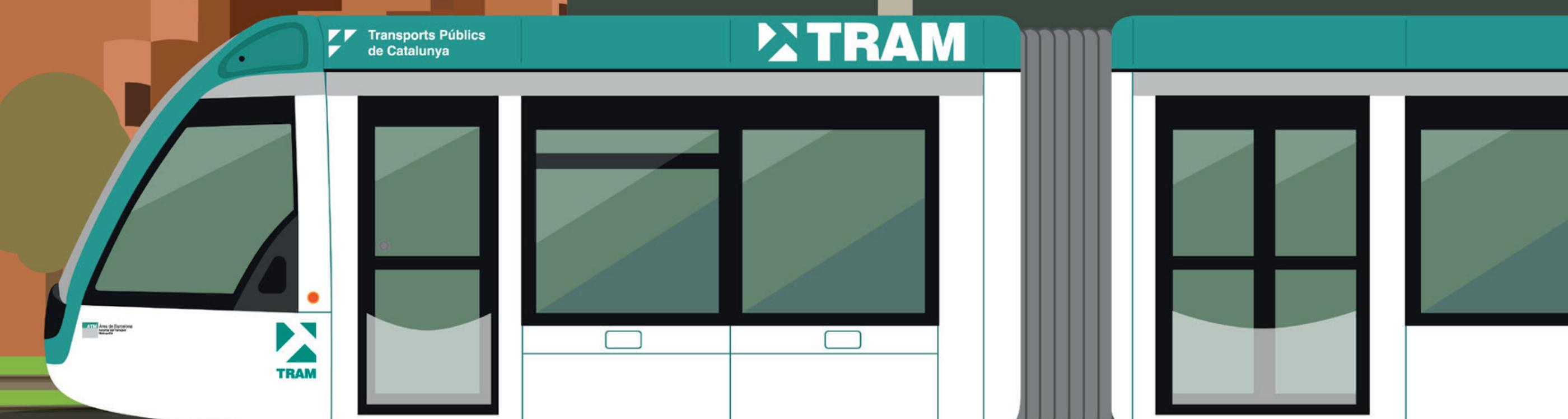
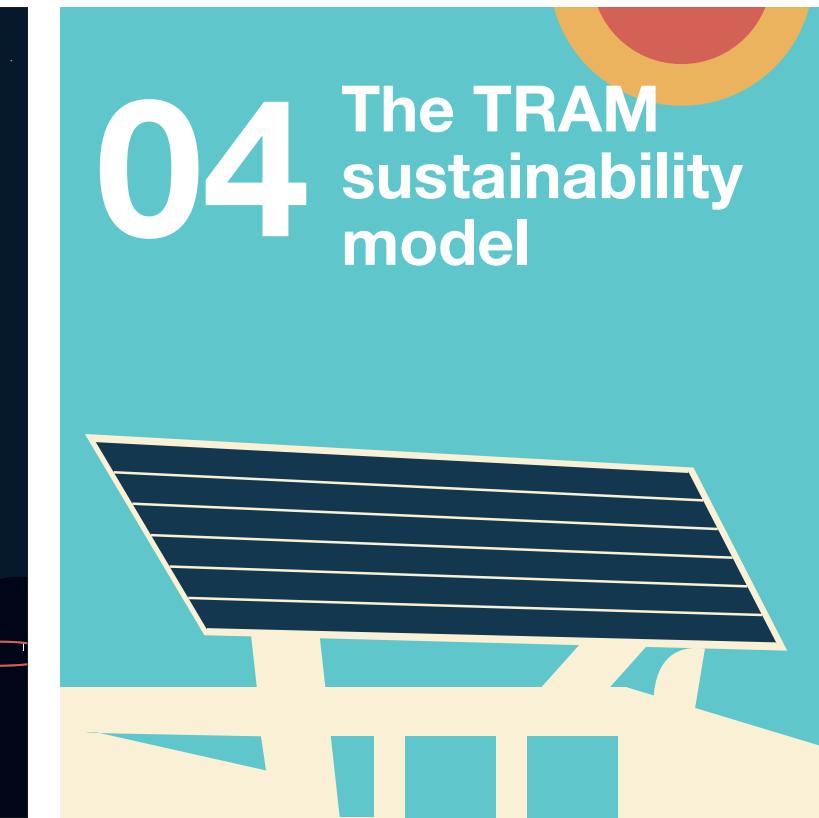
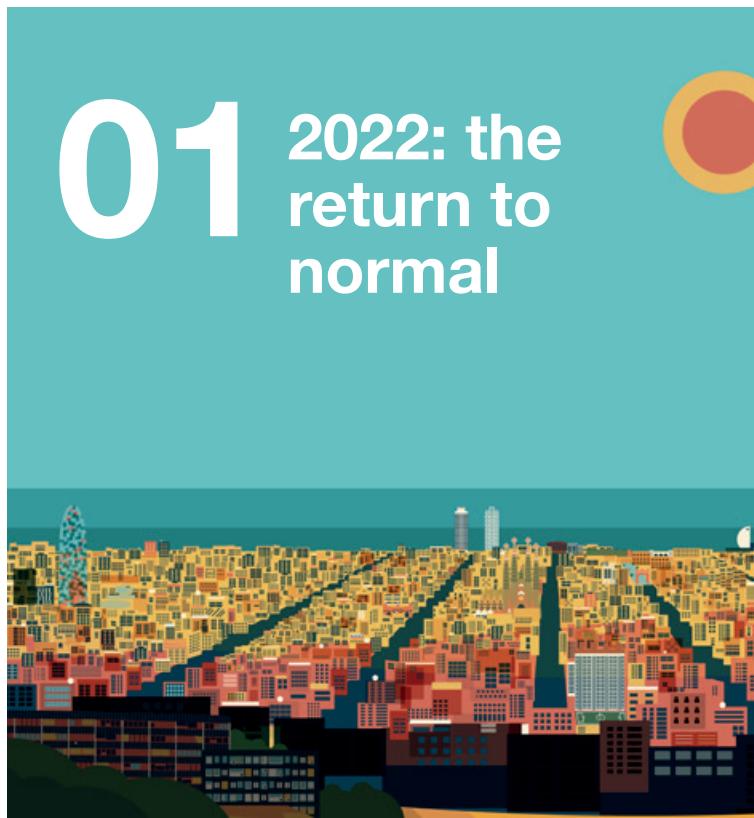




## Sustainability report 2022

Tramway of the  
Barcelona  
Metropolitan Area





## Letter from the president

### TRAM, a key player in sustainable mobility

The Barcelona tram once again presents its sustainability report, which summarises the main indicators and events that took place in 2022. In these pages we transparently set out the most relevant milestones of 2022, a year in which the Covid-19 pandemic did not adversely affect our activity as it did the past two years.

2022 is therefore a year of getting back to normal, with a number of journeys very similar to the pre-pandemic years, and this has been possible thanks to citizens and the great TRAM team. The people who form part of the TRAM family and the company's culture have shown that we can face any challenge and overcome difficulties. The

balance could not be more positive despite the fact that, in many respects, last year was not a year of great global joy due to the soaring prices of raw materials and energy and the war between Russia and the Ukraine.

We will continue to work for sustainable mobility and social responsibility. This is our commitment to our users, who rate us progressively higher every year. This fact makes us proud and, in parallel, requires us to continue to overcome challenges and work to improve our indicators. The fact that year after year we are the best rated public transport in the Barcelona Metropolitan Region is an honour that we do not want to lose and

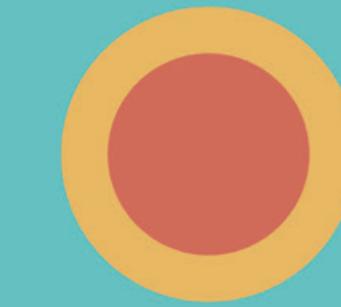
must not lose, so we will continue to work tirelessly to improve our indicators.

Safety, reliability and the travel experience are the cornerstones of our roadmap; strategic lines that we will continue to develop in a positive direction and with the least possible environmental impact. For all these reasons, I can humbly and proudly affirm that TRAM will continue to be successful as the key agent of mobility that it is. Enjoy the consultation.

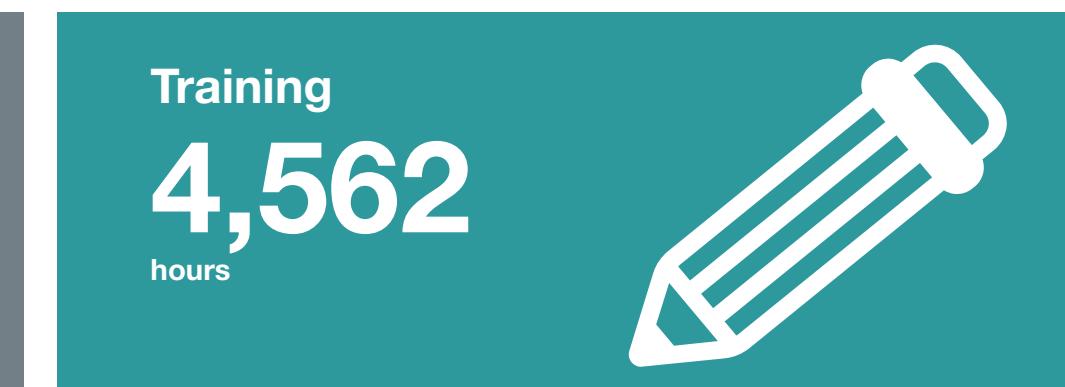
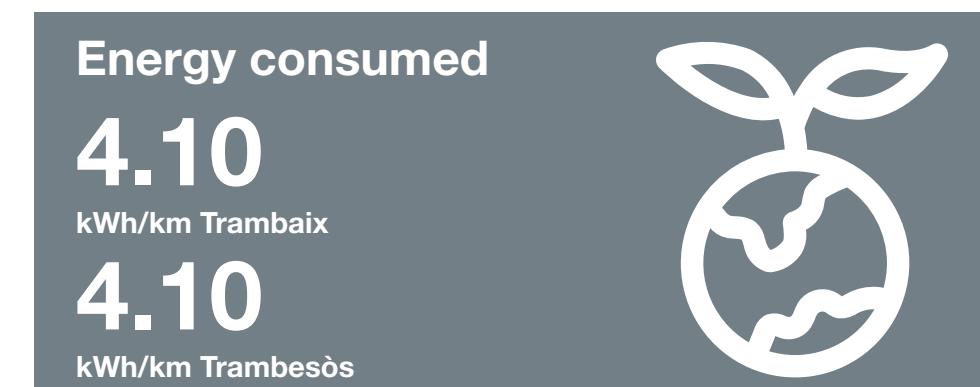
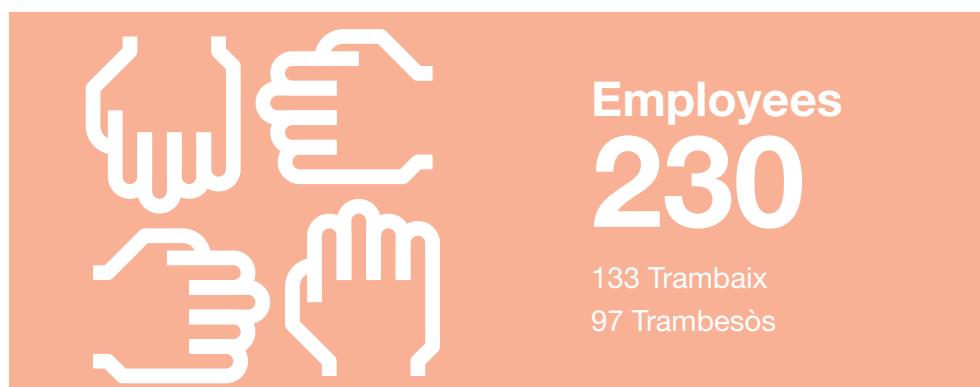
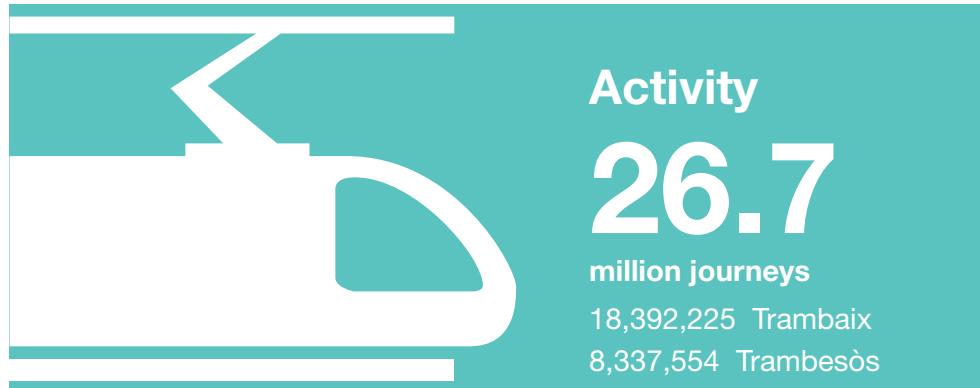


**Javier Pérez Fortea**  
President  
TRAM

# 01 2022: return to normal



## 2022: return to normal



## Milestones for 2022



**#1** We are recovering journeys and approaching pre-pandemic levels



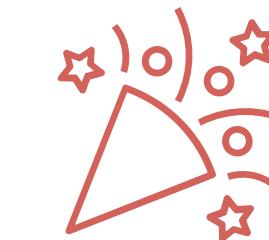
**#2** Our sustainable commitment is still strong, with 100% energy from renewable sources



**#3** We never stop striving for a more equitable society through 57 actions with a budget of € 246,000.

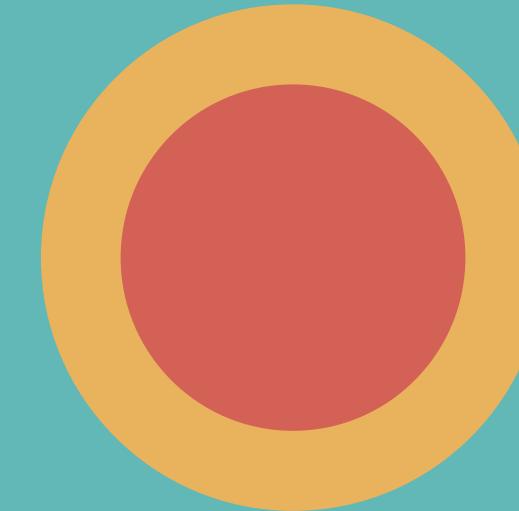


**#4** We achieved the highest score of 8.4 in the user satisfaction survey since the start of service



**#5** We are celebrating the TRAM's coming of age

# 02 Our sustainability report



## Our sustainability report

This report has been prepared in accordance with GRI standards, under the 'Essential' option, and covers the period from 1 January to 31 December 2022.

It contains complete information on management, actions and their results, as well as our challenges and commitments to users, staff and society.

We understand that the evolution of our society, and also our activity, demands sustainable growth. It is not acceptable that to satisfy present needs, we put at risk the needs of future generations. This sustainable development encompasses environmental, social and ethical factors, which also requires permanent renewal aimed at continuous improvement.

**Since 2019, our organisation has been committed to the **Sustainable Development Goals** (SDGs) and this is reflected in our code of ethics and the way we conduct our business.**

(102-53) For further information on the content of this report, we have a communication channel open at the email [premsatram@tram.cat](mailto:premsatram@tram.cat).

# 03 TRAM, the great metropolitan transport



## TRAM, the great metropolitan transport

TRAM manages the tramway system of the Barcelona Metropolitan Area and serves nine municipalities through the Diagonal-Baix Llobregat system (TRAMBAIX) and the Diagonal-Besòs system (TRAMBESÒS).

Our public service model is a public-private collaboration, after the Metropolitan Transport Authority (ATM) awarded us the contracts to design, build and operate the Diagonal-Baix Llobregat and Sant Martí-Besòs tramway systems in 2000-2003, as a result of an international public tendering process.

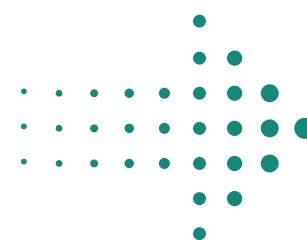
We have been providing safe, reliable, efficient and environmentally-friendly service for 18 years, as evidenced by the nearly 30 million annual journeys recorded in the years leading up to the pandemic.

Managing an essential service for citizens during the almost three years of the pandemic has been tough, and we believe that we have earned their recognition for our hard work, as during 2022 they continued to rely on our service, which is almost back to normal in reaching 26.7 million journeys, a significant milestone after we had only 16 million journeys in 2020.

