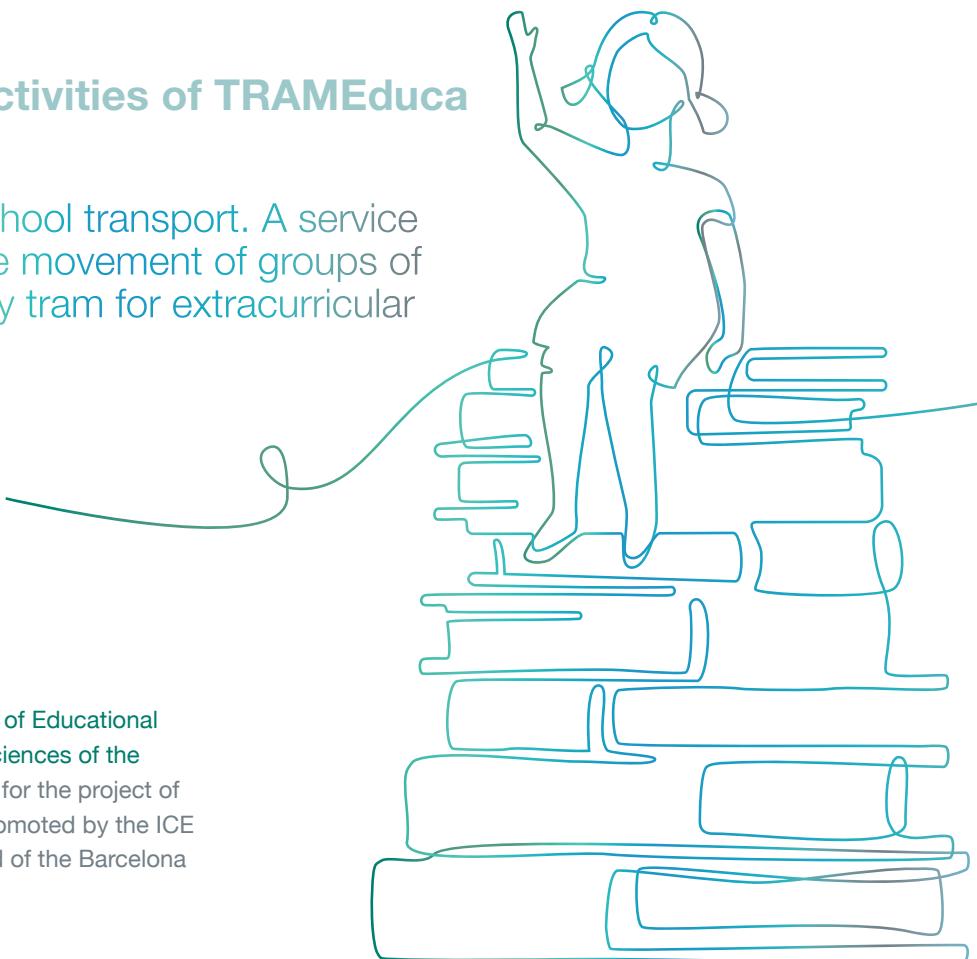
## Other services and activities of TRAMEduca



The TRAM as school transport. A service that supports the movement of groups of schoolchildren by tram for extracurricular activities.



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



## 08.4.2 / Our communication campaigns

### We celebrate the holidays with a charity video against a

### charity video against cancer

TRAM has celebrated the Christmas holidays with a charity video against breast cancer in support of the Spanish Breast Cancer Federation (FECMA). Our team has chosen the research into this disease to be the beneficiary of the Christmas donation and dissemination in corporate channels, trams and stops. Fifty TRAM employees have volunteered to take part in the Christmas greeting.

### 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.

### TRAM is once again organising the La TRAMa story competition

TRAM and the Metropolitan Transport Authority (ATM) have convened the seventh La TRAMa event, the online collective storytelling competition in Catalan aimed at tram users, in order for them to become the authors of a collective narrative initiated and promoted by renowned writers Manel Baixauli, Mireia Calafell, Carlota Gurt, Ivan Ledesma and Care Santos.

