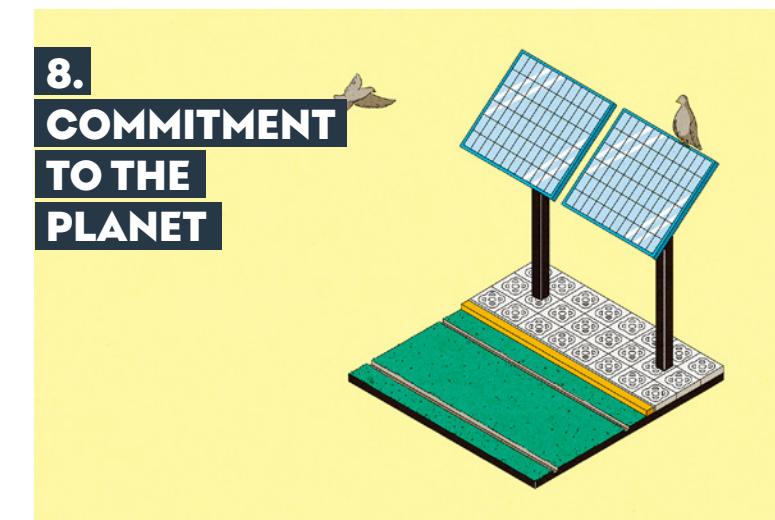
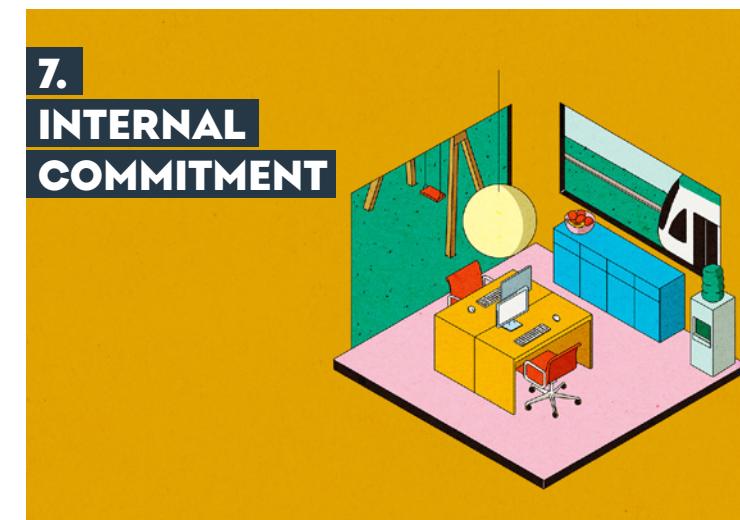
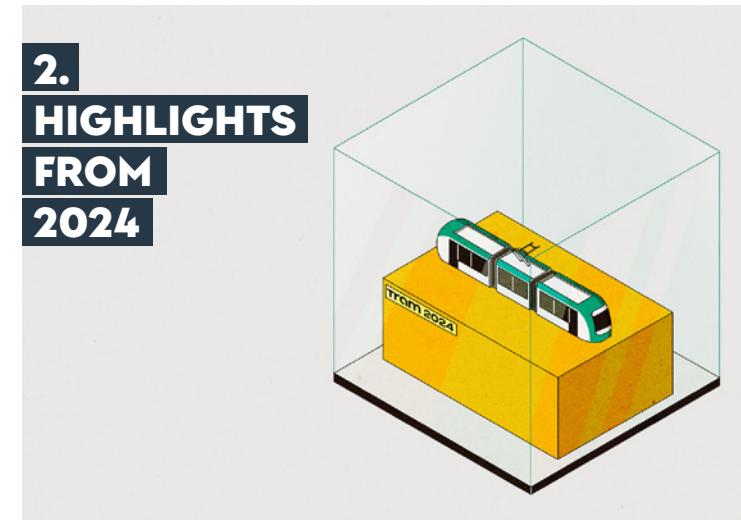


# 2024 SUSTAINABILITY REPORT

TRAM OF THE  
BARCELONA  
METROPOLITAN  
REGION

Tram





# 01. LETTER FROM THE CHAIRMAN

At TRAM, 2024 marked the year in which we celebrated two decades of history, reaffirming our daily commitment to improving mobility in Barcelona and its metropolitan region. We are proud to have achieved our main objective: to consolidate ourselves as a key mode of transport in the city, providing thousands of people every day with more comfortable, accessible, and sustainable journeys.

One of the most significant milestones of 2024 was the opening of the Glòries – Verdaguer section, which extends the Trambesòs network. As well as bringing the tram closer to the city centre and improving connections between Sant Martí and the Eixample, this development marks the beginning of the long-awaited connection between the Trambaix and Trambesòs networks via Avinguda Diagonal, a key step towards improving intermodality, capacity, and system efficiency. The impact of this extension was evident from its very first month of operation. Validations on Trambesòs increased by 38.35% compared with the same period the previous year, reaching 1,143,948 journeys.

In addition, 2024 saw two historic records: the highest number of daily validations, with 147,215 on 29 November, and the

annual record, with over 35 million journeys. In both cases, these figures represent the combined totals for Trambaix and Trambesòs.

At TRAM, we understand that mobility is much more than simply transporting people: it is a public service that carries responsibility, not only towards passengers, but also towards society as a whole. That is why, year after year, we strengthen our commitment through initiatives and partnerships with both local and global organisations, deeply rooted in the area where we operate.

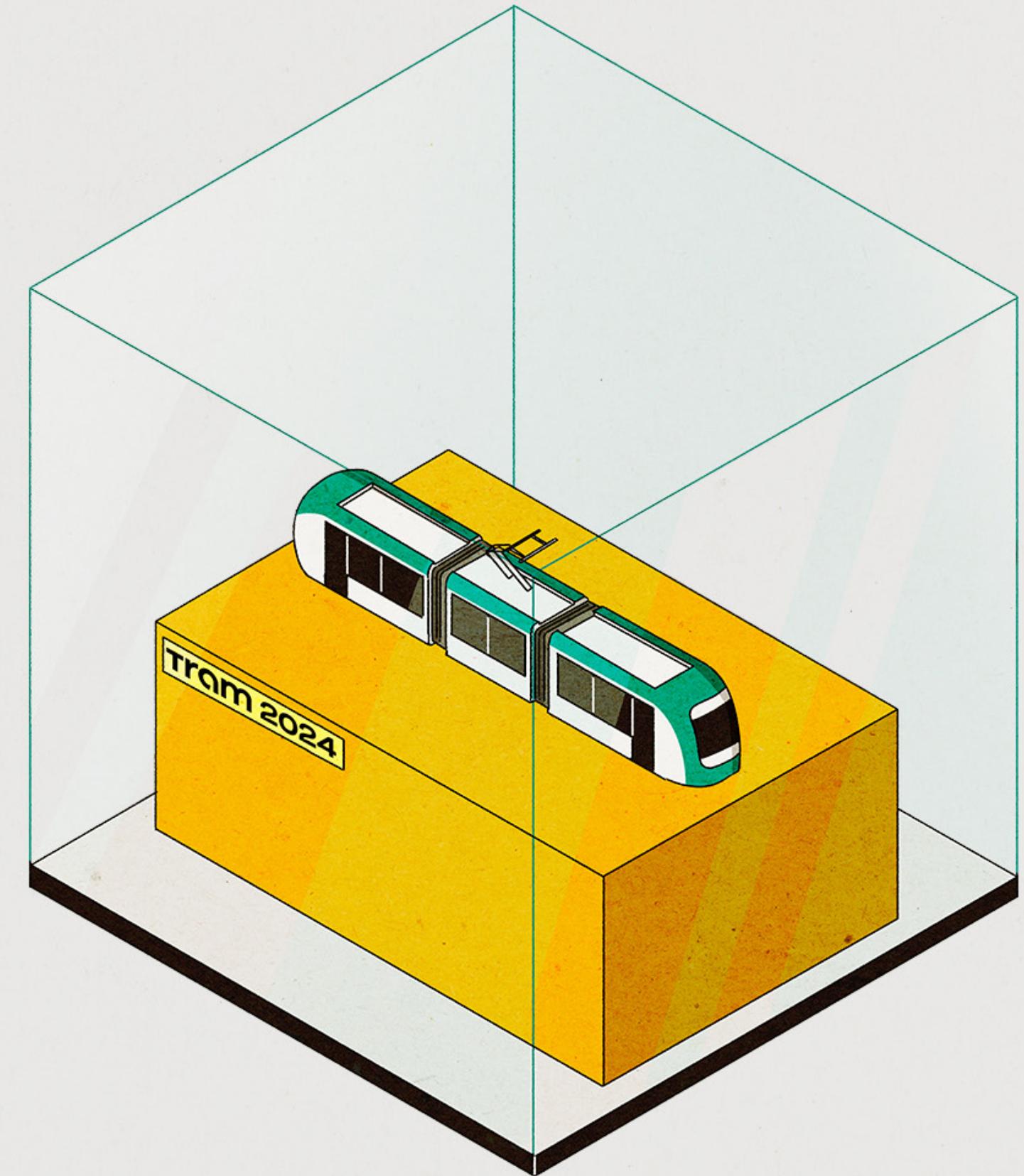
In 2025, we will continue moving forward with the incorporation of new trams acquired by the Metropolitan Transport Authority to complete the Trambesòs fleet, enhancing both service capacity and availability.

Twenty years have passed since the service began, but we continue to look to the future, towards a mobility system that is safer, more reliable, more sustainable, and offers a high-quality travel experience. A form of mobility that brings value to society.

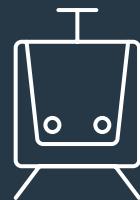
**Miquel Martí Escursell**  
Chairman



**2.**  
**HIGHLIGHTS**  
**FROM**  
**2024**



## About our activity



**35.06 million validations**  
23,750,110 Trambaix  
11,309,395 Trambesòs



**17.42 km/h commercial speed**  
99.57% punctuality  
99.95% service availability



**2,612,234 commercial km**  
1,522,553 km Trambaix  
1,089,681 km Trambesòs

## About our service to passengers



**19,893 enquiries**



**8.40 perceived quality index**  
8.36 Trambaix  
8.43 Trambesòs

## About the environment



**Energy consumed**  
4.17 kWh/km Trambaix  
4.25 kWh/km Trambesòs

## About our team of people



**247 people**  
134 Trambaix  
113 Trambesòs



**7,472 hours of training**

## About our social action



**65 projects**  
€315,465.51 invested  
in social projects

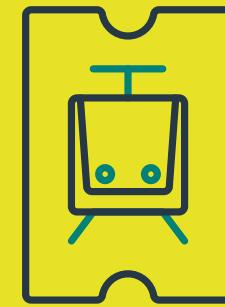
## 2024 MILESTONES



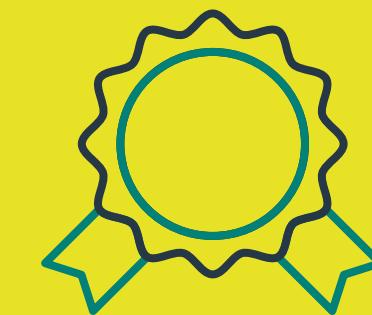
Twenty year anniversary  
with our sights  
set on the future



Entry into operation of the  
new Monumental, Sicília and  
Verdaguer stops

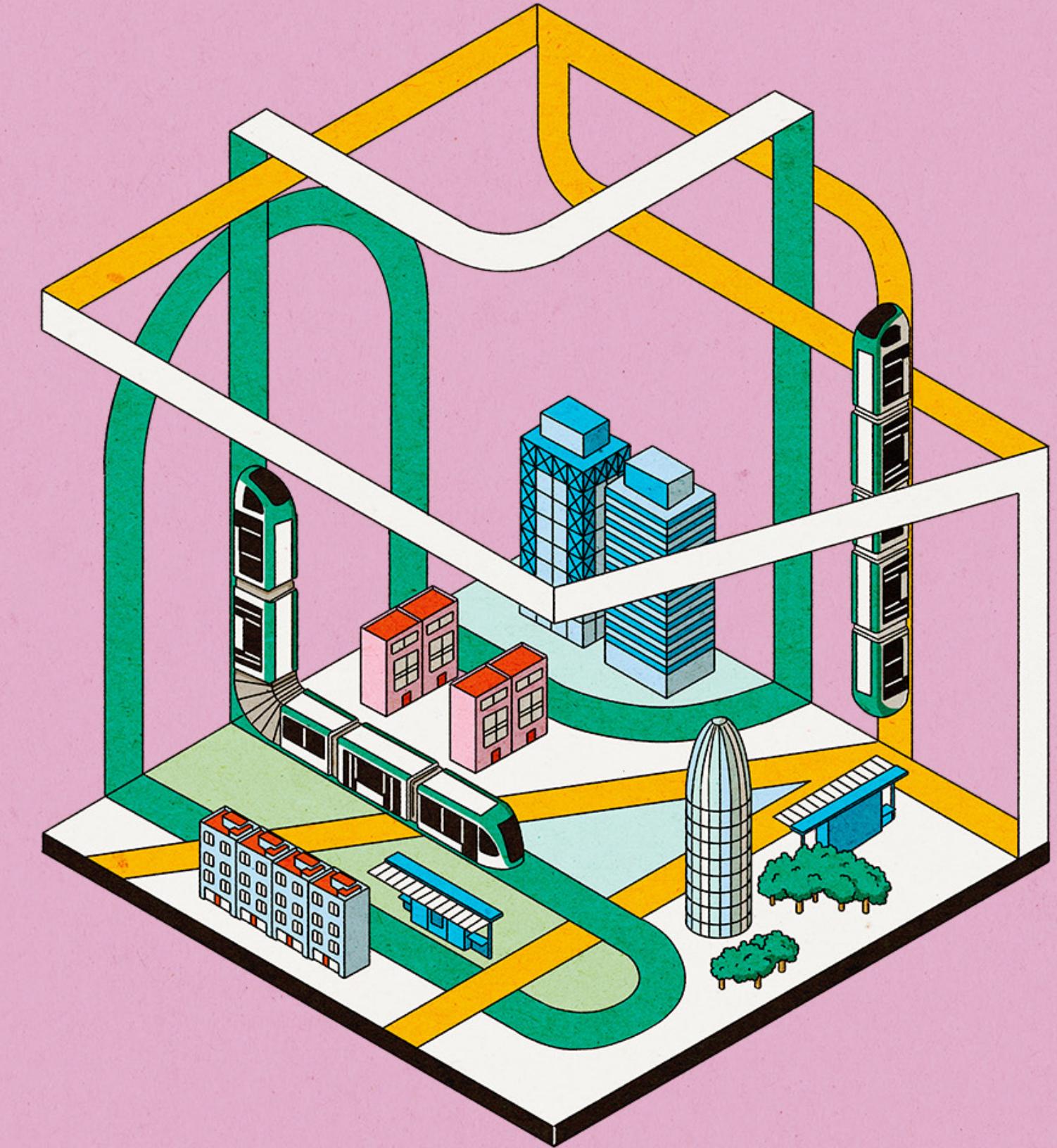


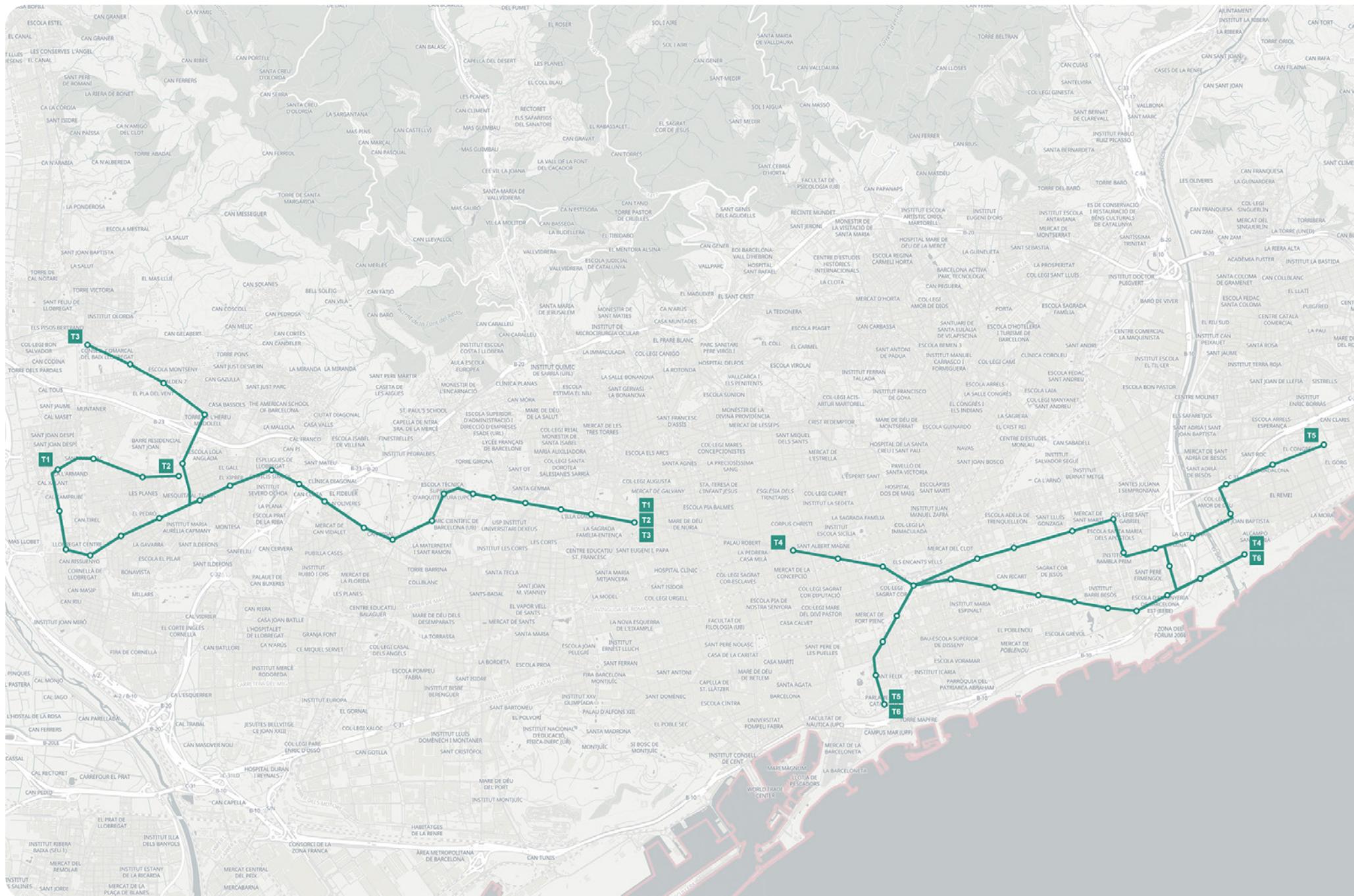
A new record of  
validations achieved for a single  
day and for a year



For the fourth consecutive year,  
passengers have rated our  
service with a score of over 8

### 3. TRAM, EFFICIENT AND RESPECTFUL MOBILITY





TRAM is the organisation that manages the two tram networks of the Barcelona metropolitan region.