All this means that, since its entry into service, the TRAM has made more than 400 million journeys. This success is not only our perception, but also that of the people who use our service, as the tram is the most highly rated public transport among travellers, as shown year after year in the Workday Mobility Survey (EMEF) conducted by the Metropolitan Transport Authority (ATM). This

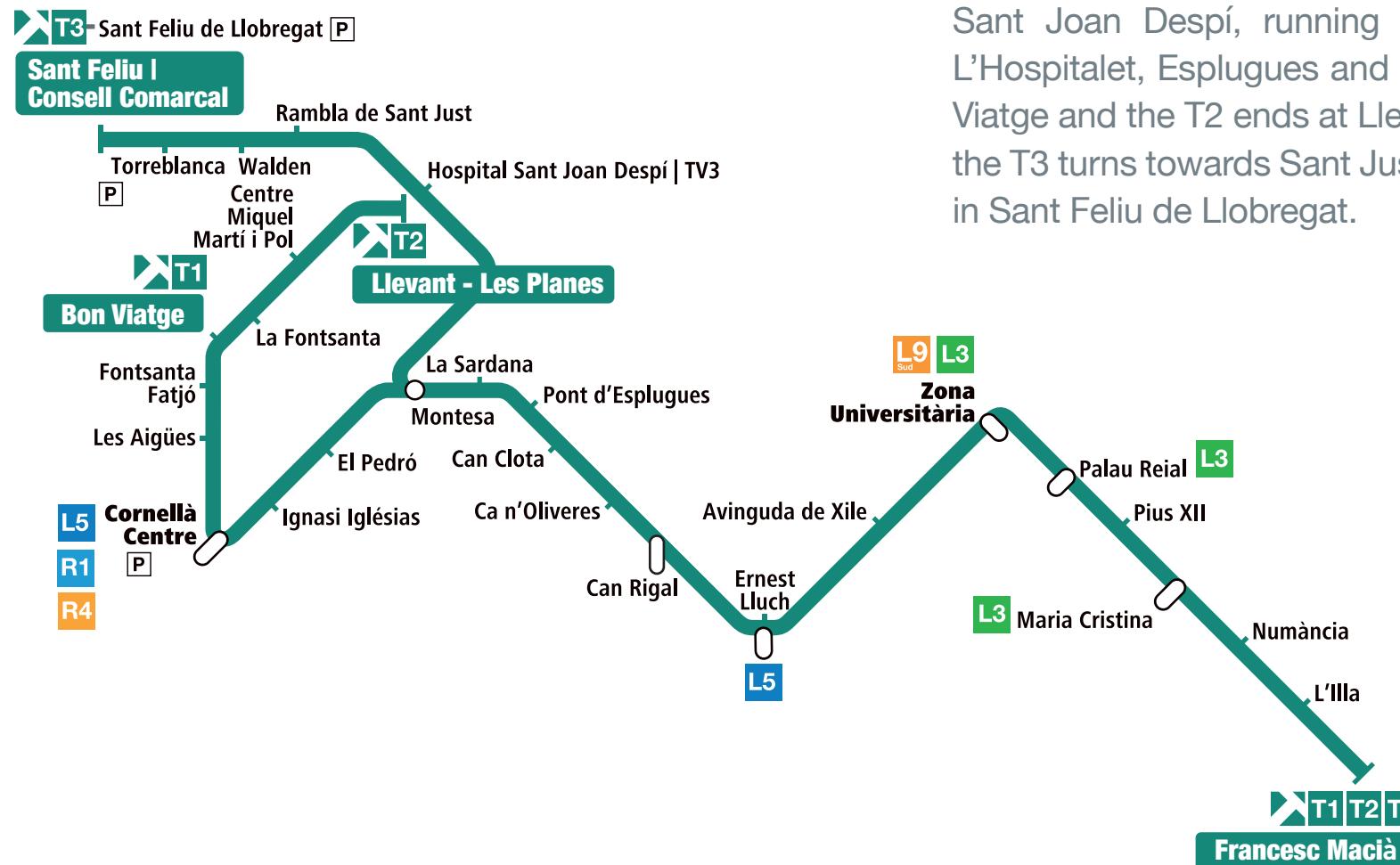
assessment of excellence is also reflected in the 2022 TRAM satisfaction survey, in which the perceived quality index was 8.43 out of 10 on the two networks, the highest score since our inauguration.

This satisfaction is the result of many factors, including the fact that in 2022 punctuality on the Trambaix reached 99.46% and 99.06% on the Trambesòs, and service availability was 99.97% on the Trambaix and 99.96% on the Trambesòs.



99.26 % punctuality  
99.96 % availability

# 1. The TRAM networks

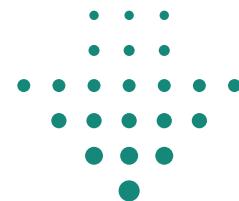


## Trambaix network

The Trambaix network, inaugurated in April 2004, is made up of lines T1, T2 and T3, all of which originate at Francesc Macià and connect the Les Corts district of Barcelona with the Baix Llobregat region. All three share six kilometres of their route, between Plaça de Francesc Macià and the Montesa stop. From this stop, the T1 and T2 end in Sant Joan Despí, running through different streets of L'Hospitalet, Esplugues and Cornellà; the T1 runs to Bon Viatge and the T2 ends at Llevant-Les Planes. Meanwhile, the T3 turns towards Sant Just Desvern and ends its route in Sant Feliu de Llobregat.

The entire fleet of this network is housed in a 22,000 square metre depot in Sant Joan Despí, which also houses the workshops where a highly qualified team of professionals carry out maintenance and repair work on the trams.

Given that the route of this network provides access to important business areas, industrial estates and Pedralbes University, it has a higher number of passengers on weekdays and at peak times of the academic and working day: from 8 to 9 am and 5 to 7 pm.

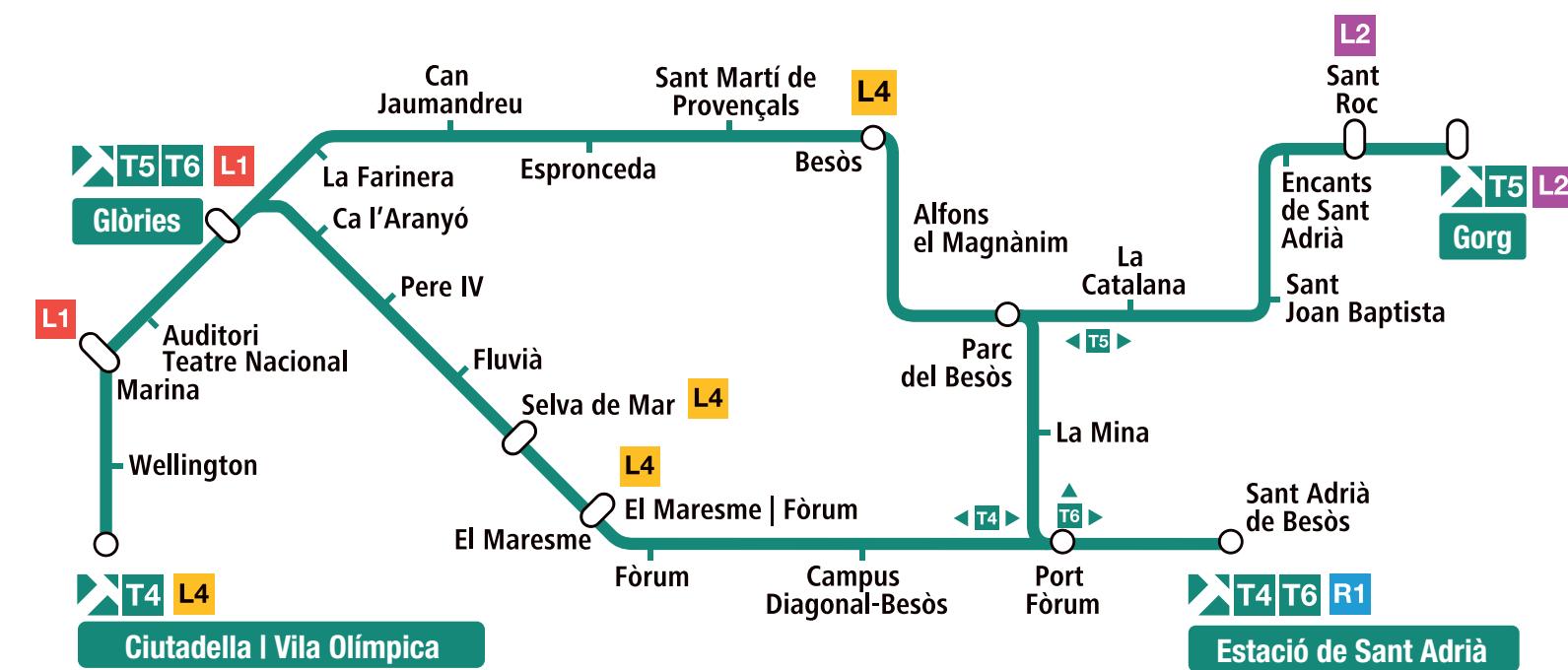
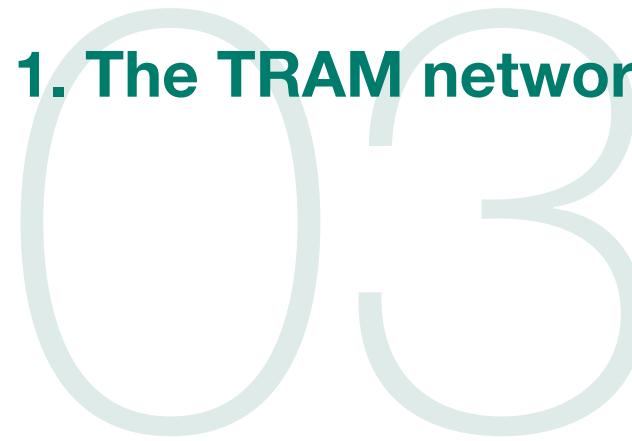


29 stops  
6 interchanges  
15.1 km long  
3 lines (T1, T2 and T3)  
23 vehicles

### Timetables

Monday to Thursday, Sunday and holidays: 5 am to 12 midnight  
Friday and Saturday: 5 am to 2 am

# 1. The TRAM networks



## Trambesòs network

The Trambesòs network consists of lines T4, T5 and T6 and has been in operation since May 2004, with an initial extension in 2006 and another in 2008. This network connects Sant Adrià del Besòs and Badalona with Barcelona. Line T4 starts at Ciutadella-Vila Olímpica and ends at Sant Adrià; line T5 starts at Glòries and ends at Gorg. As for the T6, it shares the route with the T5 and branches off at La Mina to connect with Sant Adrià de Besòs on its final section.

The Trambesòs depot and workshops are located in Sant Adrià del Besòs, with a space of more than 11,000 square metres.

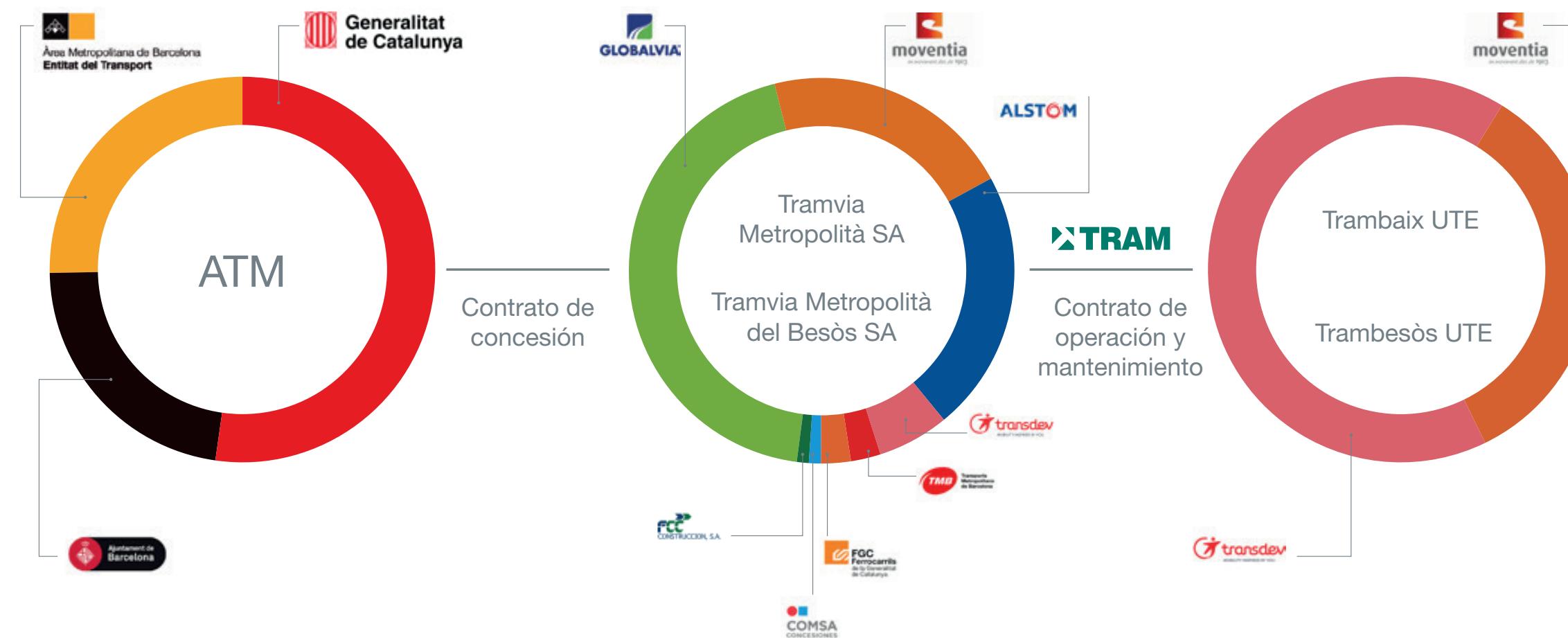
27 stops  
9 interchanges  
14.1 km long  
3 lines (T4, T5 and T6)  
18 vehicles  
Timetables  
Monday to Thursday, Sunday and holidays: 5 am to 12 midnight  
Friday and Saturday: 5 am to 2 am

## 2. The organisation

TRAM operates the Trambaix and Trambesòs through four organisations: Tramvia Metropolità SA, Tramvia Metropolità del Besòs SA, Trambaix UTE and Trambesòs UTE.

The shareholders of this business group are leading organisations in their business sectors, which include the management of concessions; the operation and maintenance of public transport networks by bus, tram

and rail; the management of high-capacity tracks; the manufacture and maintenance of rolling stock and systems in the railway sector, and the construction of public works.



## 2.1 Passengers

3

We logged a total of 26,729,778 journeys in 2022

This represents a 31% year-on-year increase in journeys

We have exceeded 427 million journeys since entry into service

### Annual evolution of journeys

Year	Trambaix	Trambesós	Total	Total accumulated
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>
2022	18,392,224	8,337,554	26,729,778	<b>427,664,171</b>

In 2022 our lines accommodated 26,729,778 journeys, 18,392,225 (68.8%) on the Trambaix network, an increase of 31.1% over the 14,026,700 in 2021, and the remaining 8,337,554 million were on the Trambesòs network, 31.1% more than the 6,359,459 in 2021.

The typical user, according to the satisfaction surveys conducted to date, is a working woman between 41 and 64 years of age who lives in the municipality of Barcelona.

In 18 years of operation, the tram has accumulated more than 427.7 million journeys, starting with 7.5 million in 2004, our first year of service. Trambaix has accrued 291.1 million journeys since it started operating (68.1%) and Trambesòs, 136.6 million (31.9%).





## Trambaix network

2022 was a year marked by getting back to normal after the outbreak of the pandemic and the drop in overall travel. After the restrictions of the previous two years, 2022 saw a recovery in demand as a result of improving economic activity, although it was affected by teleworking, online sales and the increase in personal mobility vehicles. The peak hours remain between 7am and 9am, with more than 3.6 million journeys, and between 5pm and 7pm with over 4 million journeys. A relevant variation between now and the pre-pandemic period is that the peak hour factor (% of peak hour demand compared to total daily demand) has decreased.

**11,811,690**  
690 journeys on workdays  
(Monday to Thursday)

**1,025,667**  
on public holidays

**1,512,504**  
km travelled

**3,428,350**  
on Friday

**18,392,224**  
total journeys

**17.65**  
km/h commercial speed

**5,059,271**  
journeys on workdays  
(Monday to Thursday)

**699,088**  
on public holidays

**1,082,018**  
km travelled

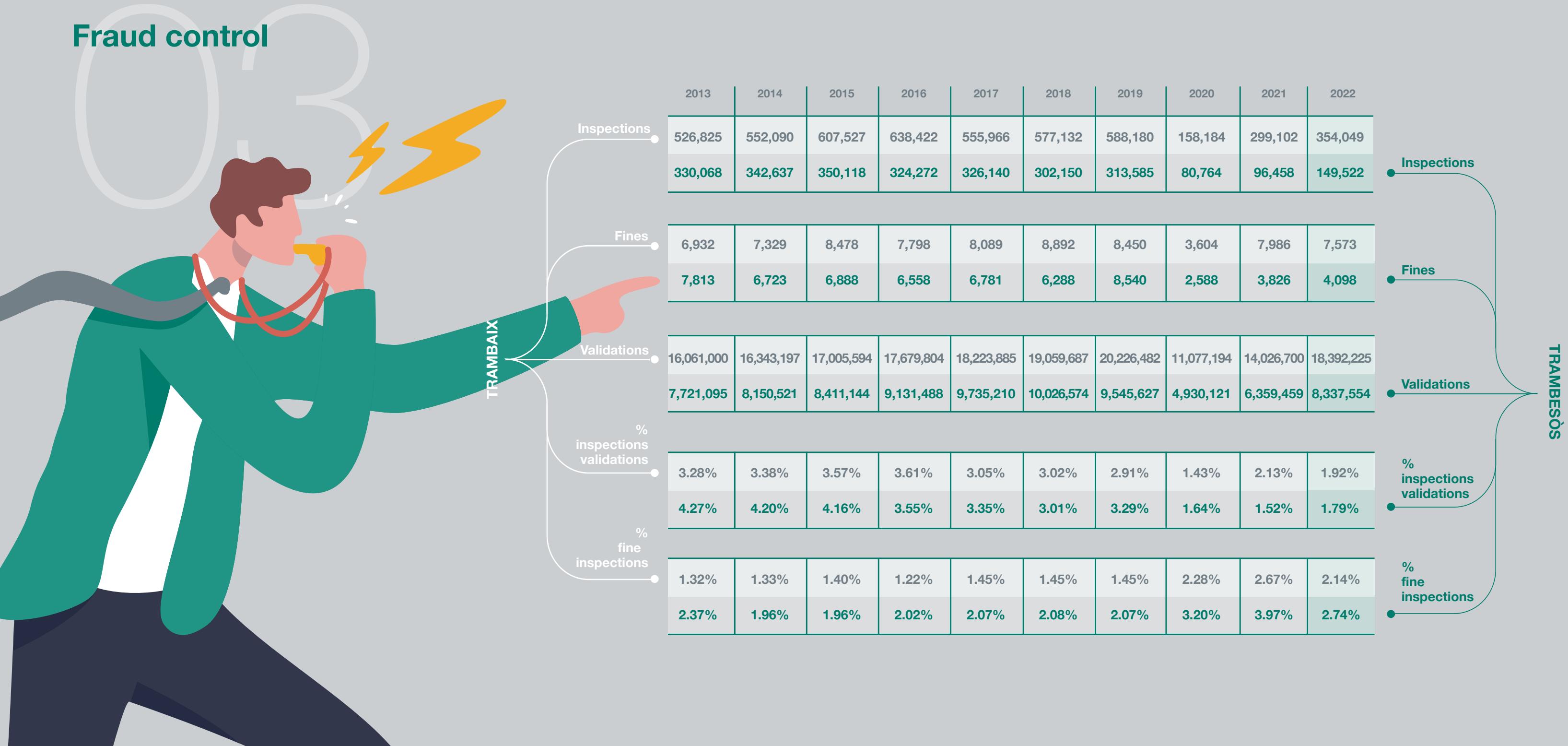
**2,126,517**  
on Saturday

**17.75**  
km/h commercial speed

## Trambesòs network

Continuing the same trend as last year, most journeys on the Trambesòs network also took place on workdays, with more than five million journeys, compared to 3.8 million in 2021. They also increased on Fridays, with 1.5 million (compared to 1.1 million the previous year), and at weekends, with more than one million on Saturdays and almost 700,000 on Sundays and public holidays. Peak hours are also the busiest on the Trambesòs, with 1.4 million journeys from 7 am to 9 am and 1.9 million from 5 pm to 7 pm.