### We celebrate the Catalonia Day

The TRAM Trambesòs network has reinforced its service on 11 September to assist mobility on the occasion of the demonstration organised in the city of Barcelona for the Catalonia Day. TRAM line T4, which operates between the Sant Adrià and Ciutadella | Vila Olímpica stations, has put double units into service and increased its passenger transport capacity to meet the expected demand at the stops closest to the Ciutadella Park.

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# SETMANA SENSE SOROLL

Del 26 d'abril al 2 de maig, stop soroll!  
[mediambient.gencat.cat/setmanasensesoroll](http://mediambient.gencat.cat/setmanasensesoroll)

#SSSSoroll2021



XST!



Catalunya 2030

Generalitat de Catalunya

TRAM

La teva seguretat,  
la nostra prioritat

Hem renovat la certificació de les mesures  
contra la COVID-19 perquè el TRAM  
continuï sent un espai segur.  
Col·labora amb nosaltres. Utilitza correctament la  
mascareta i mantingues una bona higiene de mans.

TRAM  
PROTOCOL SEGUR  
COVID-19



tram.cat



7è Concurs en línia de relats col·lectius

Participa i escriu conjuntament amb  
Juan Ledesma i Care Santo

TRAM

# SETMANA EUROPEA DE LA MOBILITAT

16-22 setembre 2021

Fes salut.  
Mou-te de manera  
sostenible.

#Mobilitat2021  
[mobilitat.gencat.cat/setmana](http://mobilitat.gencat.cat/setmana)

EUROPEAN MOBILITY  
WEEK  
mobilitat.gencat.cat/setmana

TRAM

Catalunya  
2030

Generalitat  
de Catalunya

Ets de naturalesa curiosa?

Subscriu-te a l'InfoTRAM a [www.tram.cat](http://www.tram.cat)

TRAM



Descobreix la nadala de TRAM i dona suport  
a la lluita contra el càncer de mama





TRAM has obtained the **renewal of 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 workers and tram users, almost a year and a half after the declaration of the pandemic.

Once again, as in 2020, **Applus Certification** has been the company in charge of auditing the protocols on the physical environment, hygiene measures, technical and organisational measures, equipment and access control measures for

a week. After this exhaustive review, Applus has certified that in TRAM we have applied all these protocols properly and effectively to prevent new COVID-19 infections in our facilities.

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Summary of 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	
<b>GRI 102: General Contents 2016</b>			
<b>Profile of the organisation</b>			
102-1	Name of the organisation	TRAM - Barcelona Metropolitan Region Tramway	
102-2	Activities, products and services	Page 12	
102-3	Headquarters location	c/ Còrsega, 270 pl 4a porta 6, 08008 Barcelona	
102-4	Location of operations	Page 12	
102-5	Ownership and legal form	Page 11	
102-6	Markets served	Metropolitan Region of Barcelona	
102-7	Size of the organisation	Page 5	
102-8	Information on professionals and other workers	Page 39	
102-9	Supply chain	Page 50	
102-10	Significant changes in the organisation and its supply chain	No significant changes in 2021	
102-11	Precautionary principle or approach	Page 25	
102-12	External initiatives	Page 23	
102-13	Membership of associations	Page 23	

GRI Standard	Information on the management approach and indicators		Page / Reference	
	Indicator	Description		
<b>GRI 102: Continguts Generals 2016</b>				
<b>Strategy</b>				
102-14	Statement by the senior executive or decision-maker		Page 3	
<b>Ethics and integrity</b>				
102-16	Values, principles, standards and rules of conduct		Page 25	
<b>Governance</b>				
102-18	Governance structure		Page 22	
<b>Participation of stakeholders</b>				
102-40	List of stakeholders		Page 34	
102-41	Collective bargaining agreements		100% of staff members are under the same agreement	
102-42	Identification and selection of stakeholders		Page 34	
102-43	Approach to stakeholder engagement		Page 34	
102-44	Key issues and concerns mentioned		Page 34	
<b>Reporting practices</b>				
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 37	
102-48	Reformulation of information		-	
102-49	Changes in the preparation of the report		The SDGs strategy is introduced. Page 36	
102-50	Reporting period		2021	
102-51	Date of the last report		2020	
102-52	Reporting cycle		Annually	