Our public service model is based on public-private collaboration, resulting from the Metropolitan Transport Authority's (ATM) international public tender for the design, construction, and operation of the Diagonal – Baix Llobregat (Trambaix) and Diagonal – Besòs (Trambesòs) tram systems.

TRAM serves **nine municipalities** through **six lines**, covering a total of **31.1 km** of track and **58 stops**.

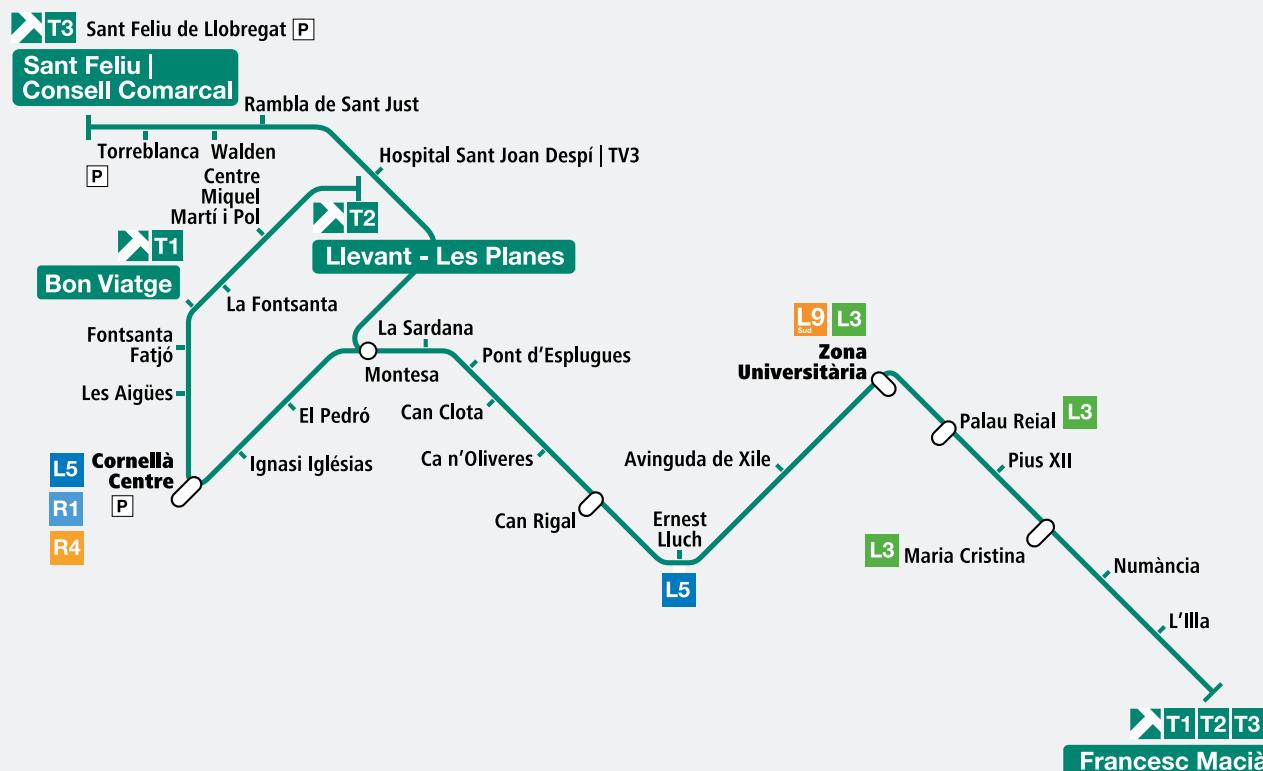


## THE TRAMBAIX NETWORK, FROM BAIX LLOBREGAT TO LES CORTS

The Diagonal – Baix Llobregat system, consisting of lines T1, T2, and T3, connects the Les Corts district of Barcelona with the county of Baix Llobregat. The three lines share a common six-kilometre stretch and run through the municipalities of Barcelona, L'Hospitalet de Llobregat, Esplugues de Llobregat, Cornellà de Llobregat, Sant Joan Despí, Sant Just Desvern, and Sant Feliu de Llobregat.

The network spans 15.1 km with 29 stops, providing access to office areas, industrial parks, and the Zona Universitària de Pedralbes, which experiences high passenger volumes on weekdays, particularly between 7 am and 9.30 am and 5 pm and 8 pm.

The fleet is housed at the Sant Joan Despí depot, which covers 22,000 m<sup>2</sup>, where tram maintenance and repairs are also carried out.

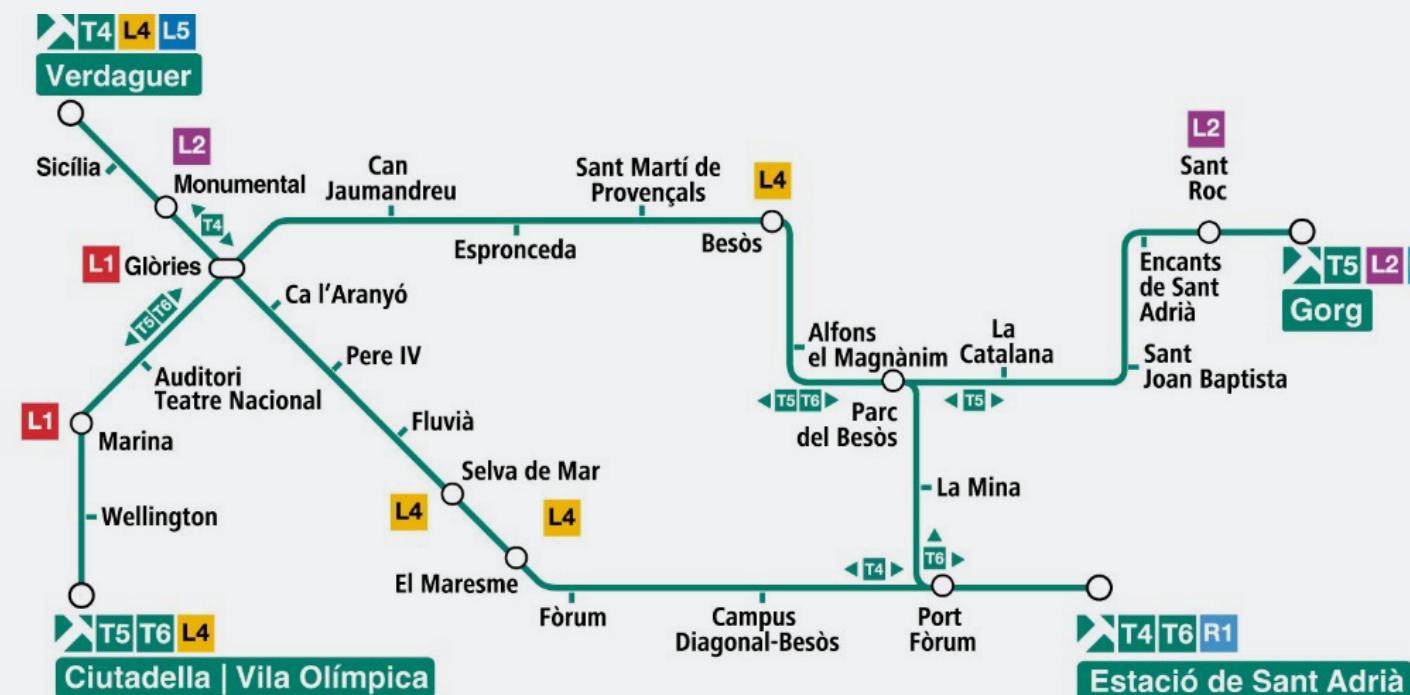


- 29 stops
- 6 interchanges
- 15.1 km in length
- 3 lines (T1, T2 and T3)
- 23 vehicles

## THE TRAMBESÒS NETWORK, FROM BESÒS TO DIAGONAL

The Diagonal – Besòs system, consisting of lines T4, T5, and T6, connects Besòs with the Eixample district. Lines T4 and T6 link Barcelona with Sant Adrià de Besòs, while T5 connects Barcelona with Badalona. This network spans 16 km and includes 29 stops. The Trambesòs depot and workshops are located in Sant Adrià de Besòs, occupying an area of more than 11,000 m<sup>2</sup>.

In 2024, the new Monumental, Sicília, and Verdaguer stops came into operation. The new tram extends line T4, which has changed its route, now running from Plaça de les Glòries to Plaça de Mossèn Jacint Verdaguer along Avinguda Diagonal. This 1.8 km extension connects the districts of Sant Martí and Eixample and creates a new interchange between the Trambesòs network and the metro lines L4 and L5 at Verdaguer. This development represents phase 1 of the unified tram network promoted by the ATM.



- 29 stops
- 11 interchanges
- 15.9 km in length
- 3 lines (T4, T5 and T6)
- 18 vehicles



### 20 years of TRAM

The Trambaix network was inaugurated on 3 April 2004 and, one month later, on 8 May, the Trambesòs network followed.

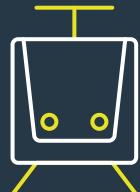
The first stop of this new mobility system was Francesc Macià, from where TRAM began its service.

## 35 MILLION JOURNEYS

In 2024, 35.06 million journeys were made, 13% more than in 2023.

Since the tram's launch until 31 December 2024, a total of 493,686,248 journeys have been made: over 336 million on the Trambaix network and 157 million on the Trambesòs network.

NUMBER OF JOURNEYS				
	2022	2023	2024	Variation 2022/24
Trambaix	18,392,225	21,821,273	23,750,110	+29%
Trambesòs	8,337,554	9,141,299	11,309,395	+36%
<b>TOTAL TRAM</b>	<b>26,729,779</b>	<b>30,962,572</b>	<b>35,059,505</b>	<b>+31%</b>
<b>Total TRAM accumulated</b>	<b>427,664,172</b>	<b>458,626,744</b>	<b>493,686,248</b>	<b>+15%</b>



35.06 million journeys in 2024

23.75 Trambaix  
11.31 Trambesòs



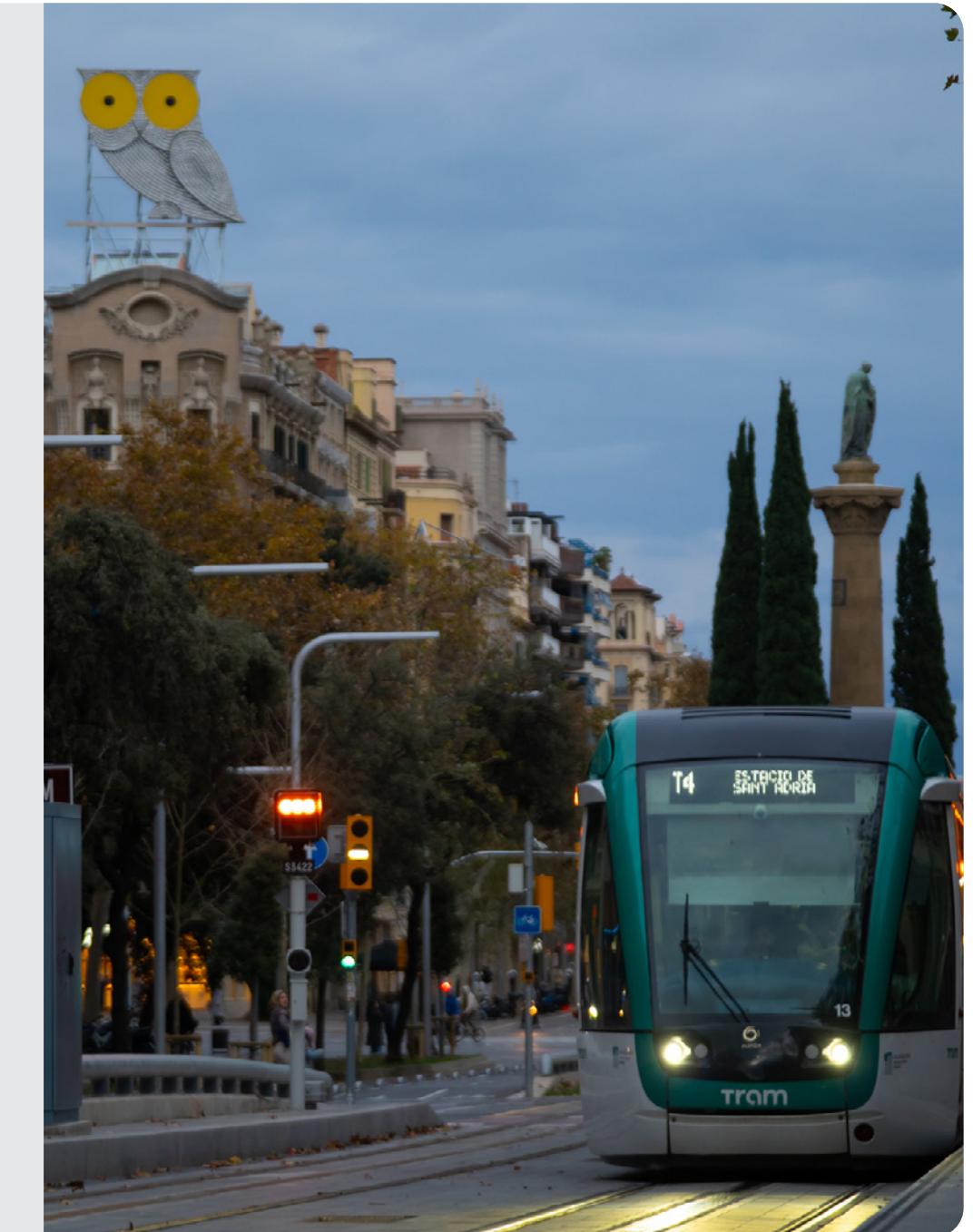
## TRAM SETS A HISTORIC RECORD FOR VALIDATIONS WITH THE INTRODUCTION OF THE NEW STOPS ALONG DIAGONAL

The rise in journeys on Trambesòs, resulting from the **entry into operation of phase I**, forms part of an overall increase in validations across both networks. Together, they have **increased by 16.7%** compared to the same period in 2023.

The entry into operation of the Monumental, Sicília, and Verdaguer stops generated a 38.35% increase in validations on Trambesòs between 10 November and 8 December 2024, compared to the same period in 2023. A total of 1,143,948 validations were recorded. The busiest travel days were 28 and 29 November, with 46,372 and 46,976 validations respectively. Notably, 29 November became the record day for validations in TRAM's history, with 147,215 validations across both networks, Trambesòs and Trambesòs.

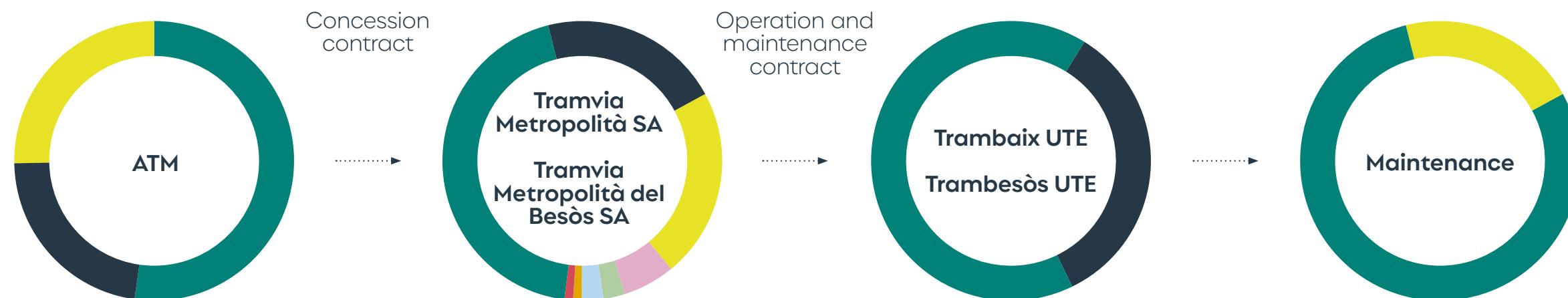
Compared to the same period in 2023, weekdays saw a 32% increase in validations, while weekends experienced an even more significant rise of 57%.