## Fraud control



### 3. Our response to the pandemic

Since the pandemic landed in our home in 2020, all of us at TRAM have had to face changes in the organisational area, as well as in the economic and financial sphere, although that did not affect our service. Despite the difficult situation we experienced, we ensured citizens' mobility thanks to a service that was maintained throughout this period, thoroughly applying all Covid-19 prevention and protection measures, to protect both users and our team.

**#1 Keeping jobs and maintaining working conditions**

**#2 Intensive internal and external communications to promote the use of public transport**

**#3 Maintaining 100% of our activity, totally secure, through the use of digital communication and meeting channels**

**#4 Protecting our users and our team**

**#5 Maintaining regular service**

**#6 Increasing cleaning and disinfection (Covid-19 safe protocol certificate)**

**#7 Contributing to disseminating public Covid prevention and protection campaigns through public address and digital channels**

**#8 Maintaining face-to-face customer service, by appointment, and opening new remote channels**



## We invest to keep fighting covid-19

And, in, addition,

Beyond ordinary cleaning, we spent 3,100 hours on extra in-depth cleaning and disinfection on Trambaix and 2,200 hours on Trambesòs.

Annual tram cleaning hours	2019	2020	2021	2022
TRAMBAIX	6,000	9,100	9,100	9,100
TRAMBESÒS	4,500	6,700	6,700	6,700

\*Approximate hours depending on the service contracted

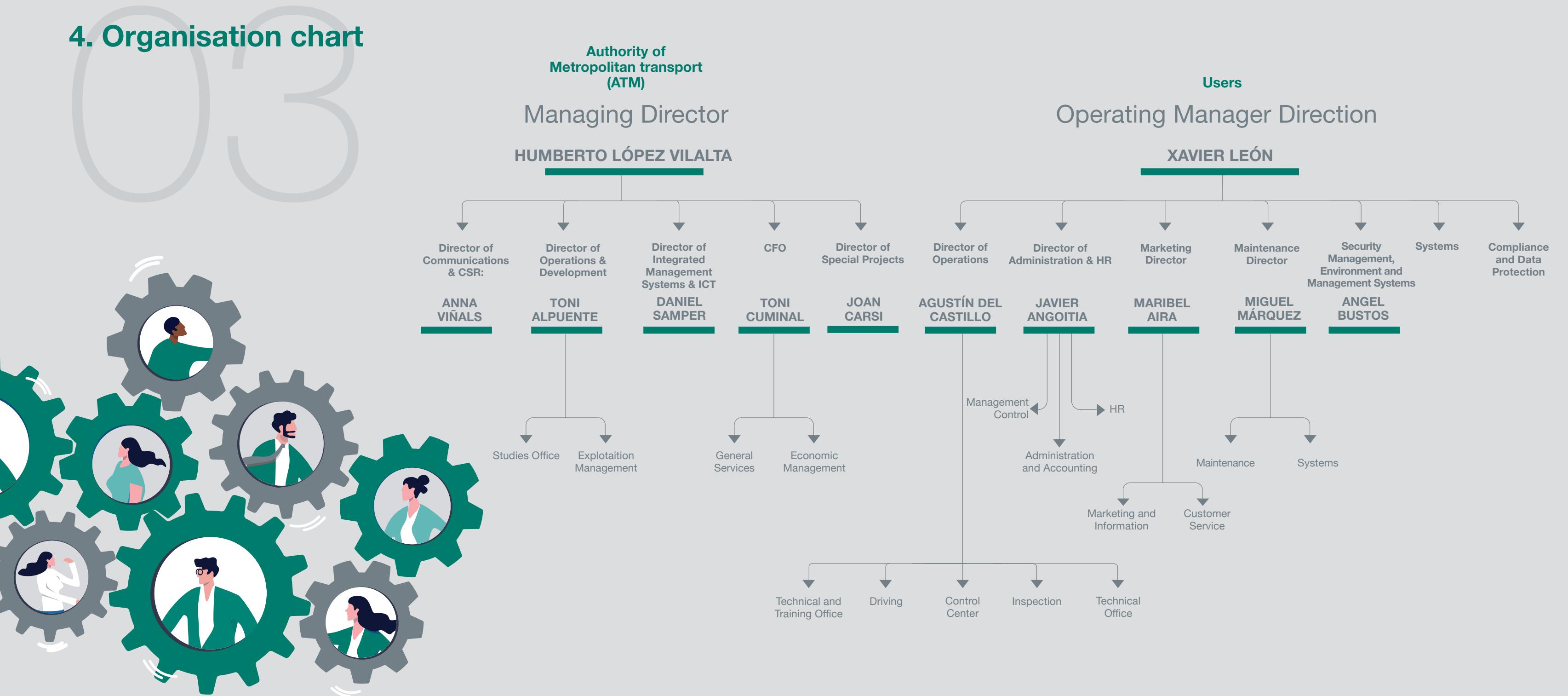
Covid-19 materials	Units
Hydroalcoholic gel	240 liters
Reusable mask	1,132
Masks (units)	1,100
PCR test	43
Antigen test	26
Rapid antigen test (units)	340

Annual hours of cleaning of stops and facilities	2019	2020	2021	2022
TRAMBAIX	9,000	11,500	11,500	11,500
TRAMBESÒS	8,000	10,500	10,500	10,500

\*Approximate hours depending on the service contracted



## 4. Organisation chart



## 5. Alliances with the sector

In 2022, our corporate group continued to collaborate with sector and regional organisations and, in parallel, continued to support other initiatives.



We are part of the **International Association of Public Transport**, based in Brussels and founded in 1885. The association has some 3,000 members and its mission is to bring together all international players in public transport and sustainable modes of transport.



Our corporate group is a member of **Railgrup** and also sits on its board. This organisation was founded in 2002 to promote global competitiveness and the interests of its members. The organisation promotes studies and research work on mobility and new practices to improve the sustainability of the sector based on technological improvements and collaboration between the different agents that participate in it. It is currently made up of more than 100 companies, with a global annual turnover of some 17,000 million euros.



We collaborate with the **Catalan Association of Municipalities for Mobility and Urban Transport (AMTU)**, whose mission is to provide technical, legal and administrative support to its members on mobility, infrastructures and public transport. It is made up of 101 city councils, one decentralised municipal organisation and four regional councils, representing over 2 million citizens.



TRAM is part of the **22@ business network**, an innovative association of leading organisations in the city of Barcelona that promotes dialogue and inter-professional relations. Thanks to the network, we contribute to the economic and social development of the 22@ innovation district.



We collaborate with the **Association for the Promotion of Public Transport (PTP)**, which defends the interests of collective public transport and rail freight transport, always with the common interest of the public in mind. The PTP is also a member of the European Federation for Transport and Environment and the European Passengers' Federation..



We are involved in several working groups within the **Association of Urban and Metropolitan Public Transport**, participation that allows us to share information with other companies in the sector and learn from the experiences of these state public transport operators.



We are part of the **Barcelona+Sustainable** network, which brings together more than a thousand organisations committed to environmental, social and economic sustainability. From this area we contribute to building a city that is responsible towards both people and the environment.



In 2022 we joined **Barcelona+B**, an alliance of companies and educational institutions to promote best practices in business and citizenship, with the focus on enjoying a more prosperous, sustainable and inclusive city.



## 6. Tram ethics, transparency and integrity

At TRAM we firmly believe in business ethics, which is why we have a code of ethics that sets out the framework within which we are committed to carrying out our activity, in strict compliance with current regulations and defending the interests of users, customers, staff, our shareholders and society.

And to ensure compliance with the code of ethics, we have a **Compliance system** that defines how to act in situations where there is a risk of non-compliance, thus reinforcing the prevention of fraud, corruption and any other possible crimes that may occur in the scope of our activity, and not only possible crimes, but also behaviours that may affect TRAM's reputation. To make this model

effective, we have a Crime Prevention and Detection Committee, which is responsible for supervising its implementation and, in parallel, ensuring the promotion and observance of binding legal regulations and other rules governing our organisation, always on a voluntary basis.

The guidelines foreseen in this model are related to:

**Anti-discrimination and anti-harassment, to ensure equal treatment.**

**Prevention of corruption in the public sector and embezzlement,** incorporating respect for the law and transparency as a basic principle.

**Gifts and hospitality,** to prevent friendly business dealings from becoming a source of non-compliance with the principles established in the overall system.

**Prevention of money laundering,** as the foundation of the principle of trust.

**Prevention of fraudulent and unfair conduct,** to guarantee a fair relationship with customers, users and suppliers, including truthfulness as a basic principle of action.

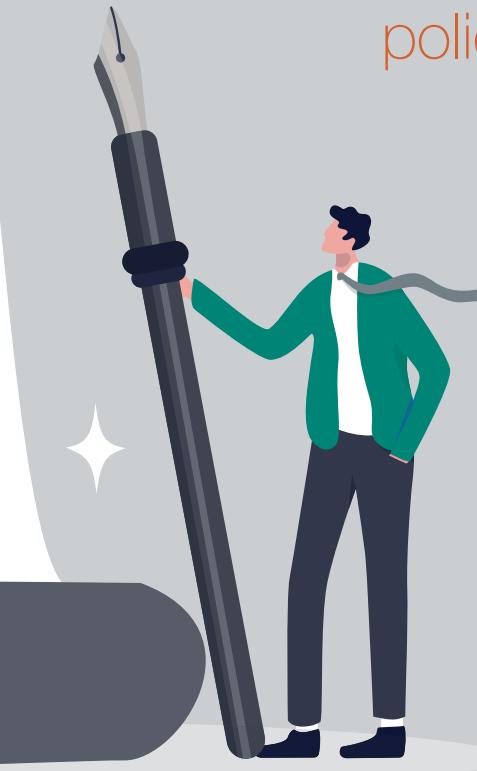
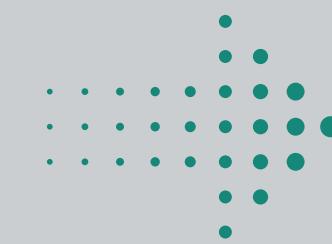
**Prevention of corruption in business,** including transparency in the framework of procurement of services and commercial relations and promoting diligence in relations with third parties.

**Prevention of offences against the Treasury and Social Security and subsidy fraud** to avoid any offence against these institutions.

**Prevention of offences against workers' rights.**

## Ethics channel

### *Ethical Code*



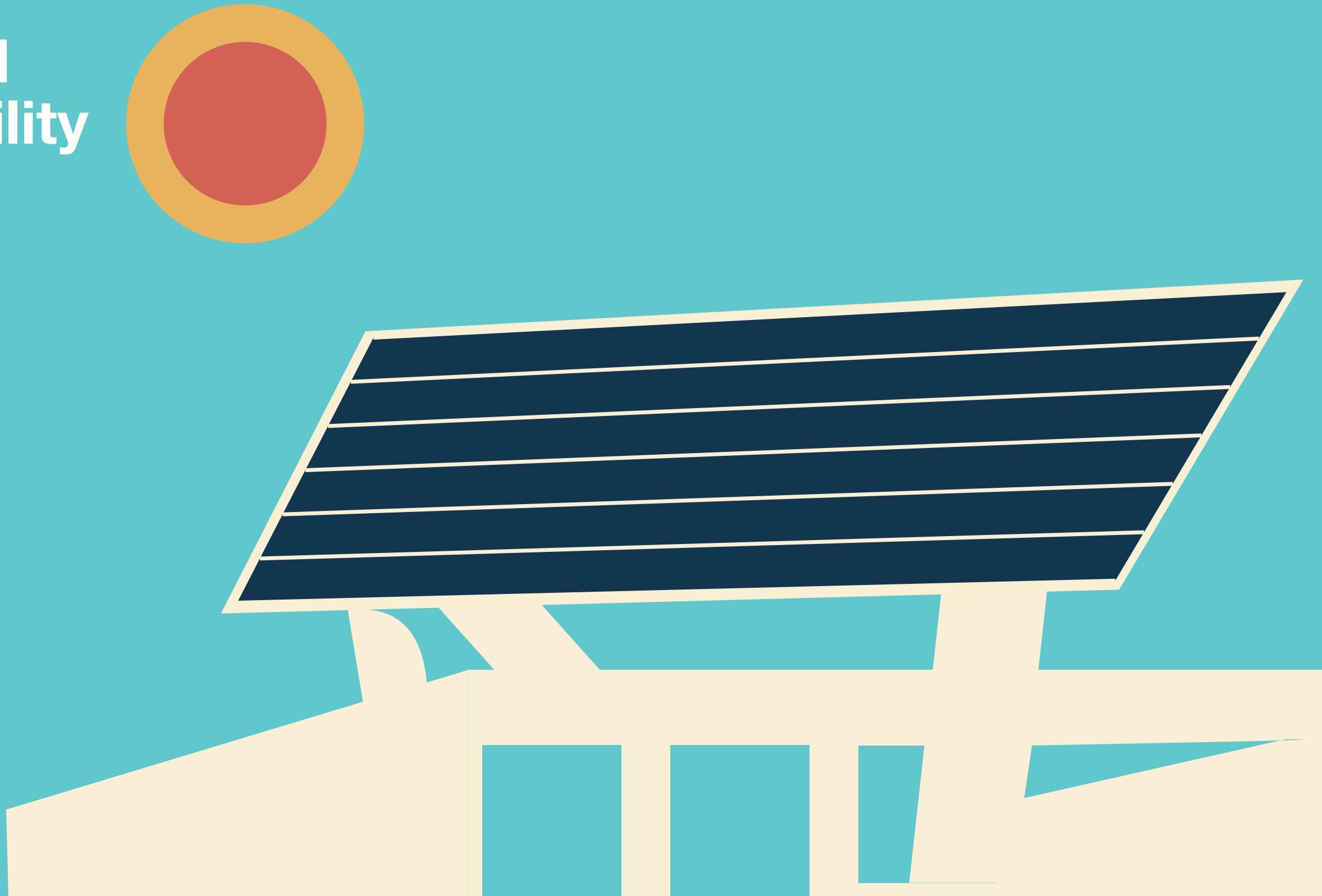
At TRAM we want to be sure that we comply with our code of ethics and the system that implements it. Therefore, since 2017 TRAM has had an online channel, open to all citizens, not just users, which is managed externally and totally confidential to protect people who report possible

violations, which facilitates reporting. No complaints have been received since it was set up. The channel is located online at <https://canaetic.tram.cat/>.

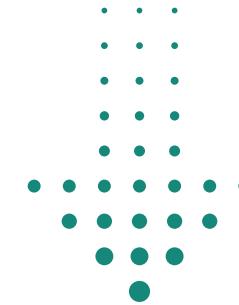
We have a criminal compliance system to prevent and detect possible illegalities and actions against TRAM's reputation and an ethical channel to report breaches, should they occur.

In 2022 all our management was trained on the anti-corruption policies and procedures implemented at TRAM.

# 04 The TRAM sustainability model

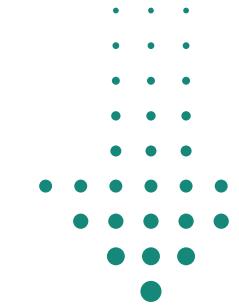


## 1. Corporate values



### Mission

To transport people by tram to ensure that they enjoy an efficient mobility service that respects society and the environment.



### Vision

To be a company recognised as a model of excellence in the world of mobility in terms of safety, reliability, efficiency, capacity for innovation and respect for the environment, as well as being committed to users; an operator that makes travel a satisfactory experience.

Quality

Interest in people

Equity

Safety

Transparency

Customer centric

Responsibility

Respect for the environment

Innovation and efficiency

Honesty

## 2. Responsibility and sustainability

Sustainability has been the focus, since 2016, of a unique model of corporate social responsibility (CSR), which demonstrates our total commitment to it.

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

Attaining strategic management of sustainability is our maxim, and we are convinced that in order to achieve it we have to **implement sustainability in each of our daily processes**. In this way, we create value by strengthening our reputation, improving the quality of our service and retaining talent.

This is where our **alignment with the Sustainable Development Goals (SDGs)**, comes from, which is embodied annually in the actions that make up the CSR plan.



### 3. Sustainability aligned with the SDGS

The United Nations has defined 17 Sustainable Development Goals (SDGs), with a target compliance date of 2030.

According to the UN, the SDGs are a plan of action 'for people, the planet and prosperity' and for TRAM they establish a roadmap that guides our relations with our different stakeholders.

To ensure compliance with our commitments, our Board of Directors approved the Sustainability Plan, which sets out 7 sustainable development goals, with specific targets and actions.

Of the 17 points, we put all our efforts into:



Ensure health and promote healthy living and well-being in all age groups, **through the promotion of tools and policies to reduce traffic accidents, ensure safety at work and promote healthy habits among the team.**

Make equality between women and men effective and empower all women and girls, in order to **guarantee equal opportunities for our staff, encourage work-life balance and strengthen the hiring of women.**

Ensure access to sustainable, modern, safe and affordable energy **through energy efficiency**.