GRI Standard	Information on the management approach and indicators		Page / Reference	
	Indicator	Description		
<b>GRI 102: General Contents 2016</b>				
<b>Reporting practices</b>				
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	
<b>Material issues</b>				
<b>Category: Economy</b>				
<b>Anti-corruption</b>				
GRI 103: Management approach 2016	103-1	Explanation of the material issue and its coverage	Page 25 - Page 37	
	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	
<b>Category: Environment</b>				
<b>Energy</b>				
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 87	
	302-3	Energy intensity	Page 87	
	302-4	Reduction of energy consumption	Page 87	

GRI Standard	Information on the management approach and indicators			Page / Reference
	Indicator	Description		
<b>Water</b>				
GRI 103: Management approach 2016	103-1	Explanation of the material issue and its coverage		Page 86
	103-2	Management approach and its components		Page 86
	103-3	Evaluation of the management approach		Page 86
GRI 303: Water 2016	303-1	Water extraction by source		Page 86
<b>Emissions</b>				
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 88
GRI 305: Emissions 2016	305-1	Direct emissions of GHG (scope 1)		Page 88
<b>Environmental Compliance</b>				
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 2021
<b>Category: Social</b>				
<b>Employment</b>				
GRI 103: Management approach 2016	103-1	Explanation of the material issue and its coverage		Page 39
	103-2	Management approach and its components		Page 39
	103-3	Evaluation of the management approach		Page 39
GRI 401: Employment 2016	401-1	New recruitment and staff rotation		Page 43
	401-3	Parental leave		Page 41

GRI Standard	Information on the management approach and indicators			Page / Reference
	Indicator	Description		
<b>Health and Job Safety</b>				
GRI 103: Management approach 2016	103-1	Explanation of the material issue and its coverage		Page 45
	103-2	Management approach and its components		Page 45
	103-3	Evaluation of the management approach		Page 45
GRI 403: Health and safety at work 2016	403-1	Workers' representation in formal worker-employer health and safety committees		Page 45
	403-2	Types of accidents and rates of accidents, occupational diseases, lost days, absenteeism and number of deaths due to accidents at work or occupational diseases		Page 45
<b>Training and teaching</b>				
GRI 103: Management approach 2016	103-1	Explanation of the material issue and its coverage		Page 47
	103-2	Management approach and its components		Page 47
	103-3	Evaluation of the management approach		Page 47
GRI 404: Training and teaching	404-1	Average hours of training per year per worker		Page 47
	404-2	Programmes to improve workers' skills and transition assistance programmes		Page 48
	404-3	Percentage of workers who undergo regular career development performance assessments		-
<b>Diversity and equal opportunities</b>				
GRI 103: Management approach 2016	103-1	Explanation of the material issue and its coverage		Page 40
	103-2	Management approach and its components		Page 40
	103-3	Evaluation of the management approach		Page 40
	405-1	Diversity in governing bodies and workers		Page 40
	405-2	Ratio of basic salary of men and women		Page 42

GRI Standard	Information on the management approach and indicators			Page / Reference
	Indicator	Description		
<b>Non-discrimination</b>				
GRI 103: Management approach 2016	103-1	Explanation of the material issue and its coverage		Page 40
	103-2	Management approach and its components		Page 40
	103-3	Evaluation of the management approach		Page 40
GRI 406: Non-discrimination 2016	406-1	Cases of discrimination and corrective actions taken		There have been no cases in 2020
<b>Local communities</b>				
GRI 103: Management approach 2016	103-1	Explanation of the material issue and its coverage		Page 61
	103-2	Management approach and its components		Page 61
	103-3	Evaluation of the management approach		Page 61
GRI 103: Management approach 2016	413-1	Operations with local community participation, impact assessments and development programmes		Page 61
<b>Social assessment of suppliers</b>				
GRI 103: Enfocament de gestió 2016	103-1	Explanation of the material issue and its coverage		Page 50
	103-2	Management approach and its components		Page 50
	103-3	Evaluation of the management approach		Page 50
GRI 414: Avaluació social dels proveïdors 216	414-1	New suppliers that have passed selection filters according to social criteria		-
<b>Health and Safety of users</b>				
GRI 103: Management approach 2016	103-1	Explanation of the material issue and its coverage		Page 53
	103-2	Management approach and its components		Page 53
	103-3	Evaluation of the management approach		Page 53
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 2021



**TRAM**

Tramvia de  
la Regió Metropolitana  
de Barcelona