For line T4, extended from Glòries to Verdaguer, the increase in journeys was 35.9%, with a total of 730,231 validations.



## TRAM STRUCTURE

ATM is the contracting authority for both Trambaix and Trambesòs contracts, overseeing TRAM's activities as part of its supervisory role.



TRAM's shareholders are leading organisations in their respective sectors: concession management; operation and maintenance of public transport networks by bus, tram, and rail; management of high-capacity roads; railway equipment manufacturing; and public works construction.

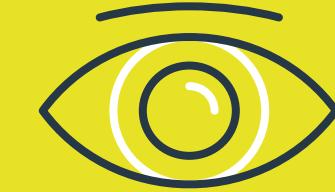
## THE MISSION AND VALUES OF TRAM

We strive every day to achieve our mission and vision, always upholding our values, convinced that this is the way to guarantee those who use the tram a safe and reliable environment that provides a satisfactory travel experience.



### Mission

To transport people by tram in a way that allows them to enjoy a mobility service that is efficient and respectful towards society and the environment.



### Vision

To be recognised as a model company in excellence within the mobility sector; an example of efficiency, innovation, respect for the environment, and commitment to passengers. An operator that turns the journey into a satisfying experience.



### Values

Safety  
Quality  
Passenger focus  
Respect for the environment  
Innovation and efficiency  
Transparency  
Responsibility  
Honesty  
Care for people  
Equity

## STRATEGIC PARTNERSHIPS

We maintain strategic partnerships with sectoral and regional entities:



We are members of the International Association of Public Transport, an organisation for sustainable urban mobility with over 3,000 members.



We collaborate with AMTU to improve mobility and public transport infrastructure in Catalonia. This entity represents 148 member municipalities and a population of two million inhabitants.



We are part of various working groups of the Association of Urban and Metropolitan Public Transport, which brings together public and private bus, metro, and rail companies from the main cities in Spain.



We are part of the More Sustainable Barcelona network, with more than 1,900 organisations committed to environmental, social, and economic sustainability to build a city responsible towards its environment and people.



We are members of the 22@ network, with 255 member companies, created to promote this district as an innovative, technological, and creative space in Barcelona.

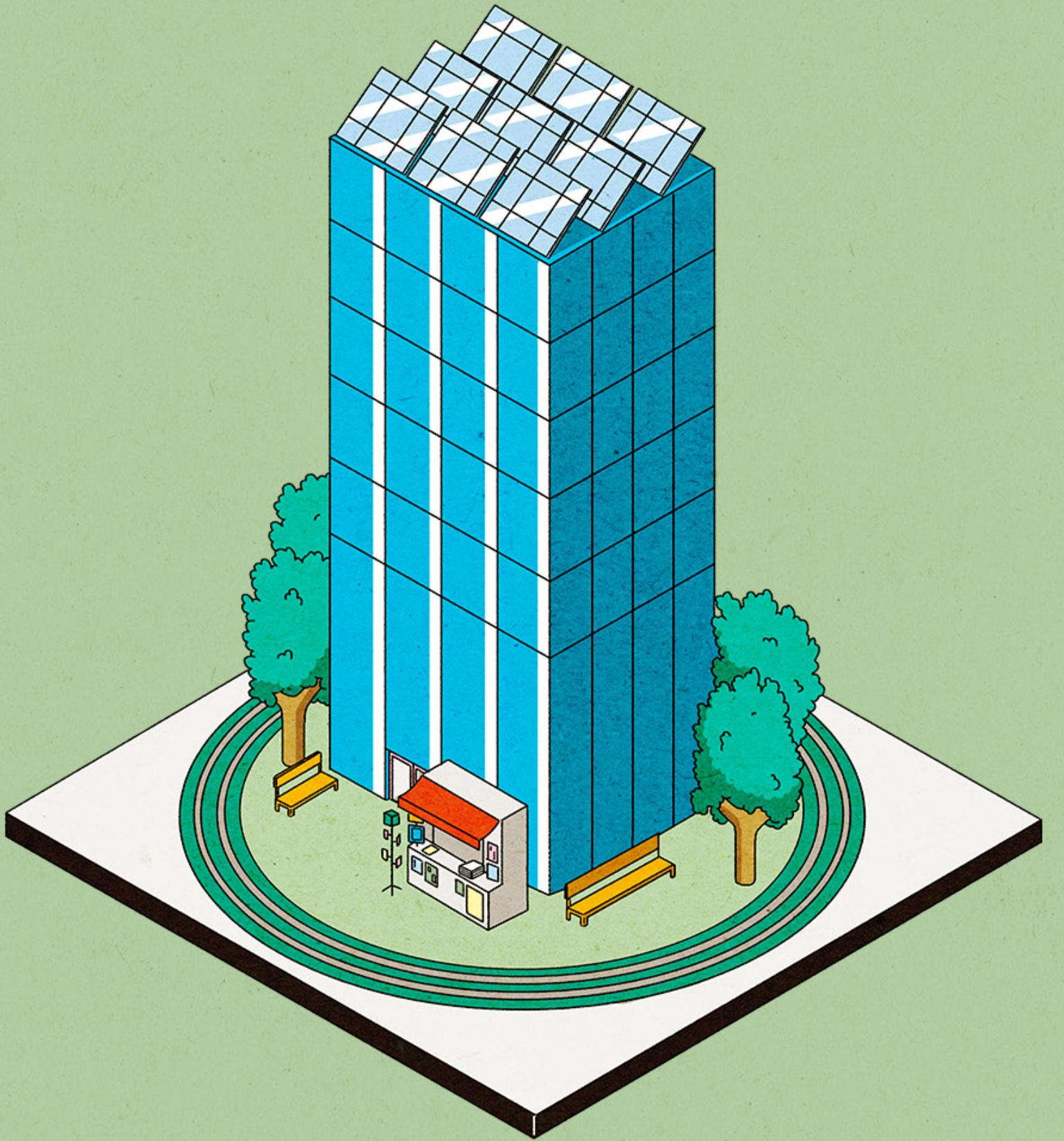


We are one of the founding member organisations of IN-MOVE by Railgrup, a cluster aiming to improve the competitiveness of companies in sustainable mobility and multimodal logistics in Spain.



We collaborate with the association Promoció del Transport Pùblic, which promotes collective public transport and rail freight transport. PTP is a member of the European Federation for Transport and Environment and the European Passengers' Federation.

**4.**  
**COMMITMENT**  
**TO**  
**SUSTAINABILITY**



We work to implement sustainability in all TRAM's processes and activities. We commit to complying with legal, regulatory, and contractual obligations, creating value for our stakeholders fairly.

We offer a quality service, being efficient in the use of natural resources, providing fair working conditions for our team, and supporting vulnerable sectors of society through partnerships with third-sector organisations.

## THE FIRST STEP, MATERIALITY ANALYSIS

In 2023, we updated the materiality analysis conducted in 2017 to ensure our strategy focuses on relevant aspects.

### PROCESS TO DEFINE MATERIAL TOPICS

#### **Sector comparison**

Analysis of sector companies | SASB Standard

#### **Internal materiality (workshop)**

Definition of stakeholders | Prioritisation of relevant topics for TRAM

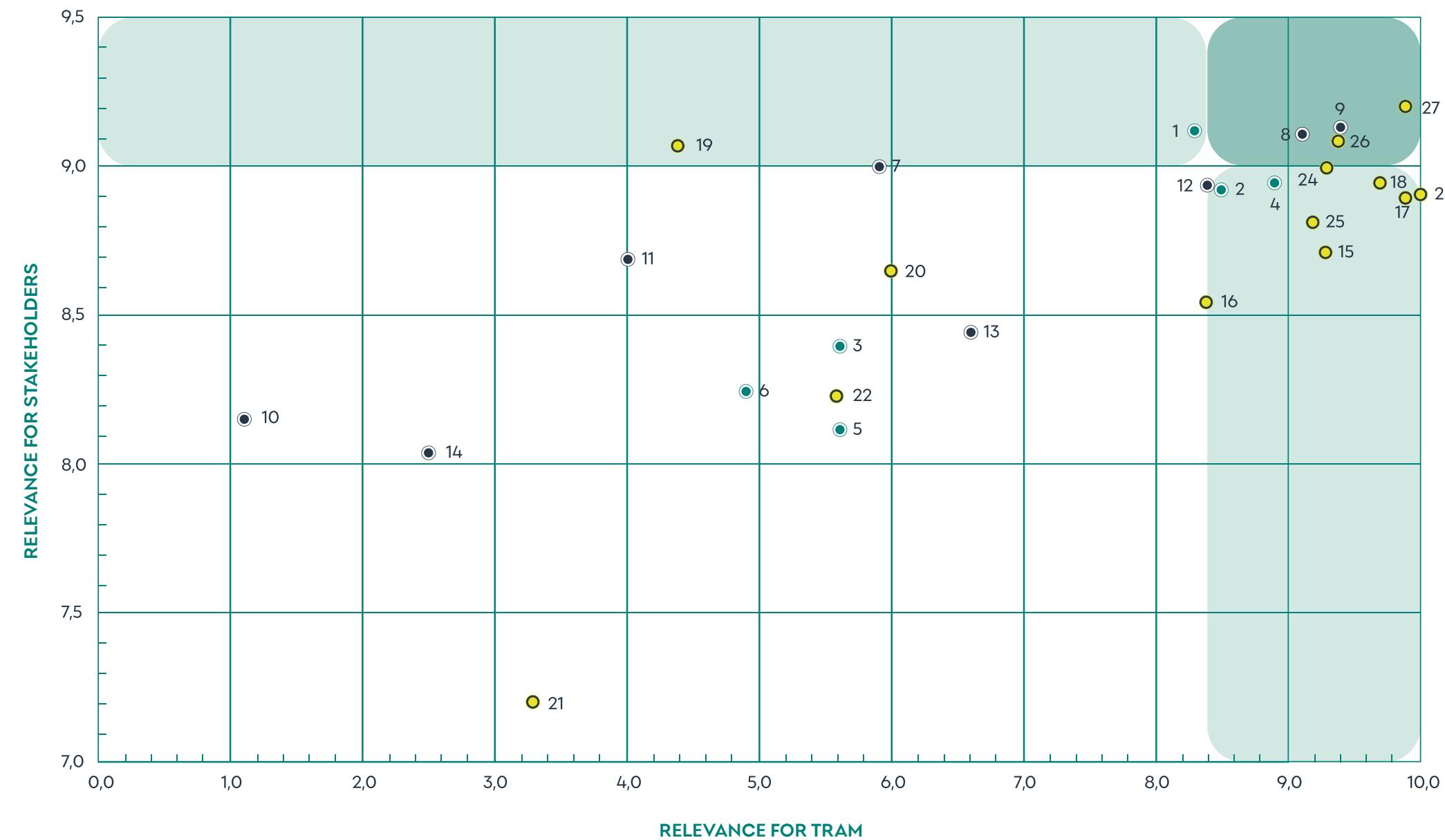
#### **External materiality**

Survey of stakeholders | Prioritisation of relevant topics for stakeholders

#### **Materiality analysis**

Prioritisation of material topics | Materiality matrix

## MATERIALITY MATRIX



## MATERIAL TOPICS

### ○ Economy and ethics

1 Responsible economic management

2 Transparency and responsibility

4 Fight against corruption and unfair competition

### ○ Environment

7 Efficient consumption of material resources

8 Energy

9 Water and effluents

12 Proper waste management

### ○ Social

15 Career development

16 Labour relations

17 Occupational health and safety

18 Promoting equality and non-discrimination

19 Assessment of human rights compliance

23 Product safety

24 Data security and privacy

25 Consumer satisfaction and well-being

26 Accessibility

27 Service quality and efficiency



## DIALOGUE AND COMMUNICATION WITH STAKEHOLDERS

TRAM maintains constant dialogue and fluid communication with these groups to establish beneficial relationships and understand their expectations.

A feedback process is also carried out with supplier companies through a satisfaction survey.

PRIORITY STAKEHOLDERS	COMMUNICATION CHANNELS	PRIORITY STAKEHOLDERS	COMMUNICATION CHANNELS
Shareholders	<ul style="list-style-type: none"> <li>Board of Directors</li> <li>Specific meetings</li> <li>Emails and phone calls</li> <li>Sustainability report</li> <li>Collaborative portal</li> </ul>	ATM (Metropolitan Transport Authority)	<ul style="list-style-type: none"> <li>ATM Perceived Quality Commission</li> <li>Chamber Board</li> <li>ATM Nomenclature Commission</li> <li>ATM Executive Committee</li> <li>Periodic execution monitoring meetings</li> <li>Mobility Commission</li> <li>Collaborative portal</li> </ul>
Team	<ul style="list-style-type: none"> <li>Works Council</li> <li>Intranet</li> <li>Information screens</li> <li>Emails</li> <li>TRAMcomunica operator</li> <li>WhatsApp</li> <li><i>InTRAM</i>, monthly information newsletter</li> <li><i>TrimesTRAM</i>, employment information newsletter</li> <li>Management Committee</li> <li>Work climate survey</li> <li>Suggestion box</li> <li>Notice board</li> <li>Meetings of various internal committees</li> <li>Personal development interviews</li> <li>Weekly interdepartmental meetings</li> <li>Collaborative portal</li> <li>Shared server</li> <li>Sustainability report</li> </ul>	Passengers	<ul style="list-style-type: none"> <li>Website (<a href="http://www.tram.cat">www.tram.cat</a>)</li> <li>Customer Service Office</li> <li>Tel. 900 701 181</li> <li>WhatsApp: 900 701 181</li> <li>Social media:           <ul style="list-style-type: none"> <li>Twitter (<a href="https://twitter.com/TRAM_Bcn">@TRAM_Bcn</a>)</li> <li>Facebook (<a href="https://facebook.com/TRAMBarcelona">TRAMBarcelona</a>)</li> <li>LinkedIn (<a href="https://linkedin.com/company/tram-barcelona">TRAM Barcelona</a>)</li> <li>Instagram (<a href="https://instagram.com/tram_barcelona">@tram_barcelona</a>)</li> <li>YouTube (<a href="https://youtube.com/TRAMBarcelona">TRAM Barcelona</a>)</li> </ul> </li> <li>TRAM App (for iOS and Android)</li> <li>Next stop Blog</li> <li>Annual satisfaction survey</li> <li><i>InfoTRAM</i></li> </ul>





## SOCIAL RESPONSIBILITY ACTION PLAN

Each year, TRAM draws up its **Social Responsibility Plan**, aligned with the expectations of its stakeholders and approved by the Board of Directors.

This plan includes various actions aimed at fulfilling sustainability commitments and achieving the Sustainable Development Goals (SDGs).

The Social Responsibility Plan establishes the commitments and the set of actions that enable TRAM to implement, evaluate, and monitor its compliance with sustainability standards.

## 7 PRIORITY SUSTAINABLE DEVELOPMENT GOALS (SDGs)

The United Nations' **Sustainable Development Goals (SDGs)**, which include environmental, social, and economic aspects, guide the 2030 Agenda. At TRAM, these goals serve as a roadmap for our stakeholder relations.

### PRIORITY SDGs



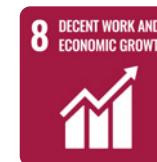
We implement tools and policies to reduce traffic accidents, ensure occupational safety, and promote healthy habits among our workforce.



We work to guarantee equal opportunities, encourage work-life balance, and improve gender balance.



We promote energy efficiency through a sustainable mobility model: applying efficient driving criteria, generating photovoltaic energy at our Sant Joan Despí depots, and investing resources to reduce energy consumption.



We offer a safe work environment with fair wages and working conditions that support training and professional development.



We invest in R&D&I projects to continuously improve our service.