Promote sustainable, inclusive and sustained economic development and decent working conditions for the entire staff, **ensuring a healthy and safe environment with decent wages and promoting working conditions aimed at professional training and promotion.**

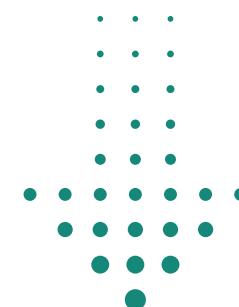
Design resilient infrastructures and promote sustainable industrialisation that promotes innovation, **with investments in R&D that modernise our resources.**

Enable cities to be sustainable, inclusive, safe and resilient by **promoting access to universal, sustainable, inclusive, safe and resilient transport systems by improving road safety through the expansion of public transport, with a focus on the needs of the most vulnerable.**

Ensure sustainable forms of production and consumption through **responsible supply chain management, transparency of information and sustainable use of resources.**

## 4. Social responsibility action plan

Each year we draw up a Corporate Social Responsibility Plan to meet the expectations of our organisation's stakeholders, and we also have monitoring and evaluation systems in place to ensure compliance with these actions.



We involve the whole group in this shared mission: Tramvia Metropolità SA; Tramvia Metropolità del Besòs, SA; Trambaix UTE, and Trambesòs UTE.

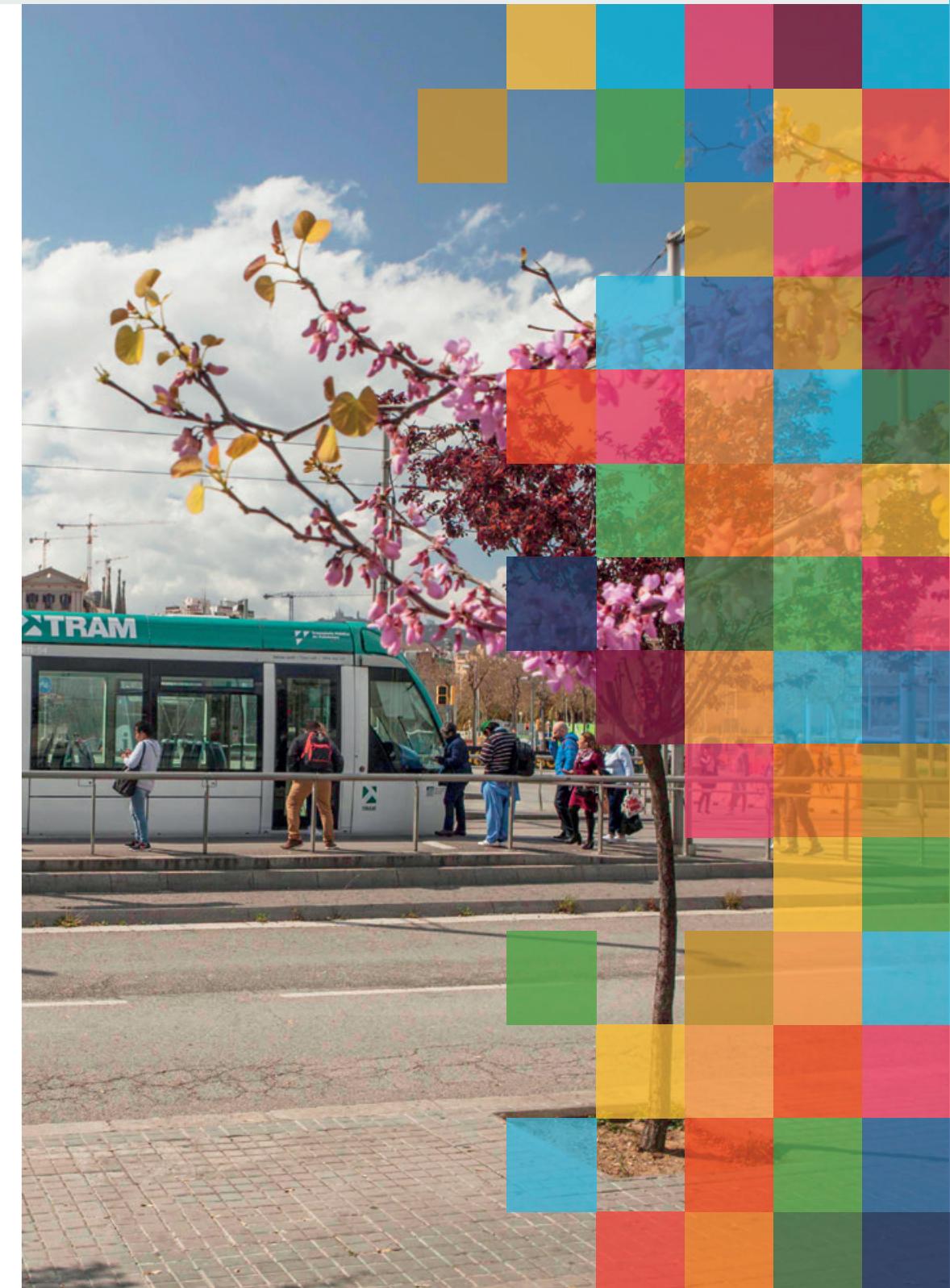
The Sustainability Plan includes a series of actions aimed at fulfilling **sustainability commitments**, as well as making the **sustainable development goals**. At TRAM, in addition to being fully aligned with them, we promote them in a responsible, equitable and transparent way and we estimate their cost, schedule them and determine the assessment of results.

Our sustainability plan is defined by being:

**Responsible:** the resources allocated are consistent with the commitments made and the expected results.

**Equitable:** economic resources are distributed among all commitments.

**Transparent:** all projects done as part of it are traceable.



## 5. Dialogue with stakeholders

In order to build mutually beneficial relationships with our different stakeholders, we maintain seamless dialogues with them so that we are fully aware of their expectations at all times.

For us, all groups affected by our activities are considered stakeholders.

They are:

**Public administration** as the concession manager and regulator of the legal framework in which we operate.

**Partner companies and shareholders** as part of the management of our group through the established governing bodies.

**Users**, with whom we maintain permanent two-way communication through our different communication channels.

General and **specialised media**.

**Our team**.

**Supplier companies**, essential in the development of our activity.

**Society (citizens, NGOs and organisations)**, with whom we interact through associations and foundations.



# Communication channels

With the aim of fostering close, transparent and accessible relations with all stakeholders, we have different communication channels.



## Administration

COVID-19 ALERT: pandemic monitoring group (weekly), Metropolitan Transport Authority (ATM) and operators  
 ATM Marketing Committee  
 Board of the Chamber  
 ATM Nomenclature Committee  
 ATM Executive Committee  
 Periodic meetings to monitor the execution of concession contracts  
 Mobility Committee  
 Collaborative portal

## Shareholders

Boards of directors  
 Specific meetings  
 Emails, telephone  
 Sustainability report  
 Collaborative portal

## Users

TRAM website: [www.tram.cat](http://www.tram.cat)  
 Customer Service Offices  
 Tel.: 900 701 181  
 Whatsapp: 900 701 181

Tel. Trambaix Office: 934 774 444  
 Tel.: Tel. Trambesòs Office: 934 626 770  
 Twitter: [@TRAM\\_Bcn](https://twitter.com/TRAM_Bcn)  
 Facebook: [Facebook.com/TRAMBarcelona](https://www.facebook.com/TRAMBarcelona)  
 LinkedIn: [TRAM Barcelona](https://www.linkedin.com/company/tram-barcelona)  
 Instagram: [@tram\\_barcelona](https://www.instagram.com/tram_barcelona)  
 YouTube channel: TRAM Barcelona  
 TRAM iOS and Android App  
 TRAM Blog: [Propera Parada](https://properaparada.com)  
 Annual satisfaction survey

## Online & social media

Web: [www.tram.cat](http://www.tram.cat) (form)  
 Tel.: 932 388 770  
 629 575 150  
 Press releases and statements  
 Blog  
 Twitter: [@TRAM\\_Bcn](https://twitter.com/TRAM_Bcn)  
 Facebook: [Facebook.com/TRAMBarcelona](https://www.facebook.com/TRAMBarcelona)  
 LinkedIn: [TRAM Barcelona](https://www.linkedin.com/company/tram-barcelona)  
 Instagram: [@tram\\_barcelona](https://www.instagram.com/tram_barcelona)

## Professional team

Works Council meetings  
 Intranet  
 Information screens  
 Email  
 TRAMcomunica Operator

WhatsApp  
 InTRAM, monthly newsletter  
 Steering Committees  
 Annual work climate survey  
 Suggestion box  
 Notice board  
 Meetings of the various internal committees  
 Talk by the managing director of the operator  
 Personal development interviews  
 Weekly interdepartmental meetings  
 Collaborative portal  
 Shared server  
 Sustainability Report

## Supplier companies

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

## Community and environment

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

## 6. Materiality analysis

The 2022 Sustainability Report is fully aligned with new trends in corporate social responsibility.

In 2016, we conducted a materiality analysis to define our corporate social responsibility (CSR) model in a document that identified and prioritised the most important material aspects for managing our strategy. We review this materiality annually when drafting the CSR Plan, redefining actions and objectives, where appropriate.

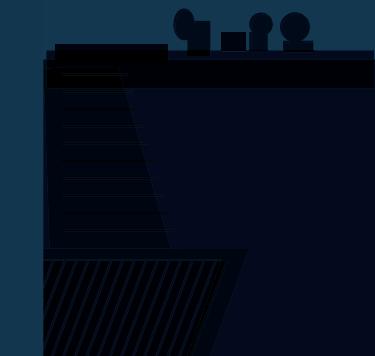
The most relevant issues were identified through fieldwork based on:

1. A self-assessment questionnaire on seven sustainability axes and indicators.
2. An analysis of implemented actions.
3. Identification of and dialogue with stakeholders.

Once this analysis had been completed **we concluded that the key areas, indicators of good governance, which were most relevant to our business were social commitment, ethics and transparency.**



# 05 TRAM's internal commitment



## 1. Committed to our staff

At TRAM we ensure that our entire staff have equal opportunities, do not suffer gender-based pay discrimination and have healthy, safe and quality jobs. To ensure professional development, we also ensure that our team has access to continuous training.

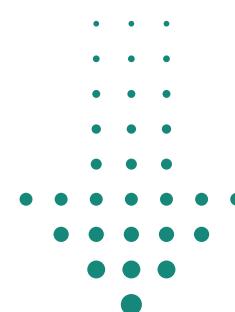
Staff size

MEN	187	81.3 %
WOMEN	43	18.7 %
TOTAL	230	100 %



## Universal job opportunities

For our two networks, we have an equality plan to ensure equal opportunities for women and men and to eradicate all types of gender discrimination.



This strategy, with material, human and financial resources, includes the following actions:

Training to promote equal opportunities

Inclusive language when defining jobs

Respectful use of image and absence of sexism in documentation and communications

Balanced presence of women and men in our corporate materials

### Staff by professional category and gender

Sta	TRAM	Men 187	Women 43
Management	Trambaix	Men 8	Women 2
	Trambesòs	Men 2	Women 0
Sta	Trambaix	Men 8	Women 16
	Trambesòs	Men 8	Women 3
Drivers	Trambaix	Men 65	Women 11
	Trambesòs	Men 53	Women 8
Inspection	Trambaix	Men 14	Women 1
	Trambesòs	Men 14	Women 1
PCC	Trambaix	Men 8	Women 0
	Trambesòs	Men 7	Women 1

We also have a **protocol for prevention and action against harassment in the workplace** that includes all the guidelines to be followed in this type of situation, the people to contact and the process to be followed. Likewise, training has once again been given on how to deal with and prevent sexual harassment in the workplace, along with providing an updated corporate document.



## We assert the value of the women on our team

In order to prove that women can hold any job in the railway industry, in March 2022 we interviewed the women on our team and shared their conversations on Instagram. These interviews are still available on our social media.



## We ensure labor conciliation

# We facilitate work-life balance.

#2 3 people (1 man and 2 women) have taken maternity and paternity leave during 2022.

#3 After these leaves, 100% of the staff returned to their place of work.

#4 At Trambaix, 8.3% of the workforce has reduced working hours: 11 people out of 133.

#5 At Trambesòs, 13.4% of the workforce has reduced working hours: 13 people out of 97.

## 1.2. Equal pay

At TRAM we are firmly committed to remuneration that does not discriminate on the basis of gender, in the different professional categories, based on what is established in the corresponding agreements.



To guarantee this equality, we have a **protocol of equality and prohibition of discriminatory treatment**, which lays the foundations of this policy of equal treatment and opportunities and prohibits discrimination on the grounds of birth, race, sex, religion, opinion or any other personal or social condition or circumstance.

This regulation applies to all management, all staff and our team, who receive specific training on the details of this protocol to ensure its implementation. In addition, our **Code of Conduct** establishes a series of fines for discriminatory behaviours and, since its creation, it has been employed on three occasions without the need for disciplinary measures in any case.



## 1.3. Stable and quality employment

We are committed to stable, quality employment for the entire team, rather than solutions such as subcontracting or temporary contracts.

We have a **protocol of rights and duties** within the framework of the compliance system, recognising the rights and duties of employees, which respects all that is recognised by current labour law, and must be understood without prejudice to other obligations stipulated by other regulatory codes of our business group. The code of ethics accompanies the onboarding of every new person who joins TRAM.

### Our staff by gender, type of contract and workday

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

Permanent contracts	Trambaix	Men 102	Women 29
	Trambesòs	Men 83	Women 12
Permanent contracts with reduced working hours	Trambaix	Men 4	Women 7
	Trambesòs	Men 11	Women 2
Fixed-term contracts	Trambaix	Men 1	Women 1
	Trambesòs	Men 1	Women 1
Part-time contracts	Trambaix	Men 0	Women 0
	Trambesòs	Men 0	Women 0

### Turnover rate

	2017	2018	2019	2020	2021	2022
TRAMBAIX	2.16 %	6.03 %	1.72 %	3.88 %	1.98 %	5.69 %
TRAMBESÒS	2.09 %	4.19 %	3.66 %	5.24%	6.60%	6.19 %

### New hires by age and gender

	Age	Men	Women
TRAMBAIX	26	Men 0	Women 1
	34	Men 2	Women 0
	38	Men 0	Women 1
	41	Men 0	Women 1
	43	Men 1	Women 0
TRAMBESÒS	35	Men 0	Women 1
	36	Men 1	Women 0
	43	Men 1	Women 0
	45	Men 1	Women 1
	46	Men 1	Women 0

## We encourage corporate volunteering

At TRAM we wanted to keep our corporate volunteering actions to promote the feeling of belonging to a human team and to give staff the opportunity to volunteer in social actions.

This year, our corporate group participated in:

Christmas charity drive  
Amigos de los Mayores

La Travessa Club Ciclista  
Sant Joan Despí

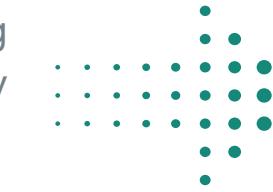


## 1.4. Ensuring prevention and safety

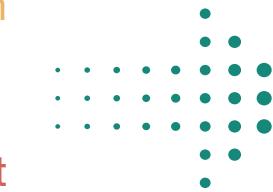
At TRAM we have an **occupational health and safety management system** that complies with the international standard OHSAS 18001 to improve everything that affects the well-being of the people linked to our group.

Our priority is to ensure health and safety in our working environment and, therefore, the foundations of our policy is to:

- #1 Comply with current legislation in all areas and in all requirements of our administrative concessions.
- #2 Have all the necessary resources for management that identifies, assesses and controls all risks and ensures the implementation of preventive measures.
- #3 Promote the participation of the team to ensure that all prevention and safety activities are implemented.
- #4 Integrate the entire team involved in prevention management.
- #5 Promote prevention among all groups: passengers, suppliers and subcontracted companies.
- #6 Collaborate with public administrations and any other organisation to establish procedures, tools and working methods.



1,505 hours of training in occupational risk prevention at Trambaix.



1,427 hours of training in occupational risk prevention at Trambesòs.

Accident rate indicators for own staff	TRAMBAIX	TRAMBESÒS
Number of accidents with sick leave, own staff	7	6
Number of accidents without sick leave	1	1
Number of workdays lost, per accident	339	487
Number of fatal accidents	0	0
Frequency rate	35.01	33.27
Severity rate	1.7	3.24
Incidence rate	57.38	51.55
Absenteeism rate	6.51	7.81

## Security and innovation



In all trams, we have implemented an innovative system for **monitoring the condition of the drivers** to ensure the well-being of the team and users. This technology is

capable of detecting if the person who is driving suffers any alteration that, if not detected in time, could cause an accident.

As part of TRAM's continuous safety improvement plan, the driving staff monitoring system has been implemented in all 41 of the company trams, making TRAM the first railway system in the European Union with this technology.



## 1.5. Commitment to our team

For us, training is the basis of our success, and good evaluations of our service is due to training, so that the continuous learning of our team is a key element to ensure their professional.

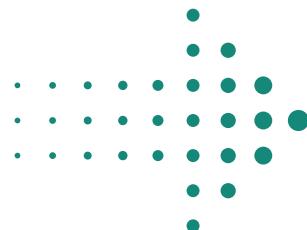
For this reason, at TRAM we have an **annual training plan** in accordance with the UNE-EN ISO 9001:2015 standard. During 2022, 23 of the 34 scheduled actions were carried out, which represents a 67.6% fulfilment rate; in addition, 18 training actions were implemented outside this plan (including seminars and workshops). Taking into account the number of hours dedicated, 67.44% of the training actions were for internal training and 30.56% for external training.

Also, in 2022, between the Trambaix and Trambesòs teams, a total of 4,562 hours of training were given. 100% of the staff took at least one training course and of the total number of hours taken, 64.3% (2,932 hours) were on safety.

### Training hours

TRAMBAIX	Men 1,647.5	Women 1,423.5
TRAMBESÒS	Men 1,163	Women 328

23 training actions and 18 extra actions during 2022



## Initial training

People hired at TRAM receive specific onboarding training.