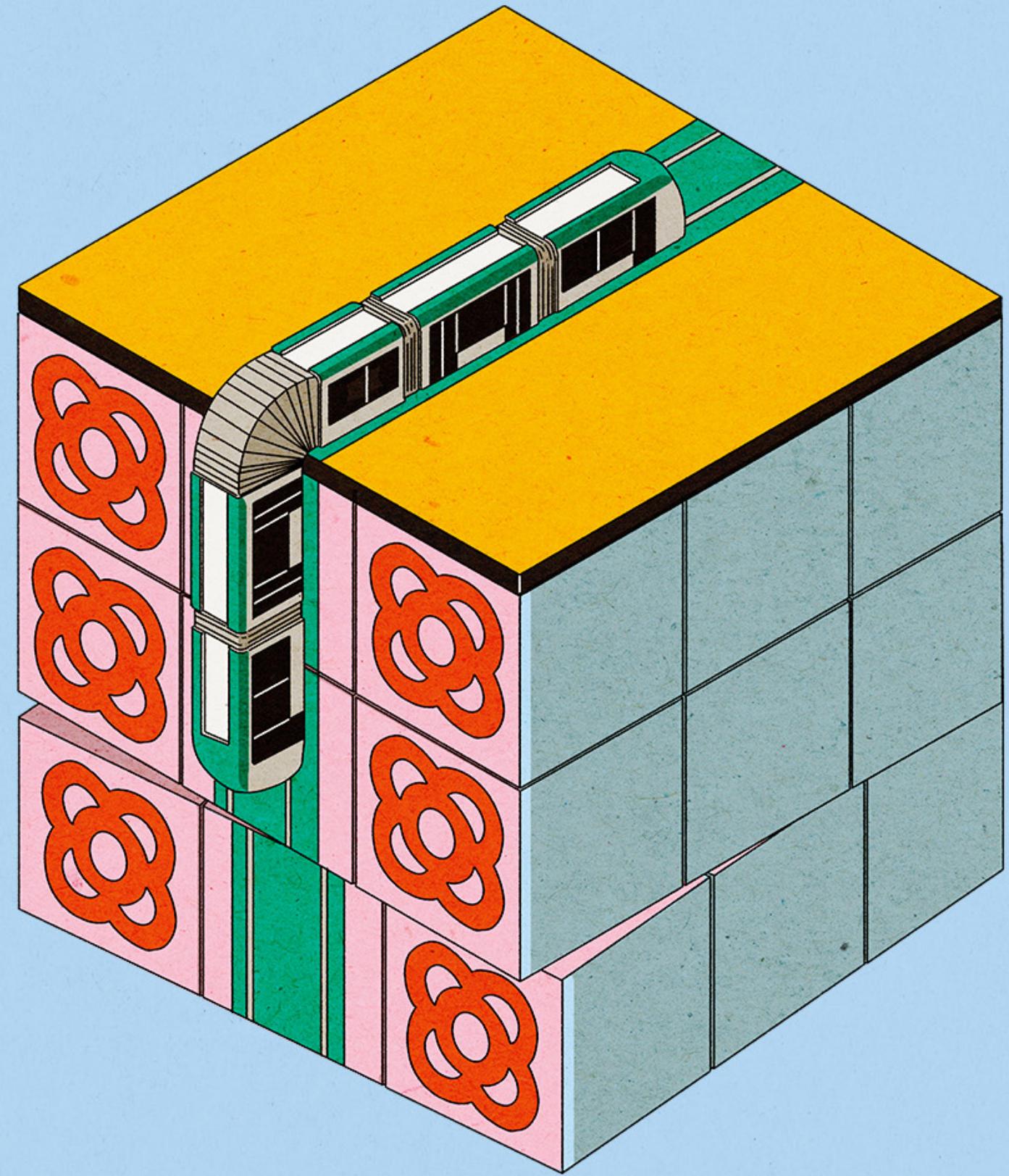
We facilitate universal access to our transport system, which is inclusive, safe, and reliable, focusing on the needs of the most vulnerable users.



We manage the supply chain responsibly, promote transparency in communication, and make sustainable use of resources.

**5.**

**COMMITMENT TO  
GOVERNANCE  
AND ETHICS**

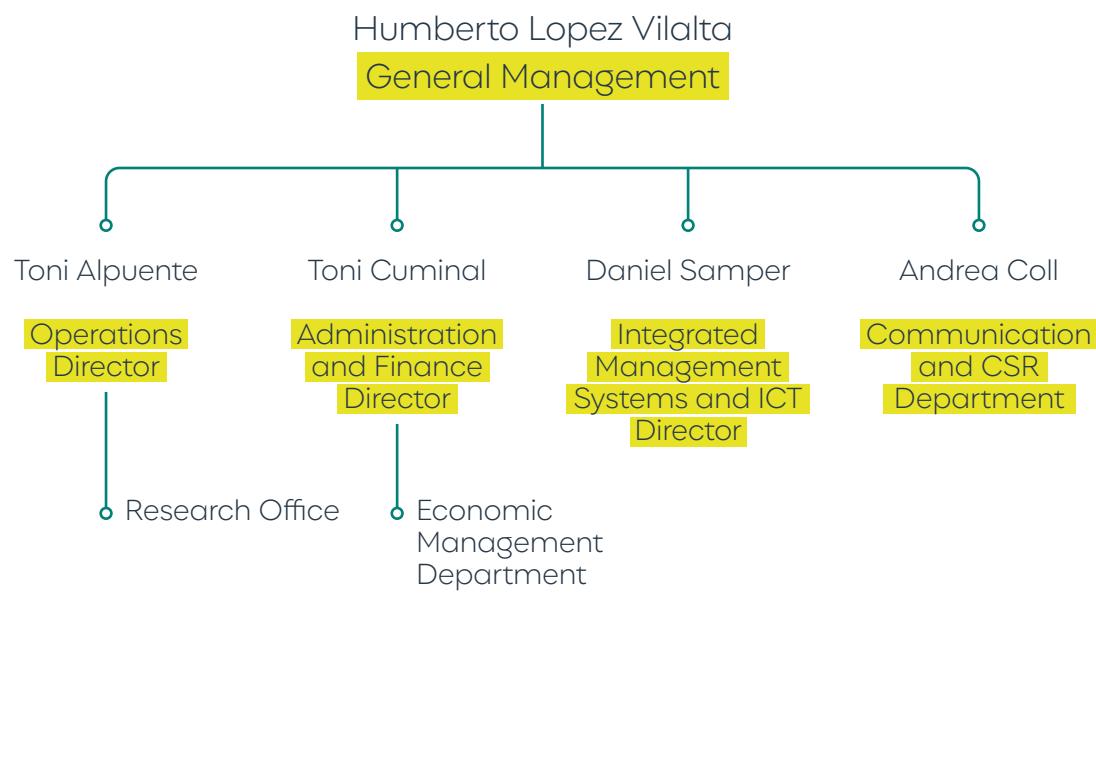


At TRAM, we are committed to complying with legal, regulatory and contractual obligations, and to a governance model based on ethics and responsible management. This commitment is embodied through the implementation of the Code of Ethics and the *Compliance System*.

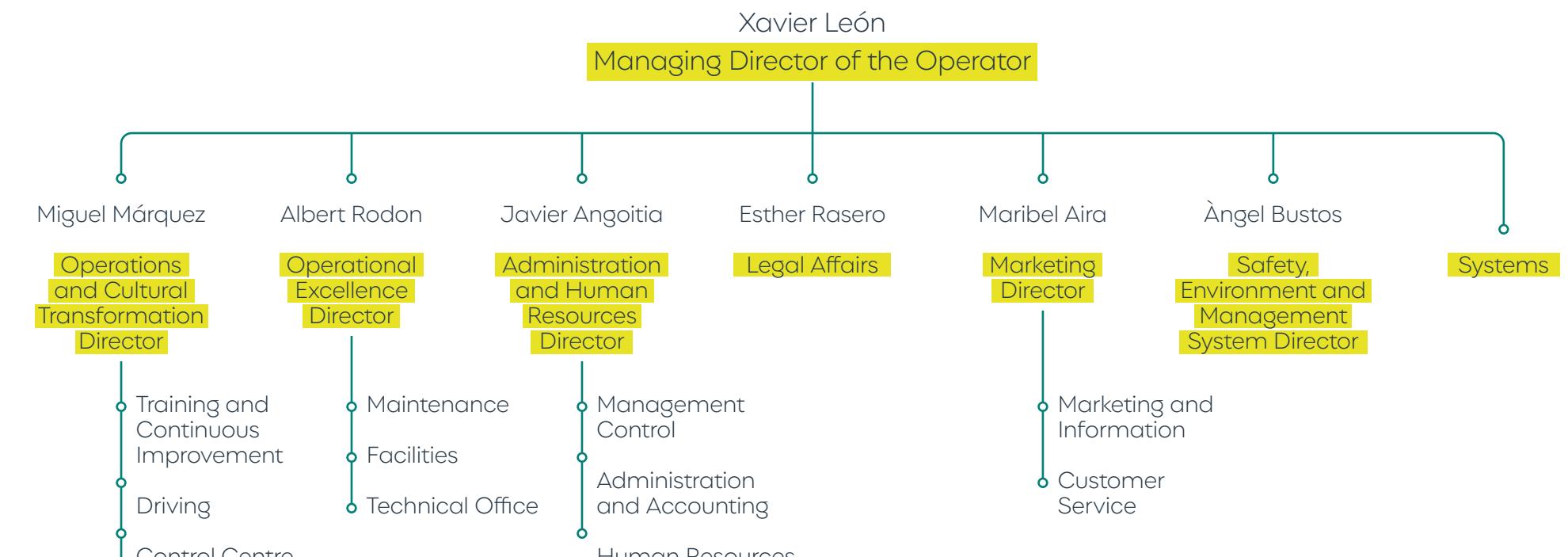


## TRAM ORGANISATIONAL CHART

### ATM (Metropolitan Transport Authority)



### Passengers



## THE CODE OF ETHICS

TRAM's **Code of Ethics** sets out the rules that all members of the organisation must follow, ensuring that their daily activities are carried out in accordance with current legislation, the corporate culture, and the interests of customers, staff, partners, and society as a whole.

The Code of Ethics is provided to everyone who joins TRAM.

In 2024, all staff received specific training on compliance.

## THE REGULATORY COMPLIANCE SYSTEM

To ensure compliance with the **Code of Ethics**, TRAM has implemented the Compliance System, whose aim is to prevent fraud, corruption, and any other irregularities or criminal offences in the course of our activities.

### AREAS COVERED BY THE COMPLIANCE SYSTEM

Monitoring of discrimination and harassment, to guarantee equal rights.

Prevention of fraudulent and unfair behaviour, to ensure a fair relationship with customers, passengers, and suppliers, including truthfulness as a basic principle of conduct.

Prevention of corruption in the public sector and of misappropriation of funds, incorporating respect for the law and transparency as fundamental principles.

Prevention of corruption in business, through transparency in the procurement of services and commercial relationships.

Caution with gifts and hospitality, to ensure that courtesy does not become a source of non-compliance with the principles established in the system.

Prevention of crimes against the tax authorities and Social Security, as well as in the management of public subsidies.

Prevention of money laundering, as a cornerstone of trust.

Prevention of offences against workers' rights.

## THE ETHICS CHANNEL

TRAM's **Ethics Channel**, open to the general public — including staff and stakeholders— allows confidential communication, via a simple form, of potentially irregular activities or behaviours that may represent a breach of the law or the Code of Ethics. The channel is managed externally to ensure confidentiality and protect whistleblowers.

In 2024, a legal review of the Compliance System was carried out in accordance with Organic Laws 10/2022, 14/2022 and 4/2023, as well as the new Law 2/2023 on the protection of whistleblowers.

## INFORMATION SECURITY

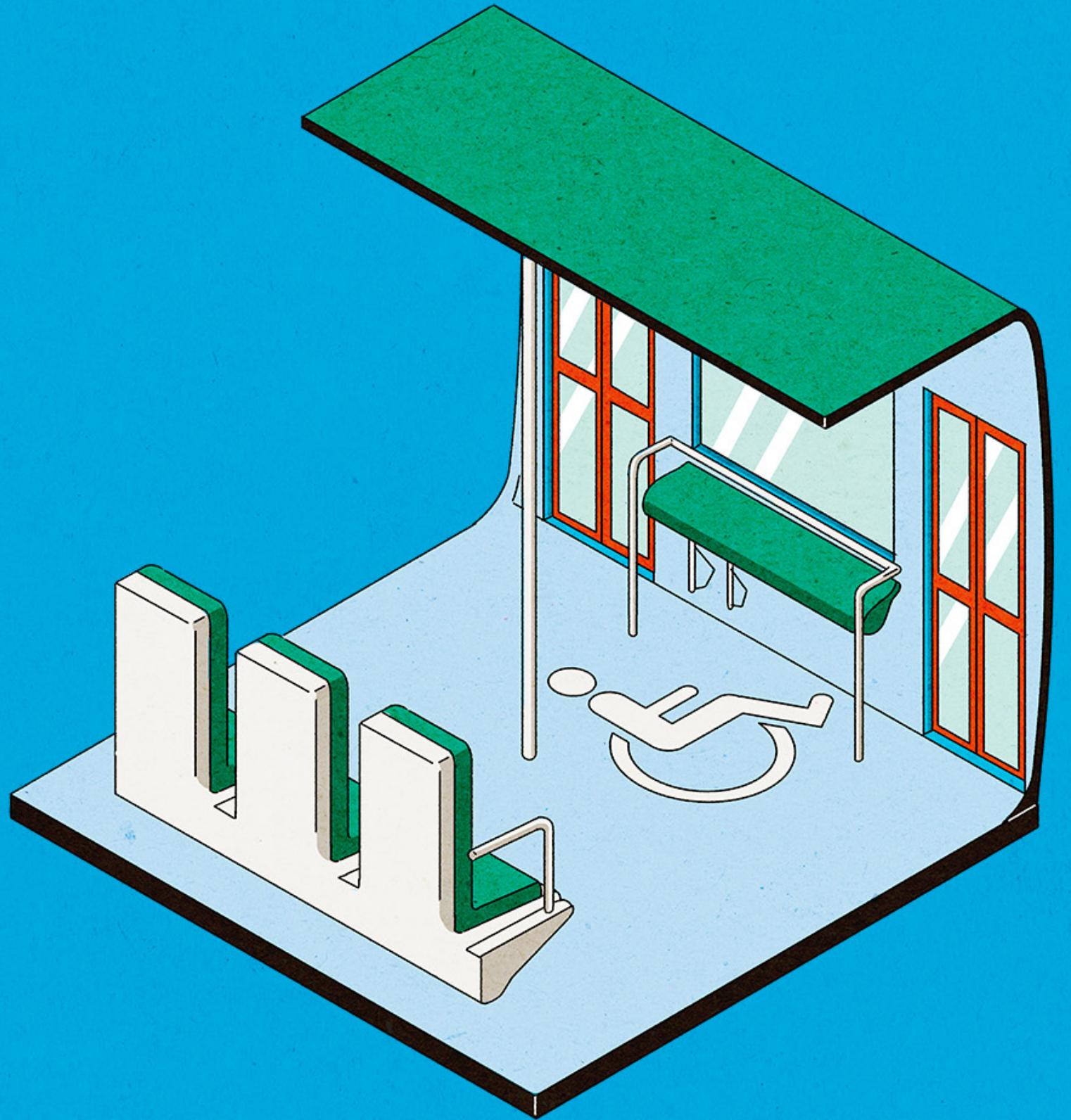
TRAM has implemented an **Information Security Management System** based on the international ISO 27001 standard.

In 2024, to improve the prevention of cyberattacks, TRAM created the Cybersecurity Committee — a collegiate body made up of the concessionaire, operator, and maintenance companies.



6.

## COMMITMENT TO THE PASSENGER





We want users to enjoy a safe, reliable mobility service and a pleasant travel experience.

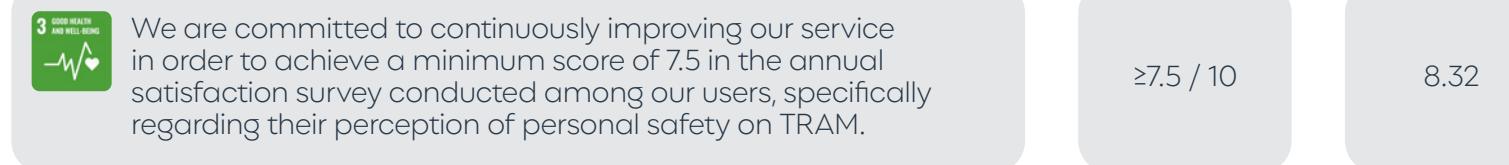
At TRAM, we are committed to offering a safe, efficient, and accessible transport service. We place a strong emphasis on passenger satisfaction, ensuring their needs are met. This includes adequate frequencies, access for people with disabilities, clear information, and agile customer service. We work continuously to improve passenger experience and well-being during their journeys.

## THE SERVICE CHARTER: COMMITMENTS AND INDICATORS

The **Service Charter** reflects our commitment to the quality of both our management and the delivery of public transport services. It has been drafted taking into account our passengers' needs and expectations.

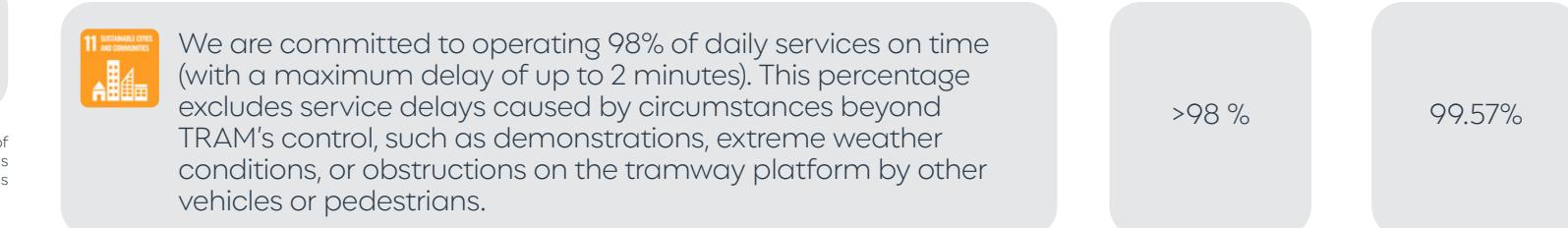
### SAFETY

At TRAM, we are committed to providing a safe service and to achieve this:



### SERVICE QUALITY

At TRAM, we are committed to ensuring reliability and providing a dependable service. To achieve this:



## CUSTOMER SERVICE

At TRAM, we are committed to ensuring that our customers are our priority, and therefore we make the following commitments:

 We are committed to responding to all inquiries, suggestions, and complaints from our users within an average of no more than 5 working days and never exceeding 20 calendar days.