Internal staff are responsible for teaching this training, with first steps including:

- Introduction to TRAM
- Trambaix and Trambesòs tram system
- Detail of the infrastructure
- Immersion in rolling stock
- Introduction to signalling
- Review of general traffic rules
- Explanation of communications

Incident resolution

Dealing with incidents, accidents and passenger regulations

Efficient driving (eco-driving)

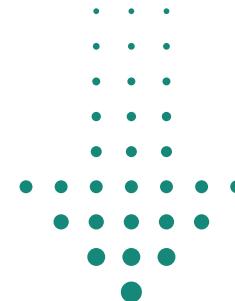
Occupational risk prevention

Customer service



PCC inspection and operations staff undergo initial training tailored to their jobs, while the TRAM drivers (the bulk of our team) undergo initial training lasting a month and a half to ensure that they are well and competently trained to perform their daily work

## Continuous training



In 2022, most of our staff received training in accident anticipation and prevention, handling breakdowns and risk perception. Our team receives regular validation on the evaluation and fulfilment of the training objectives.

As an essential feature to ensure the quality of our service, continuous training includes specific training such as:

**#1 General management and leadership courses**

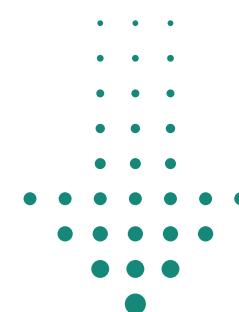
**#2 Specialised technical courses**

**#3 Tram driving refresher courses.** This is an eight-hour refresher course to update knowledge and possibilities for improving the service, during which we analyse real cases and find new solutions to everyday problems.



## 1.6. Seamless internal communications

We want TRAM's information to reach our entire team, which is why we maintain seamless internal communications as part of our commitment to sustainability.



For us, this communication ensures that we bring shared values, human bonds and pride in belonging to our business group to the table, in short, a feeling of belonging.

Our channels are:

### **Internal Communication Committee**

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

### **Internal Communication Team**

All TRAM Operator departments have representatives and are co-led by the Human Resources and Marketing Departments.

### **Internal meetings with management**

The Management Committee regularly shares the most important milestones of the year in an annual meeting open to the staff, where the team has the opportunity to obtain first-hand information.

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

Our entire team has information of interest and service available on the corporate intranet, a space to keep up to date with all the news on our corporate group. The inTRAM internal digital newsletter also includes the most important news.

### **TRAMcomunica**

The entire team has a corporate email address available to answer any questions and provide general information.

### **Activities at TRAM facilities**

Once a year we organise a party for our employees' children, as well as a Christmas toast to strengthen human bonds. Due to the pandemic, the Christmas toast did not resume in 2022 so that safety among our staff could be ensured, but we are committed to resume it as soon as possible.

### **New TrimesTRAM**

A quarterly compilation of data prepared by TRAM management is available to the whole team. This report, sent by email, contains the group's main operational indicators, projects and guidelines.

## 2. Commitment to the supply chain

Our commitment to sustainability includes the supply chain and, therefore, our supplier companies are also involved and are obliged to adopt the Code of Ethics when each of them are approved.



We periodically carry out assessments and monitor their execution in Compliance to ensure their good conduct, and when their provision of service ends, we also monitor and evaluate them to ascertain the degree of satisfaction achieved.

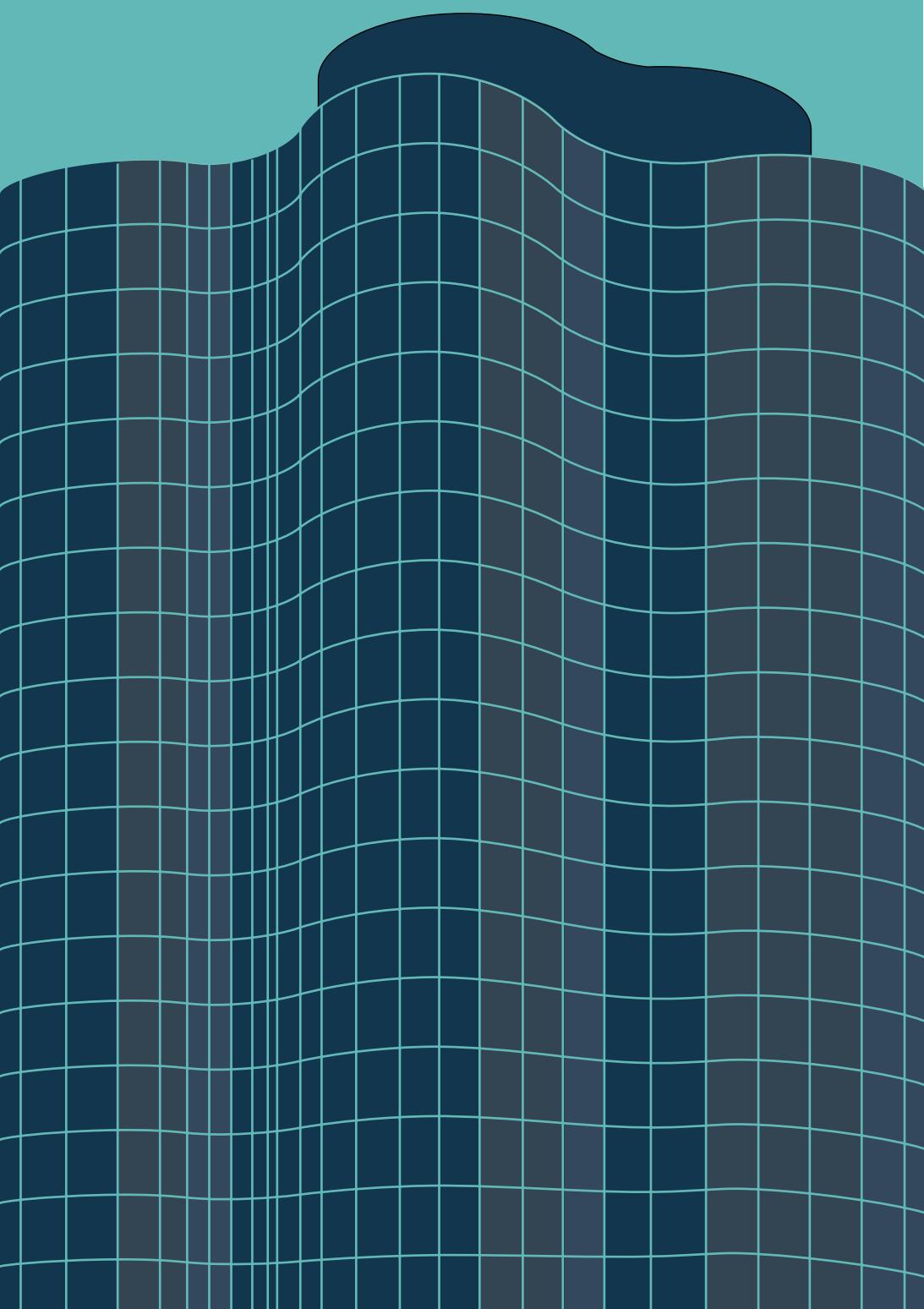
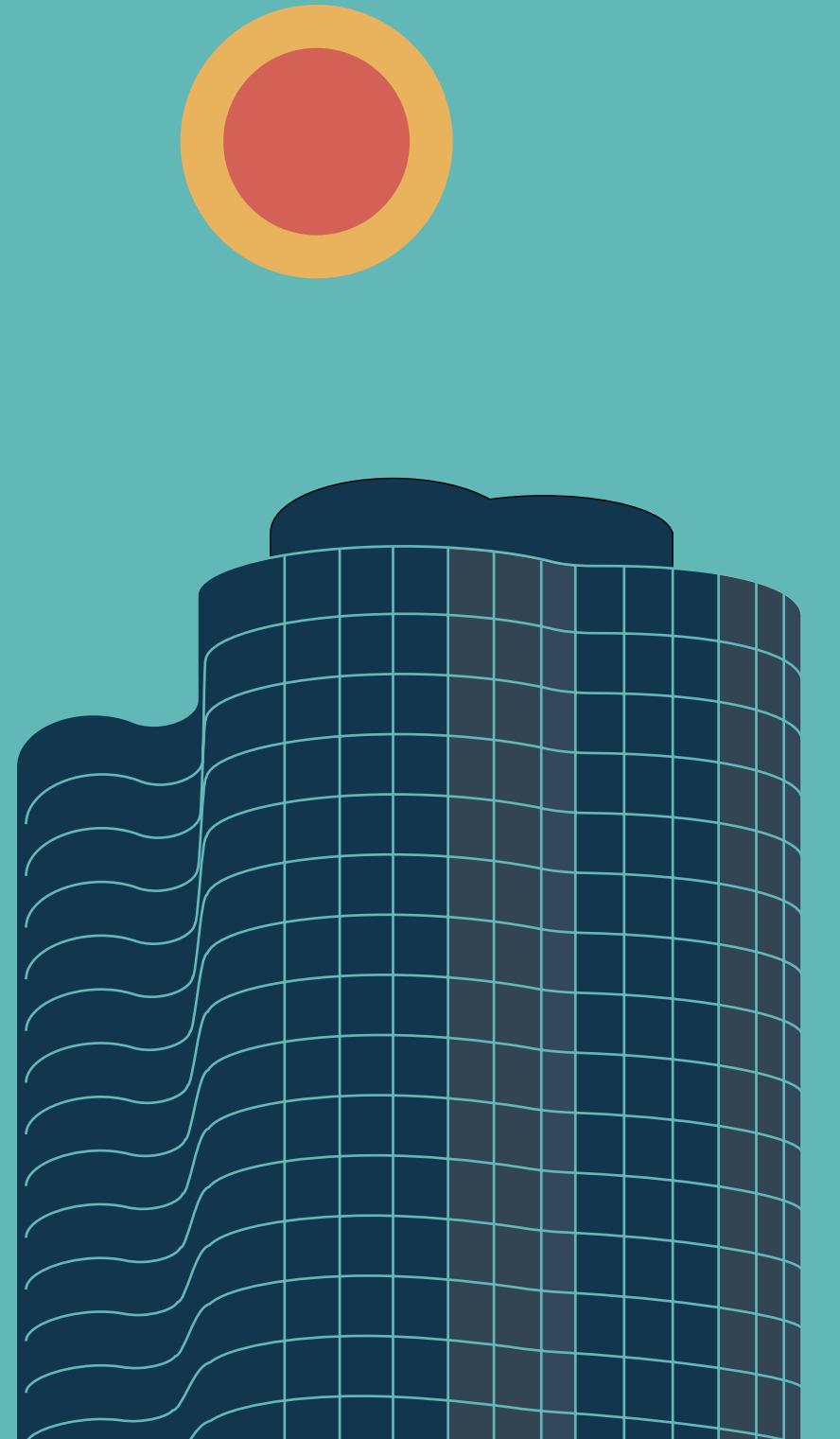
### 3. Commitment to shareholders



We encourage and ensure ethical behaviour in our management and, through the boards of directors, we provide shareholders with timely and accurate information and ongoing dialogue on sustainability.



# 06 Commitment to customers and users



## 1. A safe and quality service

We have a **quality management system in accordance with the UNE-EN ISO 9001:2015** standard and also in accordance with UNE-EN 13816:2003, a standard related to the quality of public passenger transport from two points of view: that of the Administration and operators and also that of actual and potential passengers.

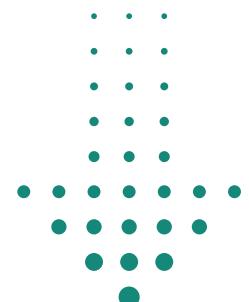
As one of our most important commitments is safety, we maintain an active working group for its regular supervision and the promotion of improvements and campaigns, which is made up of the areas of Operation & Development, Operations, Maintenance, Marketing and Communication.

Since 2006, we have also had an **action plan to reduce the accident rate**, which allows us to evaluate the accident rate and determine the points with the highest potential risk of accidents, thanks to which we can implement corrective measures.

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

	2017	2018	2019	2020	2021	2022
<b>TRAMBAIX</b>	21.93	27.76	17.83	13.66	23.80	26.40
<b>TRAMBESÒS</b>	29.74	30.72	20.04	26.72	33.62	342

During 2022, the accident rate on the Trambaix service rose to pre-pandemic levels due to the recovery of mobility. With regard to Trambesòs, there was a slight reduction, although this is still within the back to normal trend.



## 2. Well-served and satisfied customers

We believe in the need for quality care for passengers.



In order to continue to improve, users have several channels via which they can send us requests for information and any suggestions they may have, send complaints and also to report any incidents.

### Customer Service Channels

In 2022, users used the Customer Service 20,197 times, in parallel with the increase in journeys and return to normal. At Trambaix, this service handled 9,890 queries and at Trambesòs, 10,307. In both networks our response time upheld the speed of previous years despite the increase in requests, with a response time in Trambaix of 1.02 days and 0.43 in Trambesòs.

-  **900 701 181** Free Weekdays from 8:00 a.m. to 8:00 p.m.
-  **900 701 18** Weekdays from 8:00 a.m. to 8:00 p.m.
-  **@TRAM\_Barcelona** Weekdays from 8:00 a.m. to 8:00 p.m.
-  **@TRAM\_Barcelona** Weekdays from 8:00 a.m. to 8:00 p.m.
-  **OAC** Customer Service Offi Weekdays from 9 a.m. to 5:00 p.m.  
T1 and T2 Bon viatge  
T4 and T6 Port Fòrum
-  **www.tram.cat**
-   **APP TRAM Barcelona**
-  **Interfono** Available at all stops 24 hours a day / All year round
-  **TRAM staff members**

## Commitments and indicators

### Quality of service

At TRAM, we are committed to working efficiently and continuously improving, so we have adopted the following commitments through our service charter:

**#1 We commit to running 98% of all scheduled services.** This percentage does not include stops for reasons beyond TRAM's control, such as demonstrations, extraordinary weather conditions, occupation of the tram platform by other vehicles or pedestrians, etc.

Annual objectives 2022 > 98%

Annual value 2022: 99.67%

**#2 We commit to running 98% of daily services on time (up to a maximum of 5 minutes late). This percentage does not include delays caused by causes beyond TRAM's control, such as demonstrations, extraordinary weather conditions, occupation of the tram platform by other vehicles or pedestrians, etc.**

Annual objectives > 98%

Annual value 2022: 99.26%

**#3 We commit to providing users with all necessary information on the service at stops, on trams and digital channels to enable us to obtain a rating of over 7.5 on the satisfaction survey we conduct each year among our users.**

Annual objectives > 7.5/10

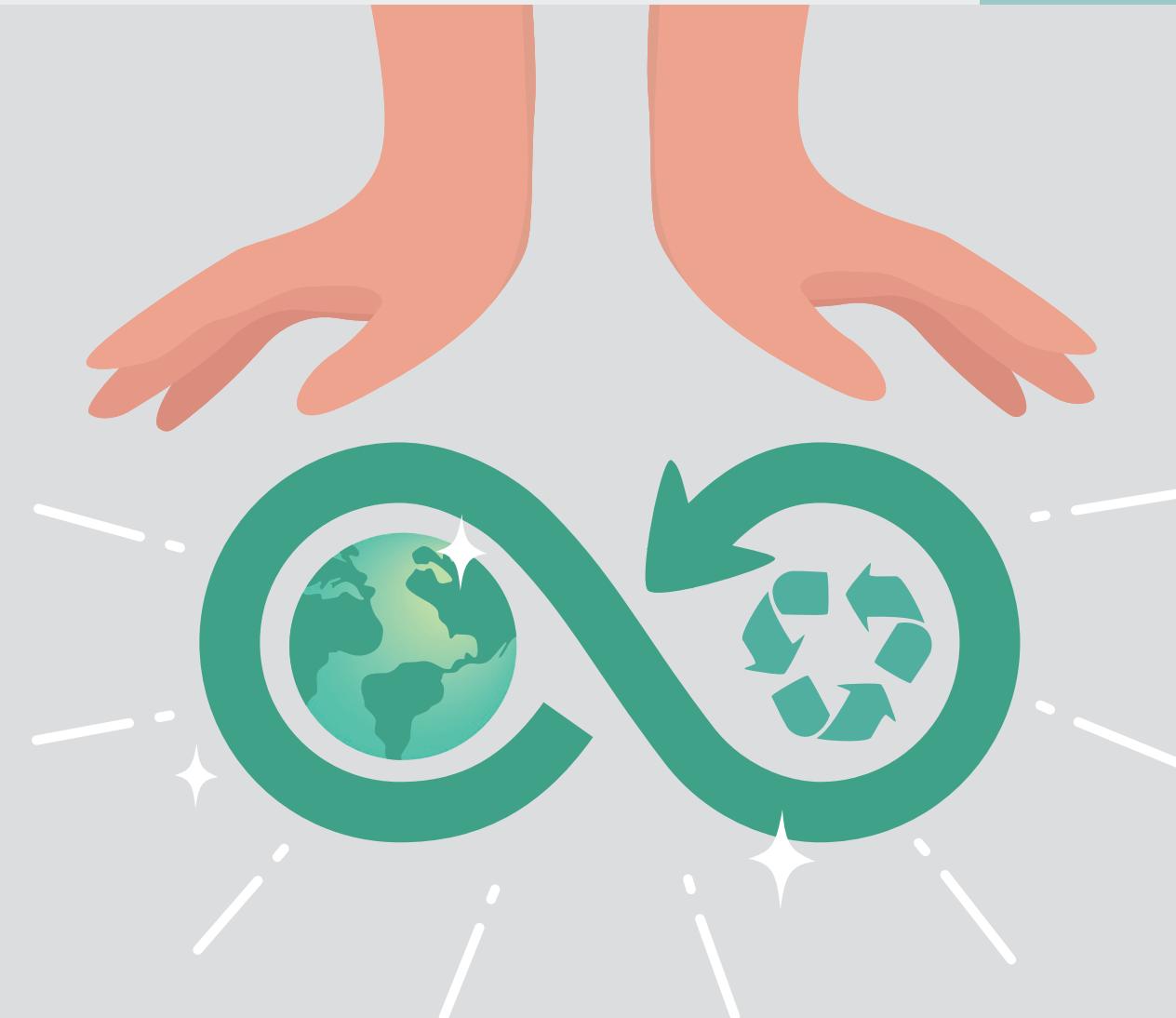
Annual value 2022: 8.51%



## Commitments and indicators

### Environment

At TRAM we are committed to respecting the environment and, for this reason, we have adopted the following commitments:



**#1 We commit to using our facilities to install, wherever possible, equipment that generates renewable energy and produces at least 120,000 kWh each year.**

Annual objectives  $\geq 120,000$  kWh/year

Annual value 2022: 131,336 kWh/year

**#2 We commit to the energy consumption of trams never exceeding 4.5 kWh/km.**

Annual objectives  $\leq 4.5$  kWh/km

Annual value 2022: 4.12 kWh/km

**#3 We commit to publicising the ecological impact of each journey when users search for it on the TRAM app and website whenever they wish to do so.**

Annual objectives 100%

Annual value 2022: 100%

## Commitments and indicators

### Safety

At TRAM we are committed to working safely and, for this reason, we have adopted the following commitments:



**#1 We commit to obtaining a minimum score of 7.5 on the satisfaction survey when we ask our users about personal safety in TRAM.**

Annual objectives  $\geq 7.5 / 10$

Annual value 2022: 8.27

**#2 We commit to promoting activities on civic-mindedness, respect for the environment and sustainable mobility among students, with two online activities (one for pre-school and one for primary school).**

Annual objectives 100%

Annual value 2022: 100%

**#3 We commit to not exceeding the value of 51, based on the standard values recommended by regulations, thus ensuring that the TRAM Railway Safety Management System complies with regulatory requirements, keeping its certification valid and up-to-date. (\*)**

\* The indicator is calculated with the weighting of certain Railway Operational Safety (SFO in Catalan) indicators: collisions, 30%; falls inside the tram, 25%; injuries, 20%; SPAD (signals passed at danger, meaning a stop signal overrun), 25%; and EBs (emergency braking), 10%.