Annual Target	2024 Value
≤5 working days	0.58

 We are committed to returning all lost property claims, except those containing personal data, via a courier service at no cost to the customer, provided the claimant wishes it.

100% of claims	100%
----------------	------

 We are committed to fully refunding any transport tickets purchased in error regarding their type, provided they have not been used.

100% of cases	100%
---------------	------

 We are committed to providing users with complete and timely information about our service at stops, trams, and digital channels, aiming to achieve a minimum score of 7.5 in the annual satisfaction survey regarding our passenger information service.

>7.5 / 10	8.36
-----------	------

## ENVIRONMENT

At TRAM, we are committed to providing a service that respects the environment, and to achieve this:

  We are committed to using our facilities to install, wherever possible, equipment that generates renewable energy producing a minimum of 120,000 kWh annually.

Annual Target	2024 Value
≤120,000 kWh/year	133,219 kWh/year

 We are committed that the energy consumption of the trams will never exceed 4.5 kWh/km.

≤4.5 kWh/Km	4.2 kWh/Km
-------------	------------

  We are committed to offsetting 100% of direct emissions as well as 100% of indirect emissions due to electricity consumption, so that the CO2 footprint in this area is zero.

100%	100%
------	------

  We are committed to allocating resources for training and awareness activities on environmental civility and sustainable mobility, and to provide our facilities for these activities, with the number of participants per year matching or exceeding that of the previous year, which was 4,750.

4,750	5,085
-------	-------



## SOCIAL RESPONSIBILITY

At TRAM, we are committed to fulfilling the following agreements:



We are committed to implementing an Annual CSR Plan and allocating a percentage of TRAM's gross profits before tax to its funding, not less than 0.7%.

Annual Target

≥0.7 %

2024 Value

1.09%



We are committed to allocating resources to promote awareness campaigns on gender equality and respect for diversity twice a year.

≥1

2



We are committed to reserving 10% of tram seats for people with special needs (pregnant women, people with children, elderly people, and those with reduced mobility).

10%

10%



Our Service Charter has been certified in accordance with the UNE 93200 standard since 2019.



## SAFE SERVICE AND CONTINUOUS IMPROVEMENT

Our **Quality Management System is certified according to ISO 9001:2015 and UNE-EN 13816:2003 standards**. Both standards guarantee the quality of public passenger transport from two perspectives: on one side, that of the Administration and operating companies; on the other, the real and potential passengers who travel by tram.

One of TRAM's most important commitments is safety. For this reason, we have a dedicated working group to regularly monitor safety and promote improvements and awareness campaigns. This group, made up of the Operations and Development, Operation, Maintenance, Marketing, and Communication departments, manages the Action Plan to reduce accident rates. Based on analysis of the highest-risk points, it diagnoses causes and takes corrective measures.



### SERVICE ACCIDENT RATE (ACCIDENTS/MILLION KM)

	2022	2023	2024	Variation 2022-2024
Trambaix	26.4	25.75	23.64	-11.68%
Trambesòs	31.42	32.88	33.95	+7.45%

Once again, we carried out the "Agafa't" (Hola On) campaign to promote the safety of tram passengers, reminding them to hold on during the journey to avoid falls.

## INNOVATIONS FOR CONTINUOUS SERVICE IMPROVEMENT

Innovation is a key element for TRAM's continuous improvement, allowing us to optimise services, increase operational efficiency, and improve the travel experience. We thereby adapt to the changing needs of urban mobility and reinforce our commitment to safety and accessibility.



### Redesign of the interior of C modules on the trams.

This project aims to optimise space to increase passenger capacity (gaining 8 additional seats), adapting to growing demand while improving accessibility and mobility inside the vehicles. During 2024, the TRAM fleet renewal has been carried out.

### Text-to-speech conversion in three languages.

The passenger information system at stops designed by ATM for Phase 1 includes technology that converts text to natural speech in three languages (Catalan, Spanish, and English). To harmonise the entire network, this functionality has also been integrated into the passenger information system that TRAM is renewing. The service is activated through a remote control certified by the National Organisation of Spanish Blind People (ONCE). In addition, the new double-sided screens with 360° coverage guarantee clear, crisp announcements regardless of the user's position activating the service. This project was implemented in Trambesòs in 2024.





## HIGH PASSENGER SATISFACTION

Every year, TRAM conducts the **Passenger Satisfaction Study** to evaluate the service. This study collects passengers' opinions and satisfaction levels, enabling TRAM to identify the least valued attributes and implement improvements.

The results show that the perceived quality index (PQI) for users of both networks remains above 8: 8.36 for Trambaix and 8.43 for Trambesòs.

The highest-rated attribute on the Trambaix network is ease of access to the platform and trams (8.90); personal safety rises to second place with an increase compared to last year's score (from 8.39 in 2023 to 8.51 in 2024), sharing the spot with journey speed and smooth, safe driving, both scoring 8.49.

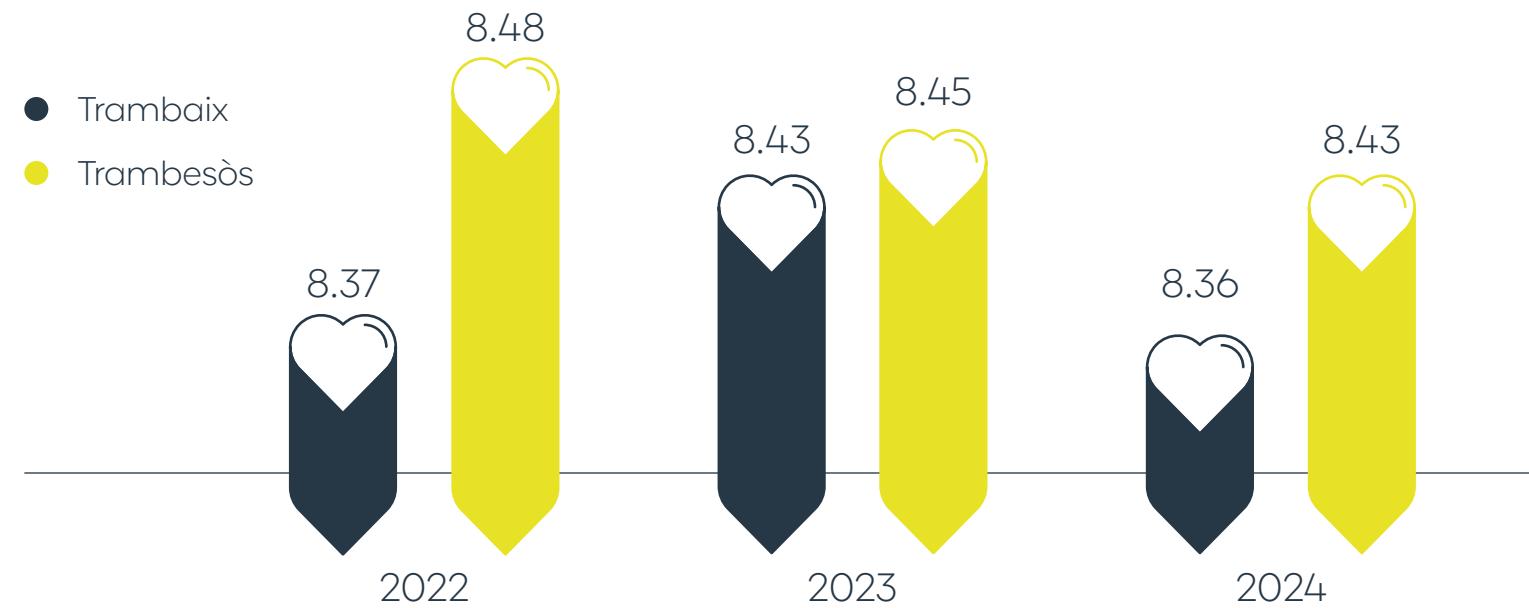
Overall, scores for attributes on Trambaix have remained stable compared to 2023, with a significant increase in the frequency of service rating, rising from 7.61 in 2023 to 7.87 in 2024.

Regarding Trambesòs, the highest-rated attribute remains, as last year, accessibility to the platform and trams (8.91); appropriate temperature inside the tram rises to second place (8.70), followed by smooth and safe driving (8.69).

In 2024, attributes that increased in rating on Trambesòs include ease of purchasing tickets at tram stops (from 8 to 8.38) and service frequency (from 7.54 to 7.79).

78.4% of Trambaix passengers and 62.1% of Trambesòs passengers state they have alternative transport options for their journeys but prefer to travel by tram.

## PERCEIVED QUALITY INDEX



Once again, passengers have rated TRAM's service above 8 out of 10.

## MAIN ATTRIBUTES OF THE SERVICE

	Trambaix	Trambesòs
Ease of access to the platform and tram	8.90	8.91
Personal safety: travelling without conflicts	8.51	8.14
Journey speed: arriving quickly at the destination	8.49	8.56
Drivers' smooth and safe driving	8.49	8.69
Service punctuality: running on time without incidents	8.44	8.26
Staff attention and friendliness	8.40	8.32
Cleanliness and maintenance of vehicles and stops	8.37	8.29
Service information (public address system, screens, signage...)	8.28	8.45
Appropriate temperature inside the tram	8.27	8.70
Connections with other transport modes	8.26	8.41
Comfort during the journey	8.25	8.61
Information during incidents	7.94	8.14
Ease of ticket purchase at tram stops	7.88	8.38
Frequency of service: trams arriving often	7.87	7.79
Functioning of ticket validation machines inside the tram	7.50	8.05

## OMNICHANNEL CUSTOMER SERVICE

Having an omnichannel customer service that integrates face-to-face assistance at our depots in Sant Adrià and Sant Joan Despí, telephone support, as well as web and social media channels, allows us to provide quick responses to passenger enquiries, incidents, and needs. This not only improves customer satisfaction but also reinforces the transparency and closeness of the public transport service.

TRAM passengers have used the customer service 19,893 times. At Trambaix, 8,790 enquiries were processed, and at Trambesòs, 11,103. The average response time was 0.56 days at Trambaix and 0.54 days at Trambesòs.

19,893 customer service enquiries  
8,790 Trambaix  
11,103 Trambesòs

### CONTACT CHANNELS

 <b>Telephone</b> 900 701 181 Working days from 8 am to 8 pm (free of charge)	 <b>Website</b> <a href="http://www.tram.cat">www.tram.cat</a> Virtual voice assistant (chatbot)
 <b>WhatsApp</b> 900 701 181 Working days from 8 am to 8 pm	 <b>App</b> TRAM Barcelona Available for iOS and Android
  <b>X and Facebook</b> <a href="https://@TRAM_Barcelona">@TRAM_Barcelona</a> Working days from 8 am to 8 pm	 <b>Intercom</b> Available at all stops, 24 hours a day, every day of the year
 <b>Customer Service Office</b> Working days from 9 am to 7 pm T1 and T2 Bon Viatge T4 and T6 Port Fòrum Video call option available	 <b>TRAM Staff</b>



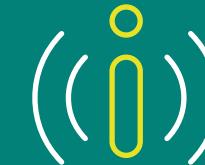
## ACCESSIBILITY IS A PUBLIC SERVICE

Ensuring access to public transport regardless of physical abilities or mobility conditions is a fundamental aspect of public service. At TRAM, we work continuously to improve accessibility measures.



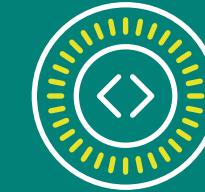
### Access to trams

- Tactile paths for visually impaired persons, featuring irregular tiles with raised surfaces at tram doors and ticket vending machines.
- Semi-automatic electric door opening system.
- Validation machines equipped with visual and audio indicators.
- No level difference between platform and trams.



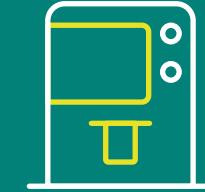
### Information for users

- Internal intercom system enabling communication with tram staff.
- Line and destination information displayed on the front and external side of the tram.
- Interior signage system announcing the next stop and which doors will face the platform.



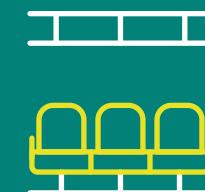
### Door signage

- Door opening system button located at 117 cm, within easy manual reach.
- External door buttons on the trams marked with flashing yellow signals.
- Illumination of buttons indicating when it is safe to open the doors.
- Acoustic and visual signals above the doors to indicate when they are about to close.
- Interior and exterior signage on double doors to assist people with reduced mobility.



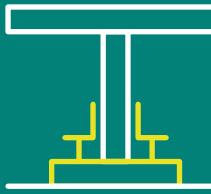
### Ticket machines

- Braille signage.
- Audio system for people with visual impairments.
- Distinctive tactile flooring with grooved tiles.
- Ticket sales available in four languages: Catalan, Spanish, English, and French.



### Passenger area

- 8 seats adapted for people with reduced mobility on each tram.
- Reserved seats and spaces clearly marked with understandable pictograms.
- Two areas with ischial supports complying with the Catalan Accessibility Code on each tram.
- Space and seatbelts for two wheelchairs.
- Handrails and grab handles evenly distributed throughout circulation areas.
- Non-slip flooring, without sudden level changes or ramps.



### Stops

- Direct intercom system with control personnel, located at a height of 133 cm.
- Stop name signs on all sides, readable from 40 metres away.
- Four printed information panels per stop.
- Slopes and widths comply with the Catalan Accessibility Code.
- NaviLens codes for visually impaired persons, providing location through audio description.
- Induction loop systems that eliminate background noise for hearing aids or implants at all stops.
- New passenger information screens incorporate technology converting text to speech in three languages (Catalan, Spanish, and English).

Trams that are **100% accessible** for people with reduced mobility, with 10% of seats reserved for persons with special needs.



7.  
**INTERNAL  
COMMITMENT**





At TRAM, we promote stable and quality employment for our entire team. We ensure equal opportunities, guarantee workplace health and safety, and encourage professional development through training.

As part of our Compliance System, we have established a protocol recognising the rights and duties of our workforce, which includes current labour rights without prejudice to other obligations set by the regulations of our corporate group.



## OUR WORKFORCE PROFILE

Gender



Contract Type



Age



Professional category



● 20 % Women  
● 80 % Men

● 10 % Fixed-term contracts  
● 90 % Permanent contracts

● 4% Under 30 years  
● 43% Over 50 years  
● 53% Between 30 and 50 years

● 4% Management  
● 8% CCP  
● 13% Inspection  
● 15% Staff  
● 60% Drivers

### TOTAL NUMBER OF EMPLOYEES AND GENDER DISTRIBUTION

	2022	2023	2024	Variation 2022–24
<b>Trambaix</b>	<b>133</b>	<b>132</b>	<b>134</b>	<b>+1%</b>
Men	103	101	103	0%
% men	77%	77%	77%	-1%
Women	30	31	31	+3%
% women	23%	23%	23%	+2%
<b>Trambesòs</b>	<b>97</b>	<b>98</b>	<b>113</b>	<b>+14%</b>
Men	84	85	94	+11%
% men	87%	87%	83%	-4%
Women	13	13	19	+32%
% women	14%	13%	17%	+20%
<b>TOTAL TRAM</b>	<b>230</b>	<b>230</b>	<b>247</b>	<b>+7%</b>
Men	187	186	197	+5%
% men	81%	81%	80%	-2%
Women	43	44	50	+14%
% women	19%	19%	20%	+8%

### TOTAL NUMBER OF EMPLOYEES AND AGE GROUP DISTRIBUTION

	2022	2023	2024	Variation 2022–24
<b>Trambaix</b>	<b>133</b>	<b>132</b>	<b>134</b>	<b>+1%</b>
Under 30 years	1	1	4	+75%
% under 30 years	1%	1%	3%	+75%
Between 30 and 50	75	68	67	-12%
% between 30 and 50 years	56%	52%	50%	-13%
Over 50 years	57	63	63	+10%
% over 50 years	43%	48%	47%	+9%
<b>Trambesòs</b>	<b>97</b>	<b>98</b>	<b>113</b>	<b>+14%</b>
Under 30 years	0	0	5	+100%
% under 30 years	0%	0%	4%	+100%
Between 30 and 50	64	62	65	+2%
% between 30 and 50 years	66%	63%	58%	-15%
Over 50 years	33	36	43	+23%
% over 50 years	34%	37%	38%	+11%
<b>TOTAL TRAM</b>	<b>230</b>	<b>230</b>	<b>247</b>	<b>+7%</b>
Under 30 years	1	1	9	+89%
% under 30 years	0%	0%	4%	+88%
Between 30 and 50	139	130	132	-5%
% between 30 and 50 years	60%	57%	53%	-13%
Over 50 years	90	99	106	15%
% over 50 years	39%	43	43%	+9%



TOTAL NUMBER OF EMPLOYEES, PERMANENT AND TEMPORARY AND GENDER DISTRIBUTION				
	2022	2023	2024	Variation 2022-24
<b>Trambaix</b>				
<b>Permanent (fixed)</b>	<b>131</b>	<b>129</b>	<b>125</b>	<b>-5%</b>
Men	102	99	97	-5%
Women	29	30	28	-4%
<b>Temporary</b>	<b>2</b>	<b>3</b>	<b>9</b>	<b>+78%</b>
Men	1	2	6	+83%
Women	1	1	3	+67%
<b>Trambesòs</b>				
<b>Permanent (fixed)</b>	<b>95</b>	<b>94</b>	<b>98</b>	<b>+3%</b>
Men	83	81	85	+2%
Women	12	13	13	+8%
<b>Temporary</b>	<b>2</b>	<b>4</b>	<b>15</b>	<b>+87%</b>
Men	1	4	9	+89%
Women	1	0	6	+83%
<b>TOTAL TRAM</b>				
<b>Permanent (fixed)</b>	<b>226</b>	<b>223</b>	<b>223</b>	<b>-1%</b>
Men	185	180	182	-2%
Women	41	43	41	0%
<b>Temporary</b>	<b>4</b>	<b>7</b>	<b>24</b>	<b>+83%</b>
Men	2	6	15	+87%
Women	2	1	9	+78%

TOTAL NUMBER OF NEW HIRES BY GENDER AND AGE GROUP			
	2022	2023	2024
<b>Trambaix</b>			
<b>By gender</b>			
Men	3	0	2
Women	3	1	2
<b>By age group</b>			
Under 30 years	1	0	0
Between 30 and 50	5	1	4
Over 50 years	0	0	0
<b>Trambesòs</b>			
<b>By gender</b>			
Men	4	3	7
Women	2	1	1
<b>By age group</b>			
Under 30 years	0	0	1
Between 30 and 50	6	4	7
Over 50 years	0	0	0
<b>TOTAL TRAM</b>			
<b>By gender</b>			
Men	7	3	9
Women	5	2	3
<b>By age group</b>			
Under 30 years	1	0	1
Between 30 and 50	11	5	11
Over 50 years	0	0	0



## CELEBRATING 20 YEARS OF TRAM WITH THE TEAM



## EQUAL AND NON-DISCRIMINATORY TREATMENT

At TRAM, we are firmly committed to equality and to fair remuneration that does not discriminate based on gender across all professional categories. We have an **Equality and Non-Discriminatory Treatment Protocol** which lays the foundation for this policy and prohibits discrimination based on birth, race, sex, religion, opinion, or any other personal or social condition or circumstance. This protocol applies to everyone at TRAM, including the management team. The Code of Conduct establishes penalties related to discriminatory behaviour.