Annual objectives < 51

Annual value 2022: 34.85

## Commitments and indicators

### Customer service

At TRAM we are committed to ensuring that our customers are our priority and, to this end, we have made the following commitments:



**#1 We commit to responding to all queries, suggestions and complaints made by our users within an average period of no more than 5 business days and never more than 20 calendar days.**

Annual objectives **≤ 5 business days**

Annual value 2022: **0.7**

**#2 We commit to returning the lost objects that are claimed, except for those containing personal data, by means of a courier service that is totally free of charge, provided that the person concerned wants this.**

Annual objectives **100% of objects claimed**

Annual value 2022: **100%**

**#3 We commit to refunding the full price of tickets purchased on TRAM by mistake when selecting the ticket type, provided that they have not been used.**

Annual objectives **100% of cases**

Annual value 2022: **100%**

## Commitments and indicators

## Social responsibility

At TRAM we are committed to the following agreements:



**#1 We commit to having an annual CSR plan and to allocate at least 0.7% of TRAM's gross pre-tax profits to finance it.**

Annual objectives  $\geq 0.7\%$

Annual value 2022: 0.93%

**#2 We commit to implementing 80% of the actions planned in the current year's Equality Plan. This plan belongs to the Trambaix JV and Trambesòs JV.**

Annual objectives  $\geq 80\%$

Annual value 2022: 81.82%

**#3 We commit to having the stops suitably adapted for people with reduced mobility and blind people in compliance with the regulations below:**

- Law 13/2014 of 30 October, on accessibility
- Decree 135/1995 of 24 March 1995, implementing Law 20/1991 of 25 November 1991, on the promotion of accessibility and the removal of architectural barriers, and approving the Accessibility Code.

We are also committed to having 15% of the seats on the tram available to people with special needs (pregnant women, people with children, the elderly and people with reduced mobility).



**#4 We commit to facilitating communication between the TRAM management team and users through any of the existing communication channels, at least once a year.**

Annual objectives  $\geq 1$

Annual value 2022: 1

Compensation If any indicator is not met, the affected person who requests it will receive a personal apology and a TRAM return ticket.



Information requests	2017	2018	2019	2020	2021	2022
TRAMBAIX	6,836	6,621	5,919	3,851	5,630	7,157
TRAMBESÒS	8,800	7,911	7,418	3,988	7,389	9,186
Suggestions	2017	2018	2019	2020	2021	2022
TRAMBAIX	9	13	36	27	12	20
TRAMBESÒS	0	0	21	8	6	3
Complaints	2017	2018	2019	2020	2021	2022
TRAMBAIX	1,183	1,321	1,413	767	1,157	1,242
TRAMBESÒS	581	541	697	374	392	414
Incidents	2017	2018	2019	2020	2021	2022
TRAMBAIX	1,275	1,287	1,501	1,049	1,590	1,471
TRAMBESÒS	879	790	623	371	648	704

As part of our commitment to passengers, as established in our Service Charter, we facilitate communication between the TRAM management team and users through any of our communication channels at least once a year. In 2022, the management team took to the streets and made themselves available to passengers during the 'I want to talk to the person in charge' action at the Francesc Macià and Glòries stops.

## Vull parlar amb la persona responsable

L'equip de TRAM surt al carrer per escoltar i resoldre qualsevol dubte o suggeriment que els vulguis plantejar.

**T4 T5 T6** Parada Glòries  
15 de setembre d'11 a 14 h

**T1 T2 T3** Parada Francesc Macià  
15 de setembre d'11 a 14 h

## Satisfaction survey



TRAM conducts a **Passenger Satisfaction Survey** to find out how users rate the service. In 2022, they gave the TRAM the highest score since its inauguration. The results show that the spontaneous satisfaction (Perceived Quality Index) of users of the two networks kept increasing, standing at 8.43.

**Perceived Quality Index on Trambaix: 8.37**

**Perceived Quality Index on Trambesòs: 8.48**

## Service attributes TRAMBAIX

### Overall satisfaction with the TRAMBAIX service

	2017	2018	2019	2020	2021	2022
SG Current TRAM service	7.93	8.10	8.35	7.37	8.33	8.30



Once again, the feature that users rated highest was access to the platform and tram. New additions included service information (public address, screens, signage) and smooth and safe driving, as the second and third most highly rated features in 2022. On the other hand, the lowest rated aspects were, again as new additions, frequency of service and information during incidents.



## Service attributes TRAMBAIX



### Assessment of service attributes TRAMBAIX

Service attributes	2015	2016	2017	2018	2019	2020	2021	2022
Ease of access to the platform / the tram	8.43	8.53	8.69	8.43	8.68	7.64	8.65	8.84
Service information (public address system, screens, signage, etc.)	7.71	7.83	7.7	8.04	8.33	7.14	8.16	8.47
Drivers drive smoothly and safely	7.96	8.06	7.86	7.94	8.13	7.45	8.25	8.44
Personal safety: travel without conflict	7.98	8.16	8.12	8.12	8.34	7.20	8.09	8.43
The punctuality of service: it always runs smoothly / on time.	7.97	8.18	8.00	8.12	8.42	7.30	8.43	8.42
The speed of the journey: it takes very little time to take me to my destination	7.86	7.83	8.03	8.06	8.34	7.33	8.37	8.38
Cleanliness and maintenance of vehicles and stops	8.00	8.06	7.98	7.96	7.92	7.16	8.21	8.37
Attention and friendliness of the staff	7.40	7.44	7.35	7.46	8.02	6.89	8.16	8.32
Comfort / convenience during the journey	8.06	8.12	8.13	7.85	8.21	7.17	8.29	8.31
SG Current TRAM service	8.05	8.09	7.93	8.10	8.35	7.37	8.33	8.30
The temperature inside the tram is suitable	7.74	7.91	7.82	7.94	8.12	7.11	8.17	8.22
Connection to other means of transport	7.63	7.62	7.87	7.81	8.01	6.99	8.19	8.21
The operation of the validation machines inside the tram	7.62	7.75	7.95	7.76	8.36	7.22	7.51	8.19
Ease of ticket purchase at tram stops	6.96	7.27	7.14	7.15	8.03	7.21	7.61	7.71
Frequency of service: they come often	7.36	7.39	7.4	7.34	7.83	7.03	8.13	7.69
Information during incidents	7.02	6.67	7.08	7.82	7.77	6.87	7.79	7.67

## Overall satisfaction of the service in TRAMBESÒS

Overall satisfaction with the TRAMBESÒS service

	2017	2018	2019	2020	2021	2022
SG Current TRAM service	7.85	8.07	8.31	7.47	8.30	8.32



As with Trambaix, the most highly-rated feature on Trambesòs is accessibility to the platform and the tram, and in second and third place is the speed and punctuality of the journey. The most poorly-rated feature on Trambesòs was also the frequency of trams.



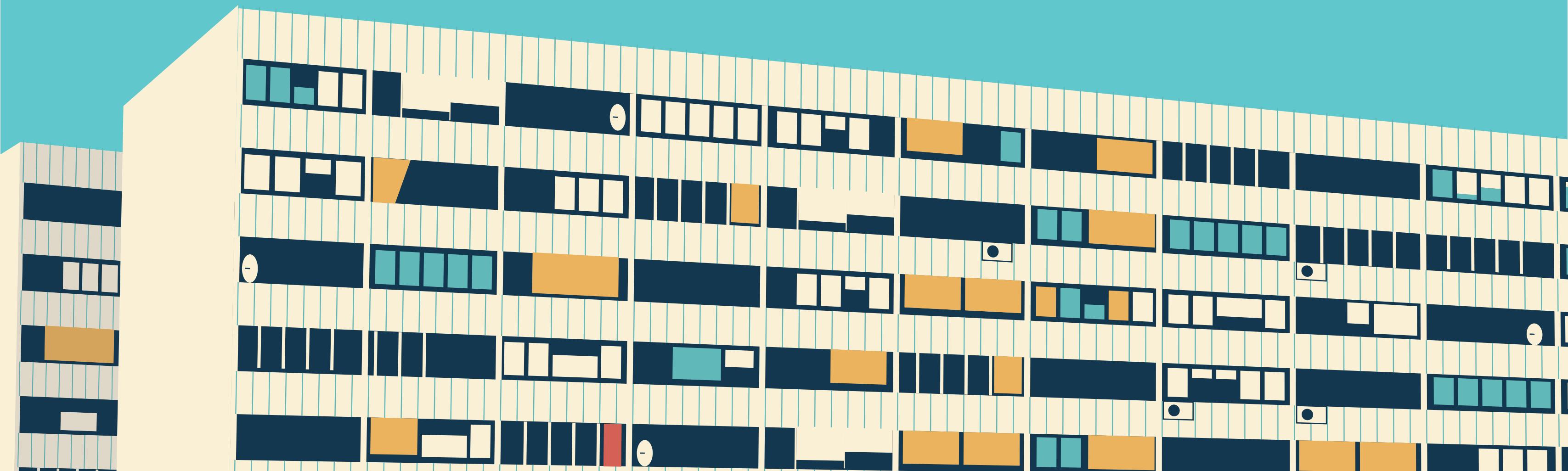
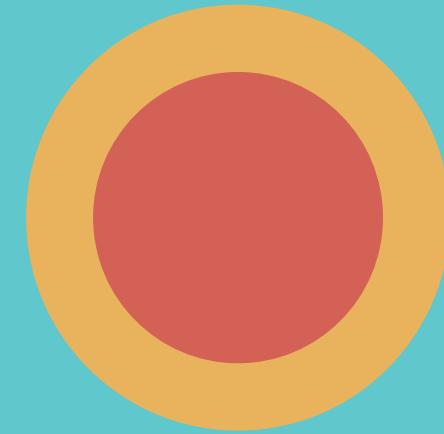
## Service attributes TRAMBESÒS



### Assessment of service attributes TRAMBESÒS

Service attributes	2015	2016	2017	2018	2019	2020	2021	2022
Ease of access to the platform / the tram	8.35	8.52	8.63	8.69	8.79	7.69	8.69	9.15
The speed of the journey: it takes very little time to take me to my destination	8.05	8.14	8.27	8.33	8.62	7.54	8.47	8.78
Drivers drive smoothly and safely	7.98	7.99	8.06	8.14	8.50	7.64	8.52	8.67
The punctuality of service: it always runs smoothly / on time.	7.87	8.03	8.19	8.17	8.43	7.43	8.38	8.62
Comfort / convenience during the journey	8.12	7.99	8.07	8.13	8.43	7.36	8.45	8.57
Service information (public address system, screens, signage, etc.)	7.72	7.75	7.87	8.01	8.20	7.28	8.21	8.55
The operation of the validation machines inside the tram	7.83	7.56	7.93	7.91	8.40	7.41	7.49	8.54
The temperature inside the tram is suitable	7.98	7.82	7.89	8.06	8.26	7.37	8.39	8.52
Attention and friendliness of the staff	7.51	7.29	7.85	7.89	8.04	7.12	8.28	8.39
SG Current TRAM service	7.92	7.98	7.85	8.07	8.31	7.47	8.30	8.32
Connection to other means of transport	7.67	7.59	7.88	7.83	8.26	7.15	8.26	8.30
Personal safety: travel without conflict	7.56	7.40	7.50	7.86	8.05	7.24	8.06	8.10
Cleanliness and maintenance of vehicles and stops	7.59	7.46	7.48	7.70	7.95	7.36	7.97	8.04
Information during incidents	7.05	6.75	7.49	7.21	8.07	6.86	8.34	7.99
Ease of ticket purchase at tram stops	7.14	7.17	7.30	6.86	7.66	7.14	7.73	7.95
Frequency of service: they come often	6.75	6.91	7.21	6.77	7.95	7.06	7.53	7.70

# 07 Social commitment



## 1. TRAM's social actions

The 2022 Social Responsibility Plan has made it possible to execute or collaborate in a total of 57 projects, thus materialising our specific objectives of:

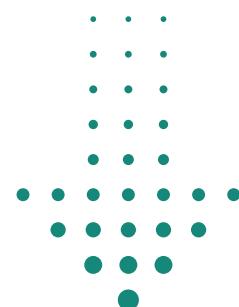
**#1 Ensuring the social and occupational reintegration of homeless people.**

**#2 Promoting resilience by highlighting the overcoming of personal shortcomings.**

**#3 Making culture more accessible to vulnerable people.**

**#4 Improving the living conditions of the elderly.**

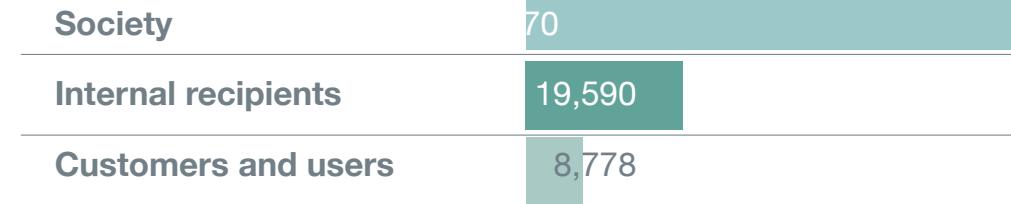
**#5 Mitigating the effects of Covid-19.**



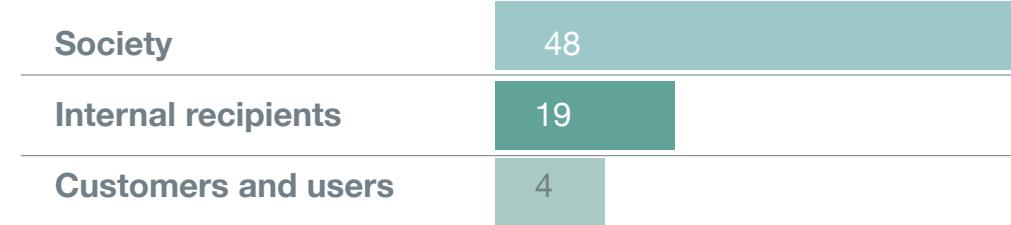
246,254.45 €  
in social projects during 2022



### Distribution by recipients (€)



### Distribution by recipients (ACTIVITIES)



## Implementation of the 2022 Plan

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



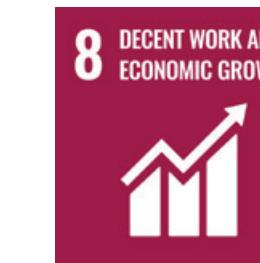
3 GOOD HEALTH AND WELL-BEING  
10 actions  
17,5% of the projects  
29,3% of the projects in amount



5 GENDER EQUALITY  
2 actions  
3,6% of the projects  
5,5% of the projects in amount



7 AFFORDABLE AND CLEAN ENERGY  
2 actions  
3,6% of the projects  
1,6% of the projects in amount



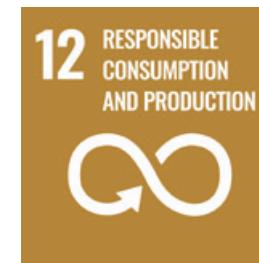
8 DECENT WORK AND ECONOMIC GROWTH  
4 actions  
7% of the projects  
15,5% of the projects in amount



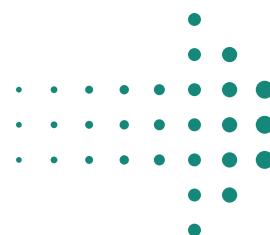
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE  
1 actions  
1,7% of the projects  
0,08% of the projects in amount



11 SUSTAINABLE CITIES AND COMMUNITIES  
9 actions  
15,0% of the projects  
37,7% of the projects in amount



12 RESPONSIBLE CONSUMPTION AND PRODUCTION  
7 actions  
12,2% of the projects  
0,6% of the projects in amount



Other SDGs worked on:



2 ZERO HUNGER  
1 actions  
1,7% of the projects  
1,8% of the projects in amount



10 REDUCED INEQUALITIES  
8 actions  
14% of the projects  
8,4% of the projects in amount



13 CLIMATE ACTION  
6 actions  
10,5% of the projects  
3,09% of the projects in amount



17 PARTNERSHIPS FOR THE GOALS  
29 actions  
50,1% of the projects  
52% of the projects in amount

\*The total number of actions does not coincide with the 58 actions carried out, since some of them work on more than one SDG at the same time.

## 1.1. Promoting equality and social inclusion



## 1.1. Promoting equality and social inclusion



### We guaranteed the mobility of homeless people

We have renewed our alliance with Moventia to guarantee access to public transport for homeless people in the care of Sant Joan de Déu Social Services - Barcelona. The agreement commenced six years ago and the aid had directly affected nearly 600 people by 2022.



### We promoted the 'Night of Stars' programme for children in vulnerable situations.

Children in the neighbourhoods of La Mina and Sant Roque have once again been able to enjoy the 'Night of Stars' programme, which is for children in vulnerable situations, to which TRAM makes financial donations. This aid has helped to reduce the risk of child malnutrition and improve the welfare of vulnerable children.



### We collaborated with the Red Cross to improve the lives of vulnerable groups

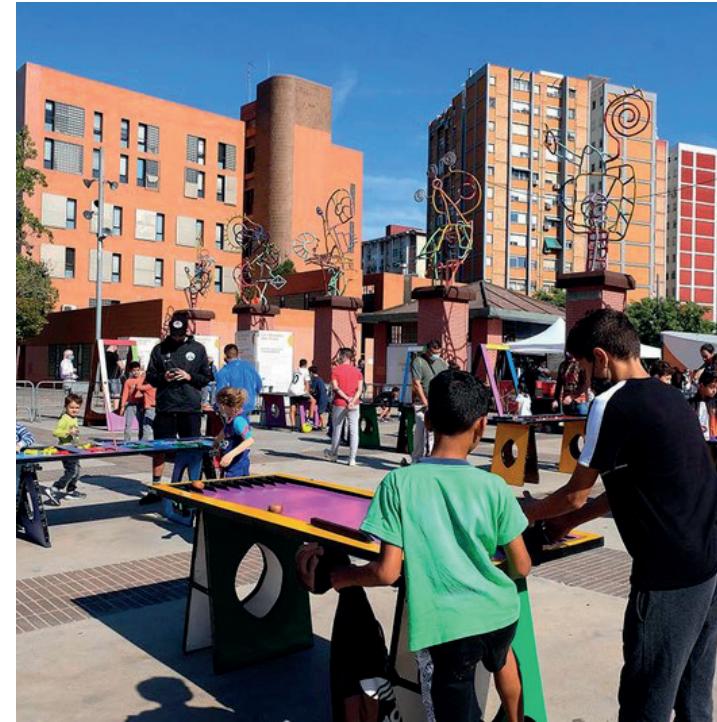
TRAM collaborated with the Red Cross to improve the lives of people for various causes. The first collaboration is for the project for victims of the war in Ukraine. We also collaborated with the organisation to promote the empowerment of women and children who are victims of male violence with the project 'New Social Initiatives', with a psychosocial approach. Finally, our collaboration with the Red Cross also included TRAM's participation in an energy vulnerability project to help families with few resources to pay their utility bills and buy more efficient household appliances.

## 1.1. Promoting equality and social inclusion



### We promoted the San Ildefonso neighbourhood festivals

We collaborated with the San Ildefonso neighbourhood festivities by providing financial support to the neighbourhood's residents' association. This initiative aims to contribute to equal opportunities and local commerce.



### We supported the Casal dels Infants

For the second year, we have renewed our collaboration agreement with the Casal dels Infants to combat educational inequalities in the most vulnerable neighbourhoods of the Barcelona Metropolitan Area. Our monetary donation is destined to the social and educational centre in the Sant Roque neighbourhood of Badalona.



### We collaborated with the Federation of Gypsy Associations of Catalonia

For the 14th consecutive year, we renewed our collaboration with the Federation of Gypsy Associations of Catalonia (FAGiC) to address, through the organisation, the concerns, needs, demands and contributions of other Gypsy associations.



### We renewed with Soñar Despierto

Due to initiatives such as Soñar Despierto, sixty boys and girls who live in reception centers enjoy summer camps in August.

## 1.1. Promoting equality and social inclusion



### We supported the La Mina Shopkeepers' Association

We once again donated to the Christmas calendar of the shopkeepers' association in the Mina neighbourhood, aimed at promoting local commerce.



### We continued to support the TRAM Barcelona Open

Once again, we supported the celebration of the TRAM Barcelona Open, the international wheelchair tennis tournament, in its fifth edition. This was held at the facilities of the Real Club de Polo de Barcelona. In this edition, 48 players participated with 15 plus different nationalities. Under the slogan 'Our only limit is the court', the tournament is now in its 5th edition and has become a reference tournament on the international Uniqlo Wheelchair Tennis Tour. It achieved the ranking to make the leap to the highest international category (ITF1) in the next edition. A new feature at the tournament was the recovery of the quad category after three years, for players with affected upper limbs, with the aim of offering the same opportunities to all categories of the International Federation, as well as the presence of Niels Vink, number 1 in the world ranking in this modality.



### Supporting children in Ukraine thanks to UNICEF

Once again this year we collaborated with UNICEF Catalonia Committee, in this case to assist the organisation with children affected by the war in Ukraine. TRAM put into circulation a tram completely covered in vinyl advertising to appeal to the public to collaborate with the organisation. TRAM's contribution to this emergency also included a direct financial donation.



## 1.1. Promoting equality and social inclusion



### We fight to combat employment inequalities for people with disabilities

We signed an agreement with the Aura Foundation to fight labour inequalities suffered by people with intellectual disabilities.



### We continued our alliance with the Altarriba Foundation

We renewed our collaboration with the Altarriba Foundation to finance part of the Sense Sostre project, which covers the basic and health needs of the pets of homeless people living on the streets of Barcelona. This collaboration has made it possible to guarantee that over 50 animals received care for identification, vaccination, deworming, sterilisation and other interventions for a symbolic price or free of charge.



### We completed the improvement of accessibility

With the encouragement and sponsorship of the Metropolitan Transport Authority, we completed the project to install magnetic induction loops for people with loss of hearing. A total of 34 Trambaix and Trambesòs stops were added to the 13 already equipped with this technology in the Trambaix network and in the portable magnetic loops at the two Customer Service offices, so that the entire network was equipped with this technology in 2022.



## 1.1. Promoting equality and social inclusion



### Improving the lives of people with autistic spectrum disorder

We donated 100 backpacks with our logo at the fifth edition of Correblau, the popular 5 km race held in Barcelona's Forum Park by the Aprenem Association. This was our contribution to improving the living conditions of people with autism spectrum disorder (ASD) so that they can access mainstream education in an inclusive way.



### We once again supported the Adapted Children's Race

We once again supported the second edition of the Adapted Children's Race, a sporting challenge of self-improvement to which we donated cuddly toys.



### We are committed to recycling and reusing clothes

We once again collaborated with Alstom and the Roba Amiga cooperative to promote the reuse and recycling of clothes. After a selective collection of used clothing, household linen, shoes and other textile waste, these items were reused through recycling by integrating people at risk of exclusion.



10 DE MAIG AL 4 DE JUNY

ALSTOM  
TRAM  
Formació i Treball  
la Roba amiga

ROBA SOLIDÀRIA

## 1.2. Promoting community and a healthy lifestyle



## 1.2. Promoting community and a healthy lifestyle



### We once again supported the Blood and Tissue Bank of Catalonia

Under the slogan 'Give the best of yourself: Come to TRAMvida to donate blood', TRAM once again offered a tram so that the Blood and Tissue Bank of Catalonia could work with blood donors in a different space, in the middle of the city. The tram called 'TRAMvida' was parked at the Francesc Macià stop for the sixth consecutive year in September.



### We once again supported the campaign 'An Apple for Life'

We once again bought an apple for each member of our team to continue to financially support the work of the Multiple Sclerosis Foundation (FEM) and thus support people suffering from multiple sclerosis.



### We continued with the campaign 'Posem-li pebrots al càncer'

On the occasion of World Cancer Day we once again supported the campaign 'Posem-li pebrots al càncer' of the Catalan Federation of Organisations Against Cancer (FECEC). For the campaign, 55,000 bags with two peppers each were sold for the symbolic price of € 1.50, in order to raise funds for research and care support for cancer patients and their families. TRAM helped by buying one bag for each member of the team.



## 1.2. Promoting community and a healthy lifestyle



### We renewed our collaboration with the Ramon Martí i Bonet ophthalmological foundation

We renewed our support for the Ramon Martí i Bonet ophthalmological foundation to donate all lost and unclaimed glasses at TRAM facilities to charity programmes for the prevention of blindness, early care and detection of childhood blindness. In 2022, 60 glasses were sent, 34 in Trambaix and 26 in Trambesòs.

**KALI ZOR**



### We renewed with Kali Zor

We keep our collaboration with the Kali Zor association, which works to promote youth in the Sant Roc neighborhood of Badalona, through soccer.



### We continued to sponsor the San Pancrazio de Sant Joan Despí football club

We continued our sponsorship of the San Pancrazio de Sant Joan Despí football club, which promotes physical activity among all age groups and acts as a social cohesive force, giving a place to all residents who wish to participate.



Bàsquet Femení Cornellà

### We remained by the side of Bàsquet Cornellà women's team

We continued to support the women's basketball team Bàsquet Cornellà convinced of the need to promote equal opportunities and healthy lifestyles among the players who make up this team.



## 1.2. Promoting community and a healthy lifestyle



### We supported inclusive football in Cornellà

TRAM renewed its collaboration agreement with the Unió Esportiva de Cornellà, thanks to which it continues to sponsor Insecor, a social project for inclusive football that has been part of the club's sections for 5 years.



### Supporting young people in vulnerable situations

For the fourth consecutive year we once again financed scholarships for young people in vulnerable situations in the Sant Martí district of Barcelona. Click Scholarships are an initiative of the IRES Foundation, in collaboration with 22@ Network, to promote training during the school year. The amount of the scholarship covers the entire academic year and is adapted to the needs of each participant.



### Supporting ALS medical research

We continued to support research into the degenerative disease ALS by participating in a football tournament organised by Fundela. With this competition we were able to raise funds for research.



### We promoted good food practices

We once again supported the Tomando Conciencia Foundation with its campaign to promote good practices in food, environmental care, health and physical activity. This foundation creates content of interest related to good practices to be disseminated through corporate platforms provided by different companies.

## 1.2. Promoting community and a healthy lifestyle



### We once again attended Barcelona's bicycle festival

Together with the Metropolitan Transport Authority (ATM), we participated in the Barcelona Bicycle Festival 2022, with a stand full of fun and educational activities around safe mobility and civic harmony between different sustainable modes of urban transport, such as trams and bicycles.



### We promoted risk-free mobility

We were once again involved in the Badalona Mobilona day on responsible and safe mobility. We did so with a stand for more than 290 pupils, some 20 teachers and 20 volunteers.



### We once again did the Travessa de Sant Joan Despí in Montserrat.

To continue promoting physical activity we once again joined the Sant Joan Despí cycling race in Montserrat promoted by the Sant Joan Despí Cycling Club. In addition to registering the TRAM team in the race, we sponsored the event in exchange for the presence of the brand at the start and finish lines of the competition and on the organiser's digital channels.



## 1.3. Promoting access to culture



MUSEU  
D'ART CONTEMPORÀI  
DE BARCELONA



MUSEU NACIONAL  
D'ART DE CATALUNYA



Fundació  
Joan Miró  
Barcelona



Centre de Cultura  
Contemporània  
de Barcelona



FUNDACIÓ ANTONI TÀPIES



BAIX  
LLOBREGAT  
CONSORCI DE TURISME



Gran Teatre  
del Liceu



PRIMAVERA  
SOUND



## 1.3. Promoting access to culture



### Renewing our partnership with the city's major museums

For the fifth consecutive year, we renewed our collaboration agreement with the MACBA, the Museu Nacional, the Picasso Museum of Barcelona, the CCCB, the Joan Miró Foundation and the Antoni Tàpies Foundation to facilitate the dissemination of the exhibitions of these museums and cultural centres on trams. The agreement establishes collaboration between TRAM and the six museums on the Articket, with the aim of publicising upcoming exhibitions and promoting awareness of the cultural exhibitions on offer at the city's museums.



### We promoted local tourism

We, along with the Baix Llobregat Tourism Consortium and the district councils of Baix Llobregat, Cornellà de Llobregat, Esplugues de Llobregat, Sant Feliu de Llobregat, Sant Joan Despí and Sant Just Desvern, continued to promote 'The Route of TRAM', a tourist campaign to promote sustainable tourism by using public transport, discovering relevant places, visiting iconic buildings and enjoying the culinary offering around the tramway in the Baix Llobregat area.



### We supported youth research

We continued to support the Exporecerca Jove research fair, a global meeting that aims to promote research among young people, foster the exchange of experiences and knowledge, as well as promote participation in other national and international fairs and congresses.

## 1.3. Promoting access to culture



### Filling our trams with art

We conducted our fifth edition of Art on the TRAM, a project that uses art to revitalise transit spaces and turn them into friendlier places, as well as to generate unique experiences for TRAM passengers and staff.

Elisa Capdevila is the artist who took part in this fifth intervention (and third at a semi-underground TRAM stop), painting the walls of the Sant Martí de Provençals stop on lines T5 and T6 of the Trambesòs network. The work is a tribute to residents and the diversity of the people who take the tram every day.



Gran Teatre del Liceu

### We continued supporting the Gran Teatre del Liceu

We renewed for yet another year our collaboration with the Gran Teatre del Liceu, in the framework of which we let them completely cover in vinyl advertising five Trambaix trams during the 2022-2023 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 continued to participate in Open House BCN

For the fifth consecutive year, we continued our participation at the 48H Open House BCN festival by opening the Trambaix depot on the weekend of 22 and 23 October. Our activity was a guided tour of the facilities in Sant Joan Despí.



## 2. Protecting the environment

We strive to promote environmental protection and efficient, respectful and low-impact mobility.

We do this thanks to an environmental management system certified according to the UNE-EN ISO 14001:2015 standard. We also have an environmental risk management protocol to determine the roadmap for activities that have an environmental impact. We offset the carbon dioxide footprint generated by our direct and indirect activity within the framework of the Voluntary Programme for offsetting greenhouse gas emissions of the Catalan Office for Climate Change, so that the TRAM's final footprint is 0 tonnes of CO<sub>2</sub>.

We ensure compliance with current environmental legislation, so that since 2020 we have not received any sanction in this area.

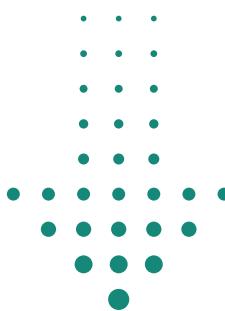


We disseminated internal and external campaigns on the occasion of World Environment Day, World Water Day, World No Tobacco Day and Earth Day.



# We are an efficient and sustainable means of public transport

In addition to being a commitment to sustainable mobility, the tram has great environmental advantages.



## 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

0.15 kWh/km



## 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

### #1 It combats climate change.

While vehicles with combustion engines emit the most relevant polluting gas, CO2, trams have 100% electric traction and no direct emissions.

Moreover, **the tram consumes 100% renewable energy** and does not contribute to the emission of polluting gases.

### #4 Improves traffic.

With a capacity of 200 people per tram, our trams can carry as many people as 3 buses or 180 cars.



### #2 It pollutes less.

Vehicles with combustion engines emit both NOx and particulate matter (PM10): the main pollutants that directly affect people's health. In contrast, our trams promote the improvement of residents' quality of life, as they are 100% electric traction vehicles.



### #3 Energy efficient.

The low wheel and rail friction results in very efficient energy consumption. In addition, during braking, the motors of our convoys generate electricity that is fed into the network and can be used by other trams.

## 2.1. Good practices in water consumption

We have significant water consumption and we control it with a specific plan that allows us to monitor it permanently.

In 2018, we opted for remote reading of watering connections and since then we have received automatic alerts when certain volumes are exceeded, and we can also open and close the solenoid valve remotely. With this system we have been able to reduce water consumption and be aware of any leaks, as well as close the connections in the event of frost and also extract historical water consumption data.

All the water that TRAM uses for watering comes from groundwater.

We use water for watering grassy areas and the depots of the two networks, and consumption is calculated using the meters at the connections of the utility company.



All the water that TRAM uses for watering comes from groundwater.

### Water catchment by source

	2017	2018	2019	2020	2021	2022
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>	113,651 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>	39,446 m <sup>3</sup>



## 2.2. Energy from renewable sources

In 2022 we continued our supply agreement with Naturgy, which guarantees that all the energy we use is 100% green, so that our facilities, electric vehicles, trams and equipment only receive energy from renewable sources.

In addition, we have a fleet of emission-free, energy-efficient trams, which can reuse the energy from their own braking and return it to the system so that it can be used by other nearby convoys, generating savings of more than 25%. Our annual energy requirement is some 12.93 GWh (4.96 kWh/km), a stable volume over time, but which has been on a downward trend thanks to the **Energy Efficiency Plan**, which includes:

**#1 Monitoring the energy consumption of our vehicles:** two Trambaix and two Trambesòs convoys have a measurement system to provide detailed knowledge of the ratios and implement efficiency-oriented measures.

**#2 Rolling out a training plan for efficient driving (eco-driving)** based on the data extracted from the trams monitored.