The organisation also has a **Gender Equality Plan** to ensure equal opportunities and to eradicate all forms of gender discrimination

The **Protocol for Prevention and Action Against Workplace Harassment** defines the process to follow in case of harassment and specifies the persons responsible in this regard.

100% pay equality between men and women

## WORK-LIFE BALANCE AND FLEXIBLE WORKING

- Three men have taken paternity leave during 2024.
- After paternity leave, 100% have returned to their jobs.
- At Trambaix, 5% of the workforce has reduced working hours: 6 out of 124 employees.
- At Trambesòs, 6% of the workforce has reduced working hours: 6 out of 110 employees.



## **TRAM AND SEVEN OTHER PUBLIC TRANSPORT OPERATORS AGREE TO FACILITATE INTER-COMPANY MOBILITY FOR WORKERS WHO ARE VICTIMS OF GENDER-BASED VIOLENCE**

TRAM, together with Ferrocarrils de la Generalitat de Catalunya (FGC), TUSGSAL, Dbus, Emtusa, Alsa, Sagalés, and Vectalia, have signed a collaboration agreement to facilitate inter-company mobility for workers who have been victims of gender-based violence.

The purpose of this agreement is to provide an alternative workplace for workers who have been victims of gender violence, helping them to distance themselves from their aggressor through secure access to the next social protection measure. If any of the signatory companies needs to assist a worker in their workforce considered a victim of gender violence, they may contact the other companies in the agreement to receive job proposals for that worker.

The eight companies commit to proposing job positions as similar as possible to the position the worker held in the original company and to proceed with the worker's effective incorporation. The worker will have a reserved position at their original company. The agreement includes the creation of a commission or working group formed by one representative from each of the operating companies, which will evaluate, when a request occurs, the worker's professional profile and the job positions that can be offered.

This collaboration agreement is the result of an initiative proposed and promoted by representatives of the signatory companies within the framework of the Mobility and Gender Commission of ATUC (Association of Urban and Metropolitan Public Transport).



## CONTINUOUS IMPROVEMENT OF OCCUPATIONAL SAFETY

Our **Occupational Health and Safety Management System follows the international standard OHSAS 18001**, which aims to ensure compliance with legislation and reduce workplace accidents.

The Health and Safety Committee, through the **plan for continuous improvement of safety**, aims to detect and mitigate risks related to workplace safety and health.

100% of the workforce is covered by the Occupational Health and Safety Management System.

### OBJECTIVES OF THE PLAN FOR CONTINUOUS IMPROVEMENT OF SAFETY

- Comply with current legislation—in all areas—and all the requirements of our administrative concessions.
- Have all necessary resources for management that identifies, evaluates and controls all risks and allows the implementation of preventive measures.
- Promote workforce participation in the implementation of all prevention and safety activities.
- Integrate the entire human team involved in prevention management.
- Promote prevention among all groups: passengers, supplier companies, and subcontracted companies.
- Collaborate with public administrations and other organisations to establish procedures, tools, and working methods.



## WORKPLACE ACCIDENTS BY FREQUENCY AND SEVERITY

2022 2023 2024 Variation 2022-24

### Trambaix

#### No. of accidents

With medical leave	7	0	3	-133%
Without medical leave	1	1	2	+50%
Lost workdays / accidents	339	107	63	-438%
Frequency rate	35.01	0.00	15.15	-131%
Severity rate	1.70	0.00	0.32	-431%
Incident rate	57.38	0.00	24.39	-135%
Absenteeism rate	6.51	6.21	7.05	+8%

### Trambesòs

#### No. of accidents

With medical leave	6	3	5	-20%
Without medical leave	1	0	4	+75%
Lost workdays / accidents	487	129	74	-558%
Frequency rate	33.27	19.84	28.99	-15%
Severity rate	3.24	0.85	0.43	-653%
Incident rate	51.55	30.93	45.45	-13%
Incident rate	7.81	7.14	5.69	-37%

### TOTAL TRAM

#### No. of accidents

With medical leave	13	3	8	-63%
Without medical leave	2	1	6	+67%
Lost workdays / accidents	826	236	137	-503%



We reinforce our commitment to public health and safety by offering an environment prepared to respond immediately to cardiac emergencies; since 2019, TRAM depots have been equipped with defibrillators.

## TRAINING AND PROFESSIONAL DEVELOPMENT

Continuous staff training is essential for TRAM, as it ensures efficient, safe, and high-quality service. Ensuring personnel are up to date in technical knowledge, customer service, and industry innovations allows for improved performance, supports professional development, and facilitates adaptation to new mobility challenges. Moreover, training reinforces staff commitment to the company's values and contributes to a corporate culture based on excellence and continuous improvement.

At TRAM, we have an **Annual Training Plan** — drafted in accordance with the UNE-EN ISO 9001:2015 standard— under which, in 2024, 25 training actions have been carried out, delivering a total of 7,472 training hours. 100% of the workforce has received at least one training session, and out of the total hours, 4,590 were dedicated to safety training.

	2022	2023	2024	Variation 2022–24
Trambaix	3,128	5,033	3,413	+8%
Trambesòs	1,491	2,151	4,059	+63%
<b>TOTAL TRAM</b>	<b>4,619</b>	<b>7,184</b>	<b>7,472</b>	<b>+38%</b>

7,472 hours of training

30 average training hours per person

4,590 hours dedicated to safety training





## INITIAL TRAINING

New staff joining TRAM receive specific initial training. Driving personnel undergo a one-and-a-half-month training programme to ensure they safely and confidently acquire the knowledge required for their daily duties. Inspection staff and those working in the Central Control Point (CCP) operations receive initial training tailored to their specific roles.

### Contents:

- About TRAM.
- Trambaix and Trambesòs tram systems.
- Detailed overview of the tram infrastructure.
- Introduction to rolling stock.
- Introduction to signalling systems.
- Review of general traffic regulations.
- Incident resolution.
- Management of incidents and accidents, and passenger regulations.
- Efficient driving (*ecodriving*).
- Occupational risk prevention.
- Customer service.

## ONGOING TRAINING

Ongoing training is essential to ensuring the quality of our service. It includes specific courses such as:

- General management and leadership courses.
- Technical specialisation courses.
- Refresher training for tram drivers: eight-hour sessions to update knowledge and identify ways to improve service. These sessions include real case analysis and the development of new solutions for everyday challenges.

100% of staff receive regular performance evaluations.

## CORPORATE VOLUNTEERING FOR CHARITABLE CAUSES

We promote a range of initiatives to encourage volunteering among TRAM employees, convinced that these actions enrich our corporate culture. We offer staff the opportunity to actively take part in charitable projects, contributing to the well-being of the community and creating a positive social impact. These experiences foster values such as cooperation, solidarity, and engagement, reinforcing a sense of belonging and strengthening the connection between the company and society.

### PARTICIPATION IN INITIATIVES



Blood donation drive held inside a tram in collaboration with the Blood and Tissue Bank

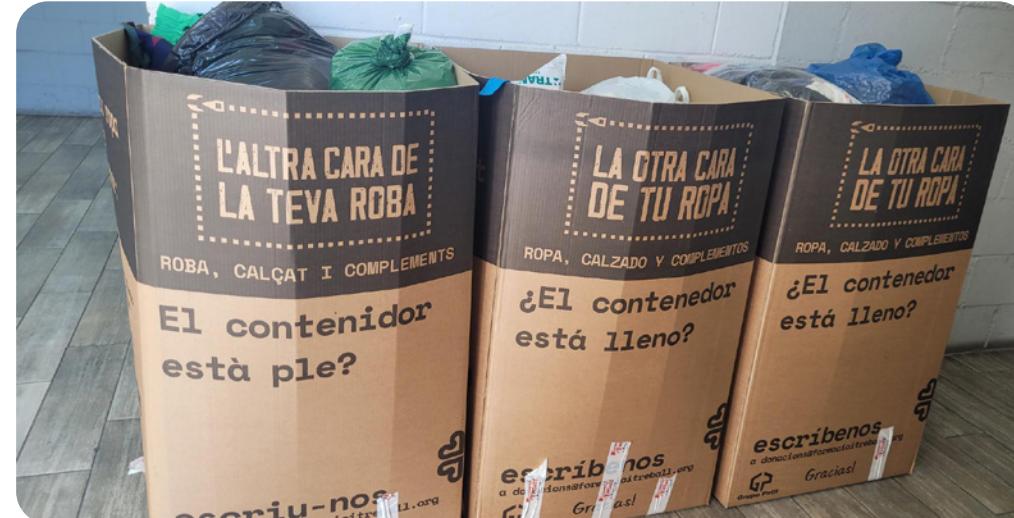


Per Nadal som més grans (We are bigger at Christmas)

For the eleventh consecutive year, TRAM celebrated the holiday season with a Christmas charity campaign under the slogan "We are Bigger at Christmas", with active participation from its workforce. The selected organisation featured in advertising materials and corporate channels, and recipient of the Christmas donation, was the ASSÍS Shelter, which works to ensure the rights, well-being, and quality of life of people experiencing homelessness.



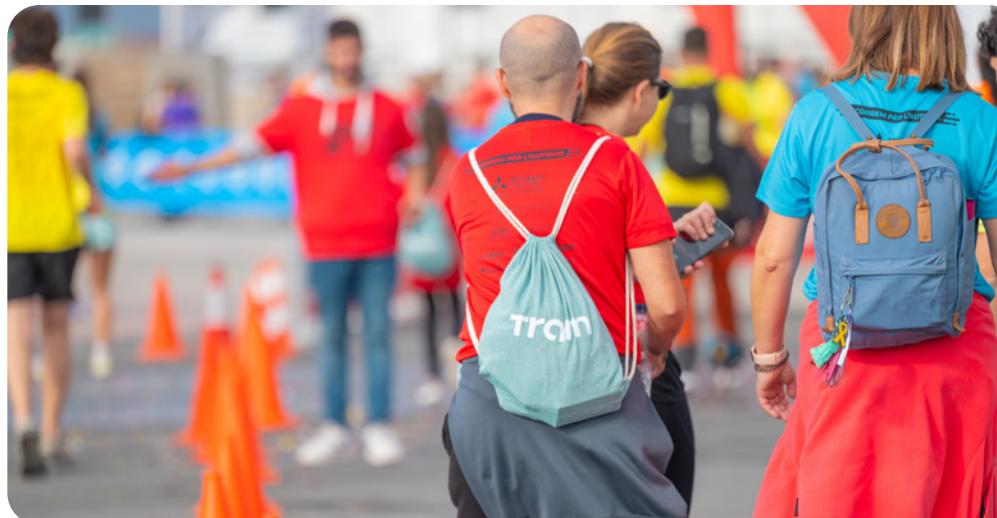
Women's Race 2024



Clothing donation campaign promoted by Roba Amiga



Toy donation campaign with the Red Cross



Correblau, an annual charity run organised by the Aprenem Autisme association



12th Pep Riba / Carlos Matallanas Memorial Veterans' Tournament (FUNDELA)



Sant Joan Despí Cycling Club Charity Ride

## INTERNAL COMMUNICATION, A KEY ELEMENT OF CORPORATE CULTURE

Internal communication is essential, as it facilitates coordination, fosters a sense of belonging, creates a positive working environment, and ensures that everyone in the organisation is aligned with the company's values and objectives. Effective internal communication allows for better change management and strengthens corporate culture.

### INTERNAL COMMUNICATION CHANNELS

- **Meetings with Management**

The Management Committee regularly shares the company's key achievements in an annual meeting open to all staff.

- **Corporate Intranet**

- **Digital Noticeboards**

- **Monthly *inTRAM* newsletter**

Contains service updates and news.

- **TRAMcomunica**

An email address available to all staff for resolving queries and requesting general information.

- **Activities at the facilities**

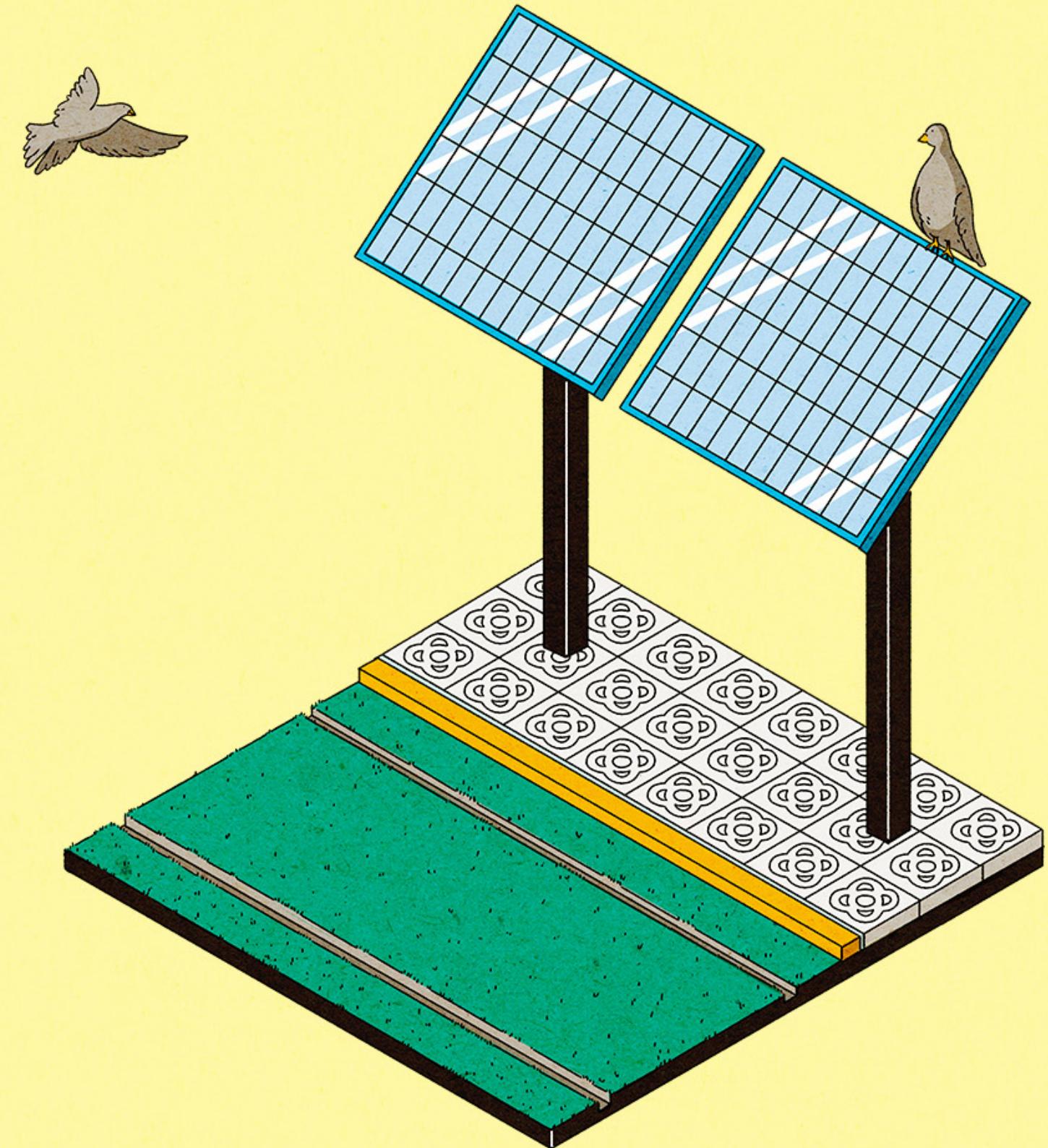
Annual family day and Christmas toast to strengthen team bonds.