**#3 Controlling parked trams** and HVAC and lighting parameters.

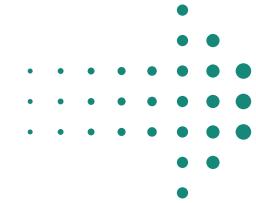
**#4 Changing the lighting to gain efficiency with the following measures:**

- Lighting the inside of the trams with LED tube lights
- Lighting the ceiling lights at stops with LED tube lights
- Lighting the outside of the depots with LED projectors
- Lighting the Cornellà Centre tunnel with LED bulbs

**#5 Installing equipment to automatically turn lights on and off in offices and workshops.**

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

## 2.2. Energy from renewable sources



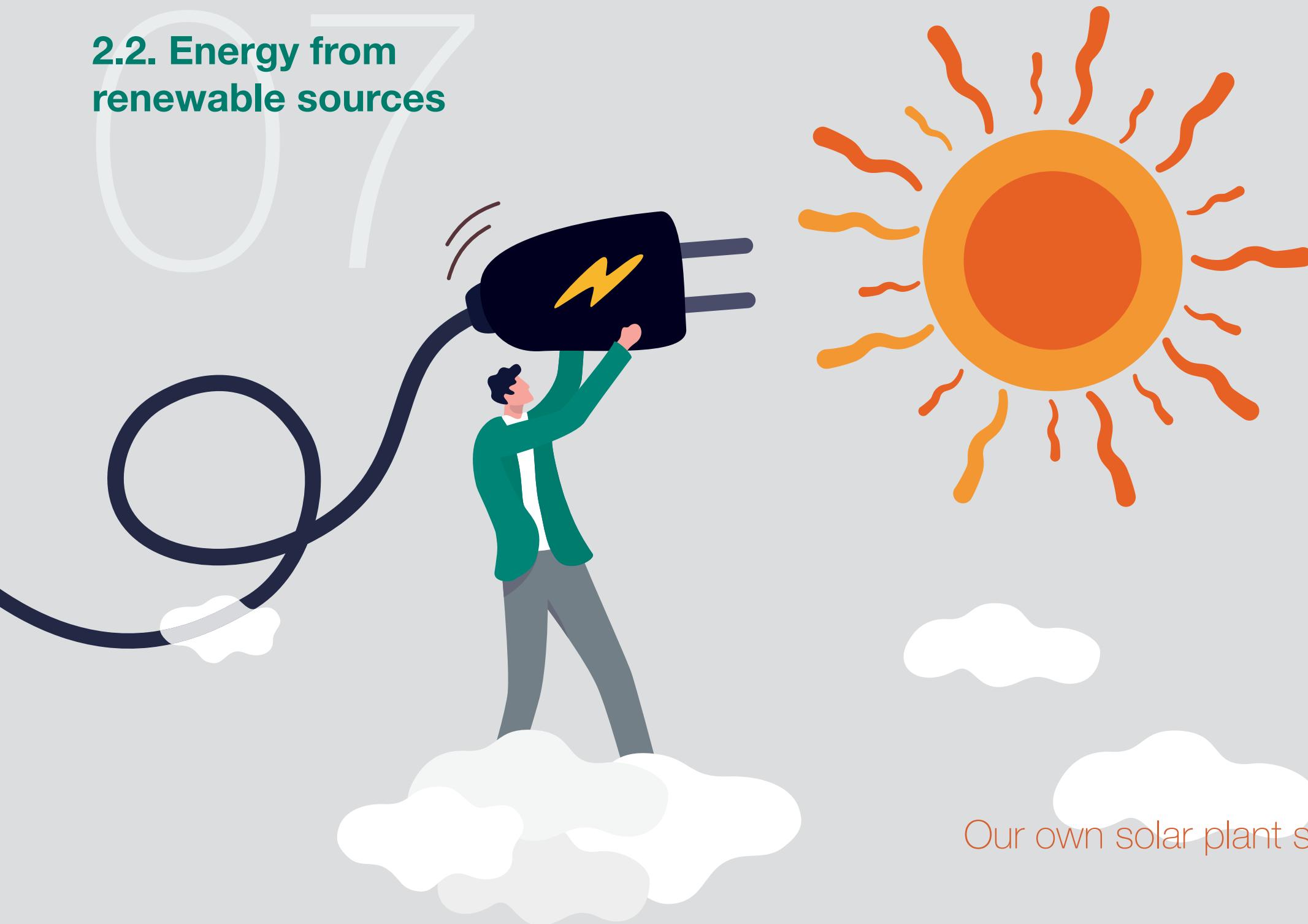
Thanks to all these decisions we have managed to reduce our electricity consumption in recent years.

Energy consumed		2017	2018	2019	2020	2021	2022
Energy consumption of trams	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	6,169,417 kWh 4.10 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	4,476,079 kWh 4.10 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	12.86 GWh 4.95 kWh/km

	TRAMBAIX	TRAMBESÒS
CO2 emissions saved 2004-2022 (t)*	7,000.47	2,464.34
NOx emission savings 2004-2022 (t)*	42.75	15.05
Particulate emission savings 2004-2022 (t)*	2.06	0.73

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

## 2.2. Energy from renewable sources



Our own solar plant saves 54 tonnes of CO2 and 65 kg of SO2 per year in greenhouse gas emissions.

**#1 We only use energy from renewable sources.**

**#2 We offset the carbon footprint.**

**#3 Of all modes of transport, along with rail, we are the most energy-efficient option due to low wheel-rail friction, which requires less energy.**

At the Trambaix depot we have a solar photovoltaic plant dating back to 2006 which generates around 125,000 kWh per year and has an installed capacity of 104.4 kW. Thanks to this own infrastructure, we can travel 27,400 km by tram at no cost or make 210,000 additional journeys per year. The plant has a surface area of 892 m<sup>2</sup> and consists of 696 panels, and the energy they produce is sold to the general electricity grid.



### 3. Competitive companies

We implement innovations to be a competent, ethical and loyal company. Due to this policy, we contribute to the growth and dignifying of the sector:



**#1 We encourage investment.**

**#2 We promote the hiring of local suppliers.**

**#3 We offer more and better training, education and skills to our team.**

**#4 We contribute to investment in research and development (R&D) and new technology.**

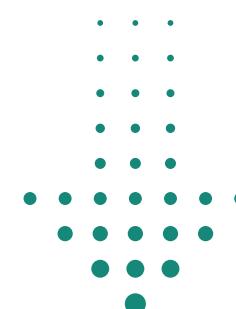
**#5 We increase staff salaries and improve their well-being.**

**#6 We fight corruption from within the company.**

**#7 We seek effective collaboration with administrations to promote suitable regulations.**

## 4. Education and communication

TRAM has organised and offered for the fifth year the educational service TRAMEduca, with the aim of teaching participants how the tram works and to reflect on civic-mindedness, inclusion and sustainability, values related to public transport.



A total of 4,777 students from 15 different municipalities have taken part in 229 free TRAMEduca and TRAM Barcelona Open activities during the 2021-2022 school year. All these activities have been carried out in schools.

The complete offer is as follows:

**#1 “Look at the TRAM” (2-6 years old).** Through a story, children learn how the Barcelona Tram works. 43 sessions in 18 schools

**#2 “Investigate the TRAM” (6-8 years old).** Children become little investigators, using a game of questions and clues to learn about the tram. 48 sessions in 20 schools

**#3 “Experience Public Transport” (8-10 years old):** To learn about the most relevant aspects and the importance of civic and respectful attitudes on public transport. 34 sessions in 16 schools

**#4 “Dare to Take the TRAM” (10-12 years old).** To simulate planning and travelling on the tram and work on personal autonomy and good behaviour on public transport. 27 sessions in 14 schools

**#5 “TRAM Barcelona Open” (10-12 years old).** To learn to relate to diversity through the values of adapted sport. 26 sessions in 9 schools

**#6 “And You, What Do you Think about it?” (12-16 years old).** To reflect on the importance of public transport and the specific features of the tram. Emphasis is placed on safety issues and respect in public spaces. 10 sessions in 5 schools

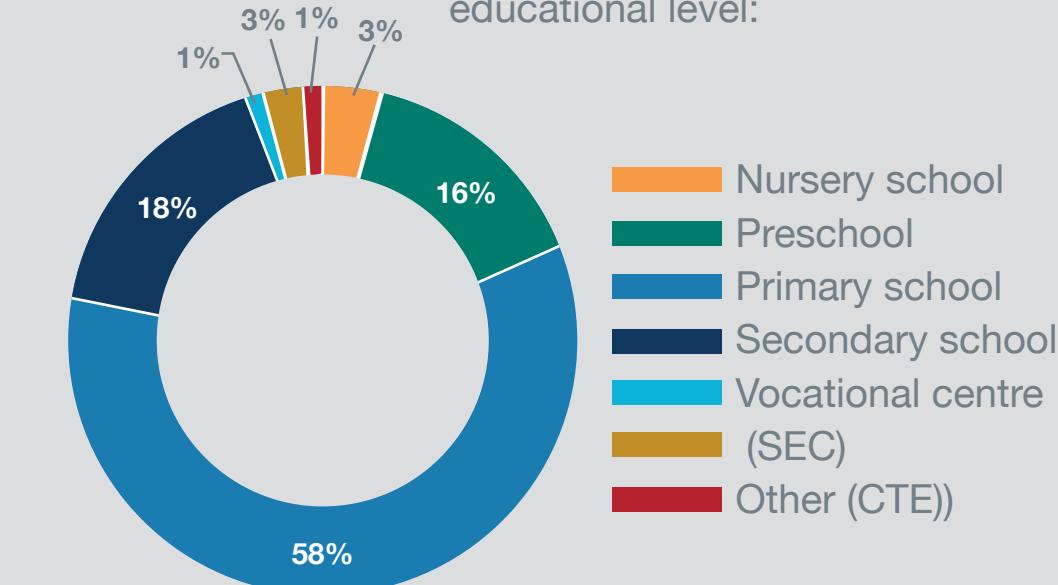
**#7 “The Energy of the TRAM” (12-18 years old).** Activity to learn about the tram from an environmental and technological perspective. 41 sessions in 5 schools

## 4. Education and communication



### Types of centers and entities

The 229 workshops done are distributed as follows by educational level:



Totals by centers:

- 8 workshops in nursery schools 3 %
- 36 workshops in preschools 16 %
- 133 workshops in primary schools 58 %
- 41 workshops in compulsory secondary schools (ESO) 18 %
- 2 workshops in vocational schools 1 %
- 6 workshops in special education schools 3 %
- 3 workshops in other (CTE & vocational schools) 1 %

## 4.1. TRAM's communication campaigns

### We implemented an innovative campaign urging passengers not to validate their tickets

We did an anti-fraud campaign to make people who use public transport aware of the need to validate their ticket on every journey. With the slogan 'Cola't' (Sneak on), the campaign used reverse psychology and gave the opposite instruction to the one expected. It also informs about the consequences of committing fraud, having to pay a €100 fine.



### We gave best wishes for the holiday season in a video with Amics de la Gent Gran

For the ninth consecutive year, we wished you a Merry Christmas with a solidarity video. The cause chosen by the team was the Amics de la Gent Gran Foundation, an organisation that, with over 30 years of history, works to combat unwanted loneliness and social isolation through emotional support and socialisation. We also made a €10,000 donation that the organisation used to finance the foundation's Christmas activities, such as outings and meetings of elderly people and volunteers from all over Catalonia and Christmas dinners.



### TRAM once again organised the La TRAMa short story competition

Together with the Metropolitan Transport Authority (ATM), we organised the eighth edition of La TRAMa, the online competition for collective stories in Catalan. Tram users were able to sign up and become the authors of a collective narrative that for which writers Núria Bendicho, Melcior Comes, Alba Dalmau, Bel Olid and Adrià Pujol were the driving force.



## 4.1. TRAM's communication campaigns

### We celebrate our coming of age

We celebrated our 18th anniversary with gifts for users. On 3 April 2004, after more than three decades without this means of transport, the tram returned to Barcelona. Eighteen years and 400 million journeys later, we com-

memorated that first journey on the Trambaix network with a digital campaign on corporate social networks with the slogan 'En fem 18. Per molts TRAMS!'



# 08 Index of GRI contents



## Summary of the basic and specific general contents of the Global Reporting Initiative (GRI) in accordance with the GRI Standards of the 'compliant - essential' option.

GRI standard	Information on the management approach and indicators		Page/ reference	
	Indicator	Description		
<b>GRI 102: General Disclosures 2016</b>				
<b>Organizational profil</b>				

102-1	Name of the organisation	TRAM - Barcelona Metropolitan Region Tramway
102-2	Activities, brand, products and services	Page 11
102-3	Location of headquarters	c/ Còrsega, 270 pl 4a porta 6, 08008 Barcelona
102-4	Location of operations	Page 11
102-5	Ownership and legal form	Page 10
102-6	Markets served	Metropolitan Region of Barcelona
102-7	Scale of the organisation	Page 5
102-8	Information on employees and other workers	Page 33
102-9	Supply chain	Page 45
102-10	Significant changes to the organization and its supply chain	No significant changes in 2021
102-11	Precautionary Principle or approach	Page 22
102-12	External initiatives	Page 20
102-13	Membership of associations	Page 20

GRI standard	Information on the management approach and indicators		Page/ reference	
	Indicator	Description		
<b>GRI 102: General Disclosures 2016</b>				
<b>Strategy</b>				
102-14 Statement from senior executive or decision-maker				
<b>Ethics and integrity</b>				
102-16 Values, principles, standards and norms of behaviour				
<b>Governance</b>				
102-18 Governance structure				
<b>Stakeholder engagement</b>				
102-40 List of stakeholder groups				
102-41 Collective bargaining agreements				
102-42 Identifying and selecting stakeholders				
102-43 Approach to stakeholder engagement				
102-44 Key topics and concerns raised				
<b>Reporting practices</b>				
102-45 Entities included in the consolidated financial statements				
102-46 Defining report content and topic boundaries				
102-47 List of material topics				
102-48 Restatements of information				
102-49 Changes in reporting				
102-50 Reporting period				
102-51 Date of most recent report				
102-52 Reporting cycle				

GRI standard	Information on the management approach and indicators		Page/ reference	
	Indicator	Description		
<b>GRI 102: General Disclosures 2016</b>				
<b>Prácticas para la elaboración de informes</b>				
102-53	Contact point for questions regarding the report	premsatram@tram.cat		
102-54	Claims of reporting in accordance with the GRI Standards	Compliance option: essential		
102-55	GRI content index	Page 90		
102-56	External assurance	Not applicable		
<b>Material topics</b>				
<b>Category: economy</b>				
<b>Anti-corruption</b>				
GRI 103: Management approach 2016	103-1	Explanation of material topic and its boundary	Page 22 - Page 31	
	103-2	The management approach and its components	Page 22	
	103-3	Evaluation of the management approach	Page 22	
GRI 205: Anti-corruption 2016	205-2	Communication and training on anti-corruption policies and procedures	Page 23	
<b>Category: environment</b>				
<b>Energy</b>				
GRI 103: Management approach 2016	103-1	Explanation of material topic and its boundary	Page 78	
	103-2	The management approach and its components	Page 78	
	103-3	Evaluation of the management approach	Page 78	
GRI 302: Energy 2016	302-1	Energy consumption within the organization	Page 82	
	302-3	Energy intensity	Page 81	
	302-4	Reduction of energy consumption	Page 83	

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 material topic and its boundary	Page 80
	103-2	The management approach and its components	Page 80
	103-3	Evaluation of the management approach	Page 80
GRI 303: Water 2016	303-1	Water withdrawal by source	Page 80
<b>Emissions</b>			
GRI 103: Management approach 2016	103-1	Explanation of material topic and its boundary	Page 79
	103-2	The management approach and its components	Page 78
	103-3	Evaluation of the management approach	Page 81
GRI 305: Emissions 2016	305-1	Direct GHG emissions (Scope 1)	Page 81
<b>Environmental compliance</b>			
GRI 103: Management approach 2016	103-1	Explanation of material topic and its boundary	Page 78
	103-2	The management approach and its components	Page 78
	103-3	Evaluation of the management approach	Page 78
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 material topic and its boundary	Page 33
	103-2	The management approach and its components	Page 33
	103-3	Evaluation of the management approach	Page 33
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	Page 37
	401-3	Parental leave	Page 35

GRI standard	Information on the management approach and indicators		Page/ reference
	Indicator	Description	
<b>Occupational Health and Safety</b>			
GRI 103: Management approach 2016	103-1	Explanation of material topic and its boundary	<a href="#">Page 39</a>
	103-2	The management approach and its components	<a href="#">Page 39</a>
	103-3	Evaluation of the management approach	<a href="#">Page 39</a>
GRI 403: Occupational health and safety 2016	403-1	Workers' representation in formal worker-company occupational health and safety committees	<a href="#">Page 39</a>
	403-2	Types of accidents and accident frequency rates, occupational diseases, lost days, absenteeism and number of fatalities due to occupational accidents or diseases	<a href="#">Page 39</a>
<b>Training and education</b>			
GRI 103: Management approach 2016	103-1	Explanation of material topic and its boundary	<a href="#">Page 41</a>
	103-2	The management approach and its components	<a href="#">Page 41</a>
	103-3	Evaluation of the management approach	<a href="#">Page 41</a>
GRI 404: Training and education	404-1	Average hours of training per year per employee	<a href="#">Page 41</a>
	404-2	Programmes for upgrading employee skills and transition assistance programmes	<a href="#">Page 42</a>
	404-3	Percentage of employees receiving regular performance and career development reviews	-
<b>Diversity and equal opportunity</b>			
GRI 103: Management approach 2016	103-1	Explanation of material topic and its boundary	<a href="#">Page 33</a>
	103-2	The management approach and its components	<a href="#">Page 34</a>
	103-3	Evaluation of the management approach	<a href="#">Page 34</a>
	405-1	Diversity of governance bodies and employees	<a href="#">Page 34</a>
	405-2	Ratio of basic salary and remuneration of women to men	<a href="#">Page 36</a>

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 material topic and its boundary	<a href="#">Page 34</a>
	103-2	The management approach and its components	<a href="#">Page 34</a>
	103-3	Evaluation of the management approach	<a href="#">Page 34</a>
GRI 406: Non-discrimination 2016	406-1	Incidents of discrimination and corrective actions taken	There have been no cases in 2022
<b>Local communities</b>			
GRI 103: Management approach 2016	103-1	Explanation of material topic and its boundary	<a href="#">Page 62</a>
	103-2	The management approach and its components	<a href="#">Page 62</a>
	103-3	Evaluation of the management approach	<a href="#">Page 62</a>
GRI 413: Local communities 2016	413-1	Operations with local community engagement, impact assessments, and development programmes	<a href="#">Page 62</a>
<b>Supplier social assessment</b>			
GRI 103: Management approach 2016	103-1	Explanation of material topic and its boundary	<a href="#">Page 45</a>
	103-2	The management approach and its components	<a href="#">Page 45</a>
	103-3	Evaluation of the management approach	<a href="#">Page 45</a>
GRI 414: Supplier social assessment 2016	414-1	New suppliers that were screened using social criteria	-
<b>Customer health and safety</b>			
GRI 103: Management approach 2016	103-1	Explanation of material topic and its boundary	<a href="#">Page 48</a>
	103-2	The management approach and its components	<a href="#">Page 48</a>
	103-3	Evaluation of the management approach	<a href="#">Page 50</a>
GRI 416: Customer health and safety 2016	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	There were any non-compliance in 2022



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