- ***TrimesTRAM***

A quarterly email sent to all staff with key company data: operational indicators, ongoing projects, and group strategies.



**8.**  
**COMMITMENT**  
**TO THE**  
**PLANET**



For TRAM, protecting the environment is essential. We promote sustainable and efficient mobility, committed to reducing the environmental impact in cities.

Our **Environmental Management System is certified according to the UNE-EN ISO 14001:2015 standard**. We also have an **Environmental Risk Management Protocol**, which sets out the roadmap for activities with an environmental impact.



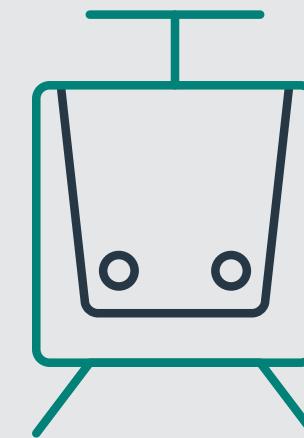
## EFFICIENT AND SUSTAINABLE PUBLIC TRANSPORT: THE TRAM

The tram is an efficient and accessible mode of transport and a clear example of how innovation can contribute to environmental protection and preservation.

The tram does not pollute, and it produces no smoke or noise. Running on rails reduces energy consumption tenfold compared to transporting the same weight on rubber tyres. Trams occupy less public space than other forms of transport, as they can carry more passengers per journey.

Tram usage supports intermodality, meaning seamless connections with other transport modes within the city. Thanks to the frequent service, there is almost no need to check timetables.

## ENVIRONMENTAL BENEFITS OF THE TRAM



**1 TRAM**

transporting 34 people on average:

0 g CO<sub>2</sub> / km / user  
0 g NO<sub>x</sub> / km / user  
0 g PM<sub>10</sub> / km / user  
0.15 kWh/km



**1 CAR**

transporting 1.1 people on average:

122.33 g CO<sub>2</sub> / km / user  
0.75 g NO<sub>x</sub> / km / user  
0.04 g PM<sub>10</sub> / km / user  
0.83 kWh/km

## DOES NOT CONTRIBUTE TO CLIMATE CHANGE

Trams are electrically powered and produce no emissions. In addition, all our trams and facilities are powered by 100% renewable electricity.

### Emissions saved between 2004 and 2024\*

	CO <sub>2</sub> (t)	NO <sub>x</sub> (t)	Particulates (t)
<b>Trambaix</b>	8,096.47	49.44	2.38
<b>Trambesòs</b>	2,833.32	17.30	0.83

\* Based on factors from the updated version of the [ecocalculator](#) and compared to an average petrol or diesel car carrying 1.1 people.

## LESS POLLUTION

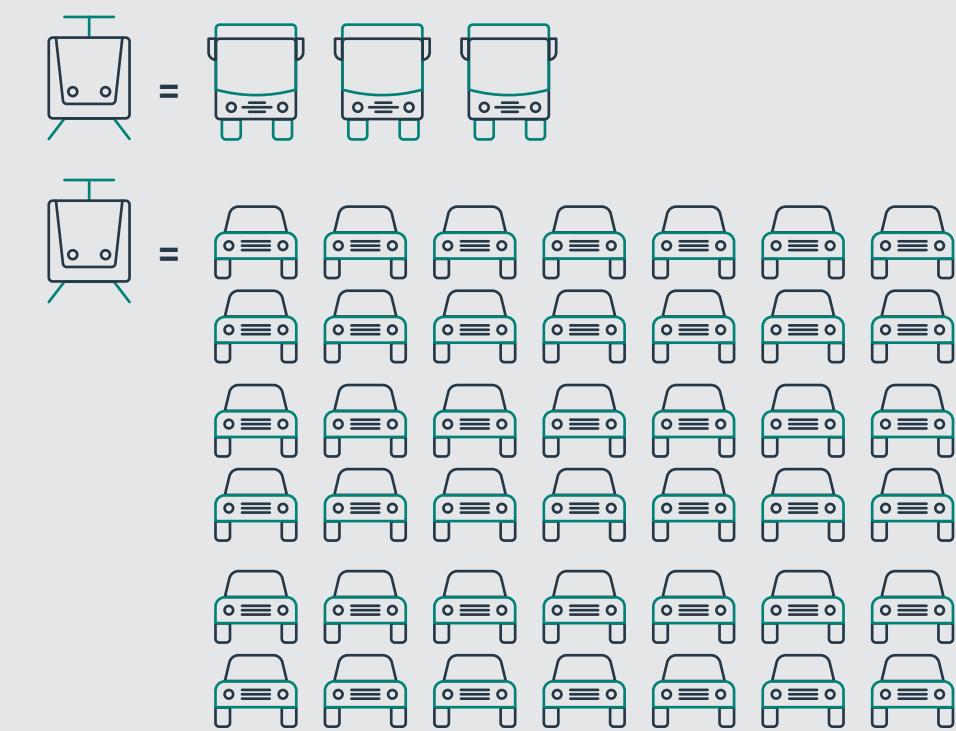
The tram promotes improved urban quality of life, as it is a 100% electrically powered vehicle. In contrast, vehicles with combustion engines emit NO<sub>x</sub> and particulate matter (PM<sub>10</sub>), the main pollutants directly affecting human health.

## GREATER ENERGY EFFICIENCY

The low friction between wheel and rail enables very efficient energy consumption. Furthermore, during braking, trams generate electricity that is fed back into the grid, making it available for use by other trams. This system generates energy savings of over 25%.

## IMPROVE TRAFFIC FLOW

With a capacity of over 200 passengers per tram, our vehicles can carry the same number of people as three buses or 180 cars.



## ENERGY EFFICIENCY AND RENEWABLE ENERGY

At TRAM, we are committed to maintaining efficient energy consumption, ensuring that tram energy use does not exceed 4.5 kWh per kilometre. This level of efficiency helps minimise the environmental impact typically associated with polluting traffic from vehicles such as cars or combustion-engine buses.

All our trams and facilities are powered by 100% renewable electricity. Trams are not only energy-efficient; they also generate power when braking, returning it to the system for use by other nearby units, achieving over 25% energy savings.

### ACTIONS UNDER TRAM'S ENERGY EFFICIENCY PLAN

- Monitoring the energy consumption of our vehicles: four trams are equipped with measurement systems to closely track consumption ratios and implement efficiency measures.
- Deployment of a training plan for efficient driving (ecodriving) based on data collected from monitored trams.
- Control of parked trams and parameters for air conditioning and lighting.
- Use of fluorescent lighting inside the trams and LED technology panels at stops.
- External lighting at the depots uses LED floodlights.
- The four semi-underground stops (Cornellà Centre, Espronceda, Sant Martí de Provençals, and Besòs) are illuminated using LED bulbs.
- Automatic on/off lighting systems are installed in offices and workshops.
- Promotion of the environmental policy and energy-saving measures, achieving over 25% savings.



ENERGY CONSUMPTION (kWh ELECTRICITY)				
	2022	2023	2024	Variation 2022-24
<b>Trambaix</b>	6,169,417	6,375,143	6,323,651	+2.50%
<b>Trambesòs</b>	4,476,079	4,157,395	4,677,160	+4.49%
<b>TOTAL TRAM</b>	10,645,496	10,532,538	11,000,811	+3.34%

ANNUAL ENERGY CONSUMPTION PER KM TRAVELED (kWh/km)				
	2022	2023	2024	Variation 2022-24
<b>TOTAL TRAM</b>	4.95	5.09	5.03	+1.62%

We offset 100% of our direct and indirect CO<sub>2</sub> emissions through the Catalan Office for Climate Change's voluntary greenhouse gas emission offset programme. This commitment demonstrates TRAM's responsibility not only to reduce its own carbon footprint but also to mitigate environmental impacts associated with its operations, making the tram one of the most sustainable means of transport.



## RESPONSIBLE CONSUMPTION OF WATER RESOURCES

To save water, in 2018 we implemented remote reading of irrigation service connections to receive automatic alerts when certain usage volumes are exceeded, allowing us to remotely close the solenoid valve. This system has reduced water consumption, facilitated leak detection, allows for closing service connections in the event of frost, and provides historical water consumption data.

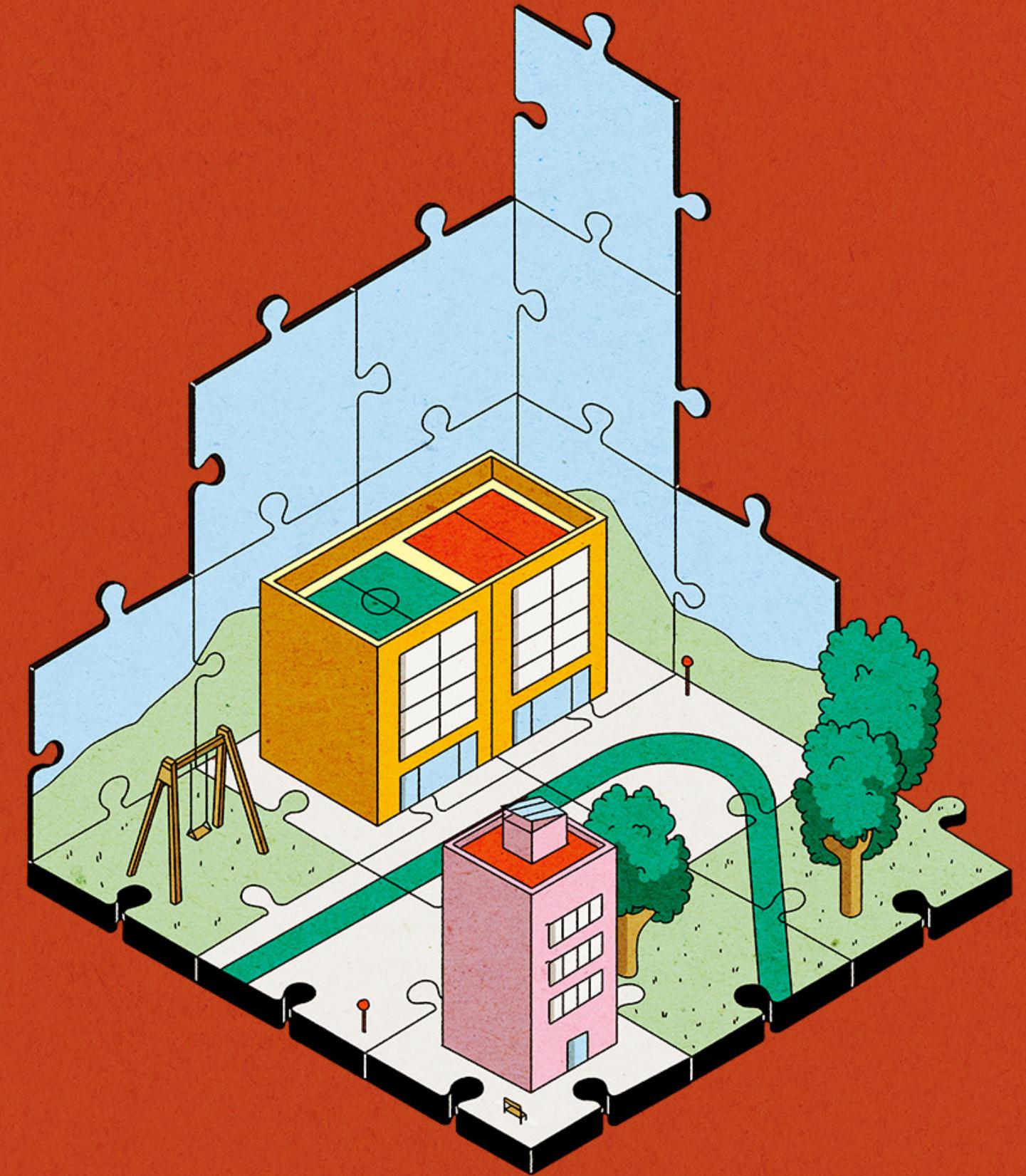
We irrigate grass areas and depots with groundwater, measuring consumption with meters at the supplier's service connections.

In 2024, we continued reducing water consumption in compliance with Decree Law 1/2023 of 28 February, establishing extraordinary and urgent measures to address the exceptional drought situation in Catalonia.

WATER WITHDRAWAL BY SOURCE (m <sup>3</sup> )				
	2022	2023	2024	Variation 2022–24
<b>Municipal water</b>	113,651	4,566	11,904	-90%
<b>Rainwater</b>	39,446	4,200	1,638	-96%
<b>TOTAL TRAM</b>	<b>153,097</b>	<b>8,766</b>	<b>13,542</b>	<b>-91%</b>



**9.**  
**COMMITMENT**  
**TO**  
**SOCIETY**



At TRAM we strive to have a positive impact on people's lives, not only by providing a quality public service but also as agents of community development, contributing to wellbeing in a responsible and committed way.

Through the Corporate Social Responsibility Model, we contribute to the social, economic, and cultural development of the areas where we operate, promoting inclusion, cohesion, and citizens' well-being. Social action allows us to generate a positive impact and strengthen our role as agents of change and progress in the community.

## COMMITMENTS OF THE CORPORATE SOCIAL RESPONSIBILITY MODEL

### WITH SOCIETY



**69 actions**

- Ensure that TRAM's activities are carried out without discrimination, providing support to people facing greater difficulties.
- Promote the benefits of sustainable mobility and civic responsibility.
- Collaborate in the implementation of social programmes run by institutions through financial or in-kind contributions.

### WITH THE WORKFORCE



**22 actions**

- Guarantee safe, healthy, and equal working conditions.
- Promote mutually satisfactory relations between TRAM staff and supplier companies.

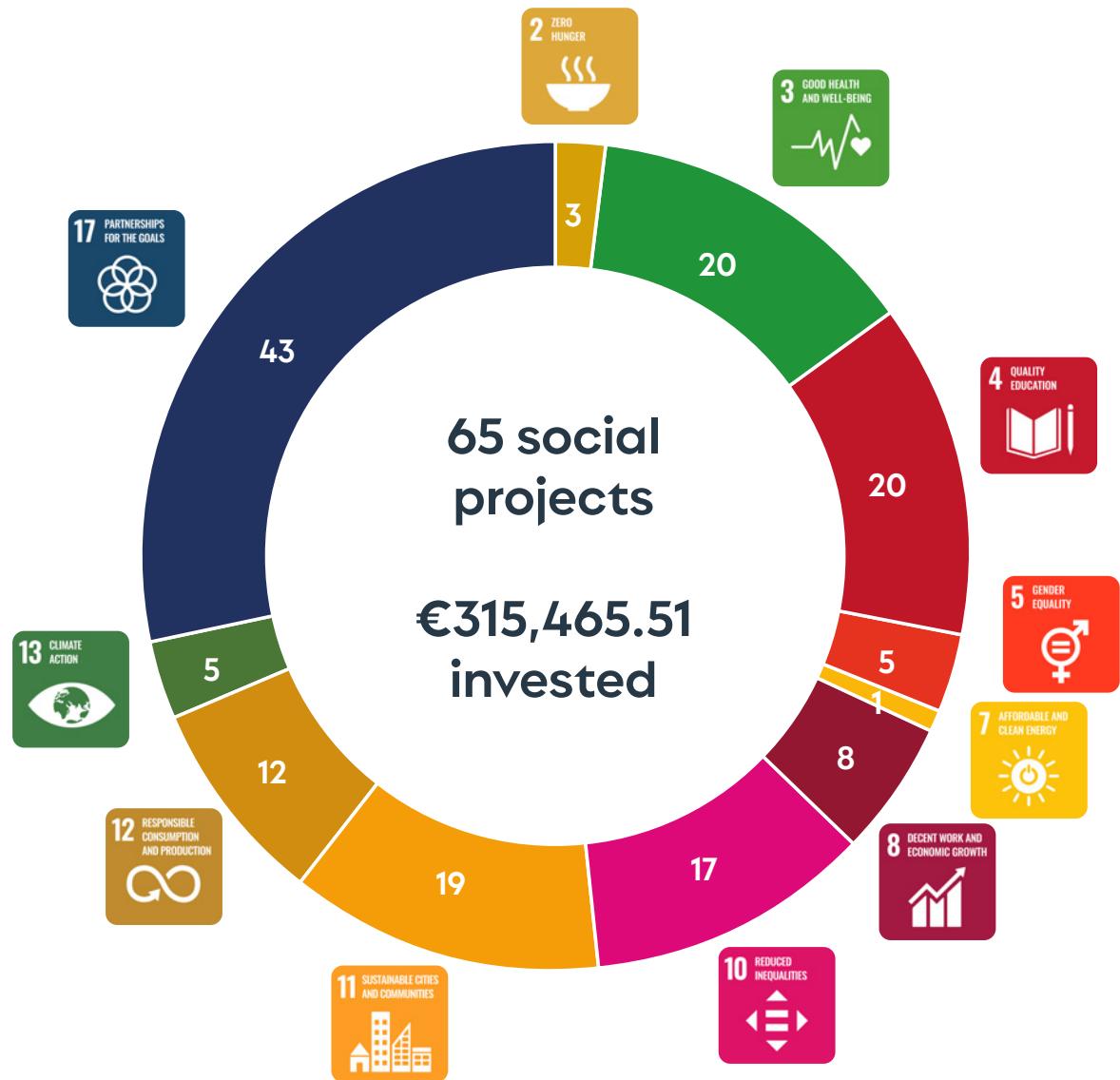
### WITH PASSENGERS



**17 actions**

- Ensure the provision of a service in line with the company's obligations and commitments, assessing compliance through satisfaction surveys.
- Facilitate smooth communication with passengers to address their questions and complaints quickly and efficiently.

## CONTRIBUTION TO THE SUSTAINABLE DEVELOPMENT GOALS



## ACTIONS UNDER THE SOCIAL RESPONSIBILITY PLAN

### For equity and social inclusion

#### Free access to public transport for homeless people



The project "Access to mobility for homeless people", launched by Sant Joan de Déu with the support of Moventia and TRAM, aims to guarantee access to public transport in the city of Barcelona and its surrounding areas for people experiencing homelessness, so they can attend educational, occupational, job-seeking, medical appointments, and other activities. During 2024, the support directly benefited 599 people.



#### "Teixim noves Oportunitats" (Weaving New Opportunities) for social inclusion



We collaborate with Fundisoc, the Foundation for Social Inclusion, promoting the project "Weaving New Opportunities", aimed at pre-adolescents, adolescents, and youth. This programme seeks to facilitate the transition from childhood to adulthood for young people in vulnerable situations. Through quality educational and training activities, the project offers personal and career guidance to those facing difficulties entering the labour market or living in at-risk environments. This initiative targets 50 young people, many of whom come from families at risk of social exclusion or living in poverty.



#### TRAM Barcelona Open, the values of inclusive sport



The TRAM Barcelona Open, the international wheelchair tennis tournament, held its seventh edition from 22 to 26 May 2024. With 50 participants from over 22 different nationalities, this competition is established as one of the top ten tournaments in the global UNIQLO Wheelchair Tennis Tour and has earned points for the Paris 2024 Paralympic Games. Aside from its sporting goals, the TRAM Barcelona Open promotes wheelchair tennis and the values it represents, such as equal opportunities and social inclusion, with a special focus on children and youth through exhibitions, clinics, school talks, and various side activities during the tournament.



## Joining forces with the Red Cross: support for the DANA storm victims and empowerment of women in vulnerable situations



In 2024, we signed a solidarity collaboration agreement with the Red Cross to support people affected by the impacts of DANA (Storm Ana) which hit various regions of Valencia, Castilla-La Mancha, and Andalusia. This initiative is part of the Red Cross's DANA Response Plan, a large-scale project expected to reach approximately 75,000 family units over the next three years.

This plan, initially spanning 36 months, aims to provide a comprehensive response enabling affected families and communities to face the emergency, begin recovery, and increase their resilience against future crises. The strategy is based on placing people at the centre of intervention, leveraging their capacities, fostering autonomy, and promoting sustainable long-term solutions.

TRAM's collaboration with the Red Cross also promotes awareness among users and staff about the importance of contributing to the recovery and resilience of communities impacted by natural disasters.

In 2024, we also renewed our annual collaboration agreement with the Red Cross to empower women in vulnerable situations. TRAM's support has enabled assistance to 85 women and 456 children through workshops, guidance services, and information activities in psychological, social, and health areas.



## "Businesses for Change", UNICEF's innovative programme



"Businesses for Change" is an innovative UNICEF programme through which collaborating companies, such as TRAM, make financial contributions aimed at meeting the needs of the world's most vulnerable children, ensuring their rights, wellbeing, and a better future. TRAM supports the project through its Climate Action pillar, which seeks to help children living with the consequences of natural disasters related to the climate crisis, providing them with tools to access, for example, clean drinking water.



## Support for Casal dels Infants children's home



The Casal dels Infants works to improve the quality of life for children, young people, and adolescents at risk of social exclusion through educational and social programmes. At TRAM, we support this work to ensure that all children, young people, and their families can move forward to build a dignified life. Our donation is directed to the socio-educational centre in the Sant Roc neighbourhood of Badalona.



## Collaboration with the Federation of Roma Associations of Catalonia

Once again this past year, TRAM collaborated with the Federation of Roma Associations of Catalonia (FAGiC) to support initiatives that promote the rights and culture of the Roma people. FAGiC brings together 96 Roma associations from across Catalonia.



## Support for minors with the Soñar Despierto Foundation

We collaborate with the Soñar Despierto Foundation, which accompanies and supports minors living in residential care centres, from the moment they enter until they achieve autonomy. Thanks to this initiative, dozens of vulnerable children enjoy weeks of rest and fun during the summer through camps.

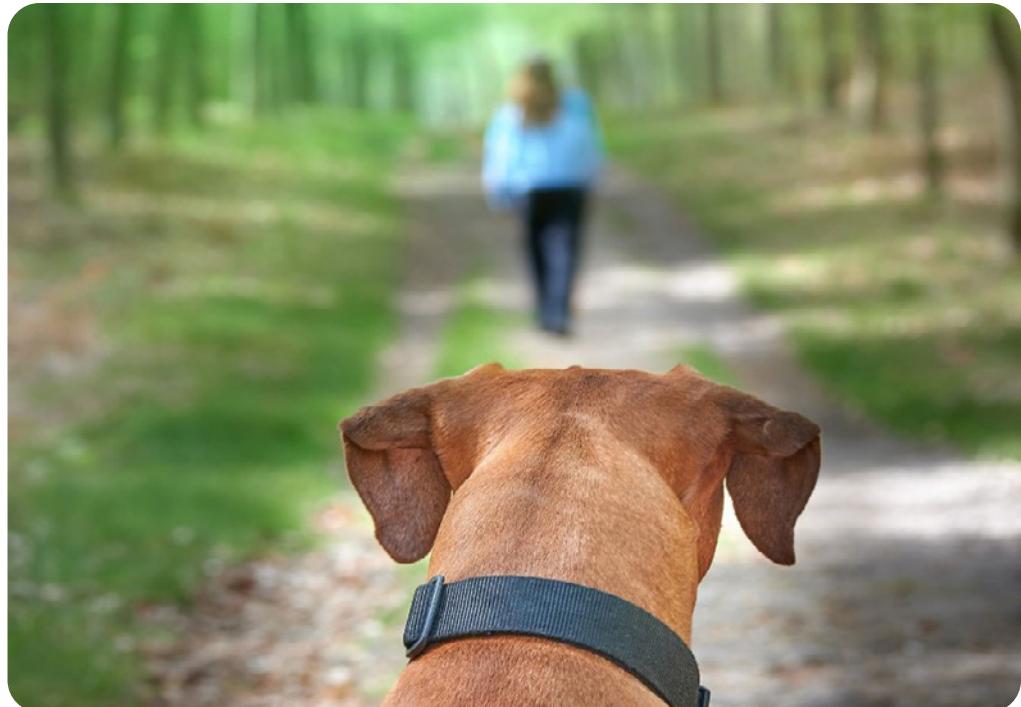


## Care for animals belonging to homeless people



FUNDACIÓN  
ALTARIBA

We support the "#SenseSostre" project by the Altarriba Foundation, which addresses the basic and health needs of companion animals belonging to people experiencing homelessness living on the streets of Barcelona. Thanks to TRAM's contribution, the care—including identification, vaccination, deworming, sterilisation, and other interventions—of more than 50 animals has been ensured. We have also collaborated on the "Connectades" project, aimed at women victims of gender-based violence and their animals.



## Use of new technologies with the Pere Closa Private Foundation



TRAM has supported the Pere Closa Private Foundation to promote digital inclusion and the holistic development of minors in highly vulnerable situations through the use of information and communication technologies.



## Provision of resources to the Community of Sant'Egidio

The Community of Sant'Egidio in Barcelona cares for people living on the streets or in vulnerable situations. We collaborate with the organisation to provide rest days for elderly people, as well as supporting the Peace Schools and Summer School, offering safe spaces for children.



## Support for local festivities

Festivals in the Sant Ildefons neighbourhood – Sant Ildefons Neighbourhood Association.



Spring festivals of the parents' associations of the Ignasi Iglesias School and Sant Miquel School, both in Cornellà de Llobregat.



Festival to promote inclusivity by the parents' associations of Isidre Martí School in Esplugues de Llobregat.



## Weaving the community together in the neighbourhood of La Mina

### Social action related to leisure activities with the Casal Infantil la Mina Association

We support Casal Infantil la Mina, a non-profit organisation created by local residents to offer social leisure services for children in this neighbourhood of Sant Adrià de Besòs.



### Support for mothers and children with the La Mina Social Education Platform

We collaborate with the Early Childhood and Family Care Service of la Mina through the La Mina Social Education Platform. This alliance aims to reinforce support for mothers and children, promoting healthy personal and emotional development in early childhood. Thanks to TRAM's participation, up to ten mothers and their children enjoyed a two-day stay at Casa de Colònies Mogent in Llinars del Vallès.



## Self-defence workshop with the La Mina Neighbourhood Consortium

On the occasion of 25 November, International Day for the Elimination of Violence against Women, the La Mina Neighbourhood Consortium organised a self-defence workshop for women in the community, which TRAM contributed to.



## Support for local neighbourhood associations

La Mina Neighbourhood Traders Association.



La Milla de la Mina race organised by Institut Escola La Mina.



Exhibition of La Mina neighbourhood associations.



## Promoting coexistence and healthy living

### Give blood, receive life



Under the slogan "Time to give blood, time to receive life. Come to the TRAMvida", once again TRAM provided a tram so that the Blood and Tissue Bank of Catalonia could welcome blood donors in a unique setting in the heart of the city. The tram, named TRAM-vida (the Tram of Life), was stationed at Francesc Macià stop for the eighth consecutive year on Friday 20 September. Thanks to the donations of around one hundred people, up to 249 patients may benefit.



### Charity apples to support multiple sclerosis



The Multiple Sclerosis Foundation works to minimise the impact of this disease on the lives of those affected. In Catalonia, 9,000 people have multiple sclerosis, mostly young people, and currently, there is no cure. At TRAM, we support the campaign "An Apple for Life" by purchasing a charity apple for each member of staff.



### "Posem-li pebrots al càncer"



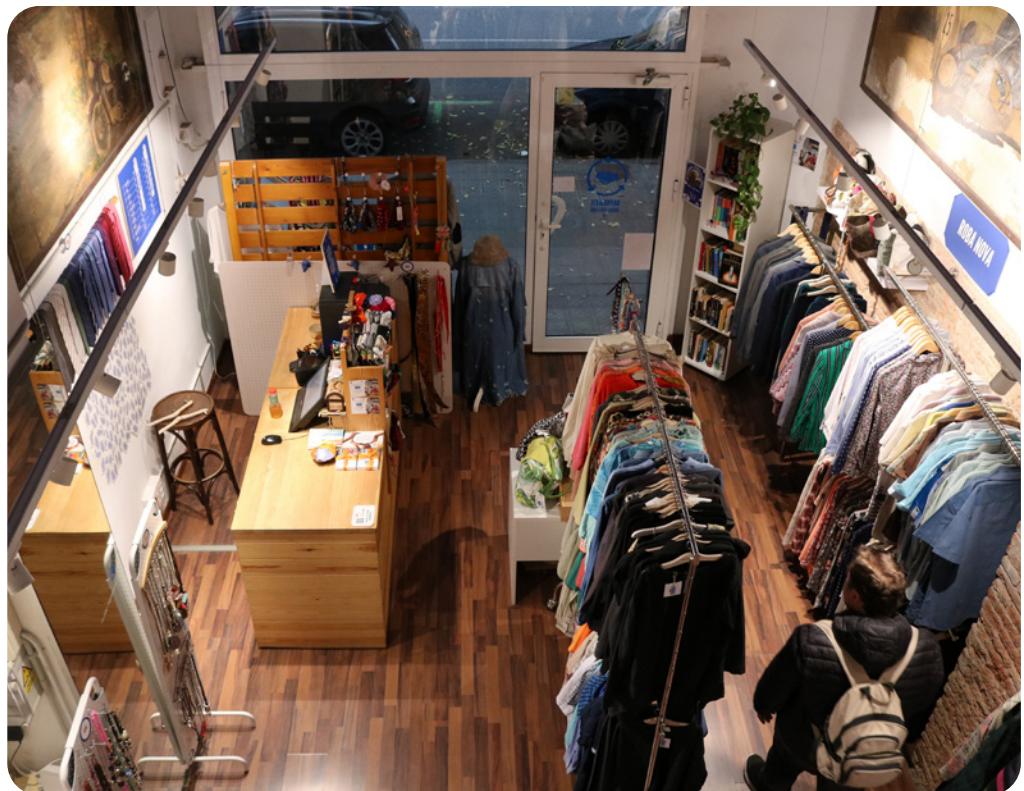
To mark World Cancer Day, we once again supported the campaign "Posem-li pebrots al càncer", run by the Catalan Federation of Cancer Organisations. The initiative involves selling bags of peppers at the symbolic price of €1.50. TRAM buys one bag for each member of staff.



## Support for families of those affected by behavioural disorders



The Association of Relatives of People Affected by Behavioural Disorders (AFATRAC) is a non-profit organisation whose mission is to uphold the dignity of people with behavioural disorders and their families. TRAM has supported this association by helping to launch the Rescatem job placement programme, a shop selling sample garments, second-hand clothes, and accessories, where people with behavioural disorders are employed.



## Glasses for the Ramon Martí i Bonet Foundation against Blindness



Unclaimed glasses lost on the tram network are donated to the Ramon Martí i Bonet Foundation Against Blindness. In 2024, a total of 87 pairs of glasses were donated.



## Skills development with Click Scholarships



We collaborate with the IRES Foundation to fund scholarships and promote new opportunities for young people in vulnerable situations. These scholarships cover a full academic year and are tailored to meet each young person's individual needs.



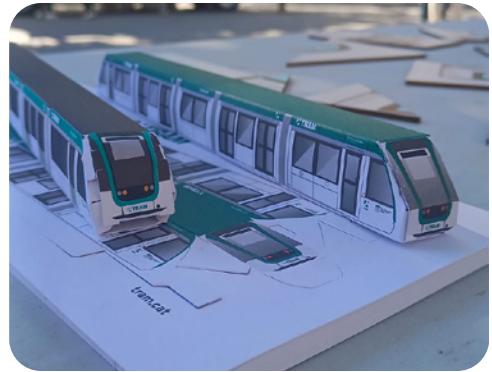
## Activities to promote sustainable mobility



21st edition of La BaixCicletada, a popular bike ride through Baix Llobregat.



7th edition of Mobilona, a road safety education event in Badalona.

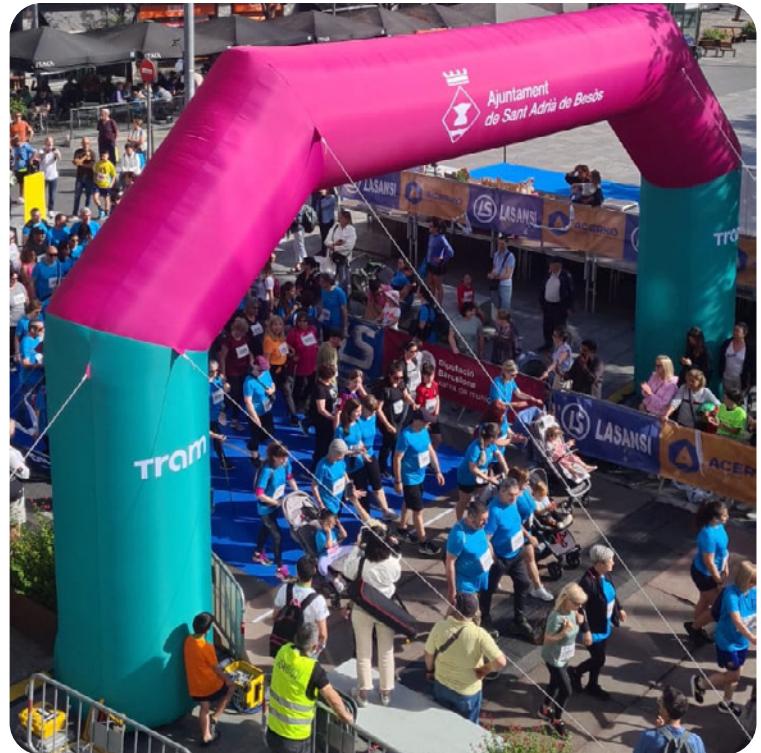


European Mobility Week in Sant Joan Despí and Cornellà de Llobregat.



In partnership with the Kali Zor Association, promotion of the T-mobilitat independent card for children and teenagers under 16 who use the subsidised T-16 pass.

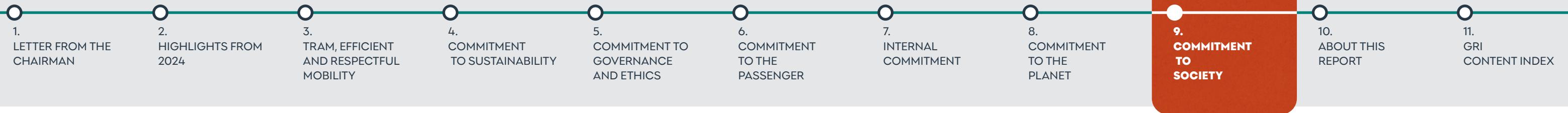
## Support for sports and charity organisations and activities



Charity race for ALS in Sant Adrià de Besòs. Organised by La Sansi with the support of the Sant Adrià de Besòs City Council, it aims to raise awareness and funds for ALS patients. A portion of the proceeds and 100% of donations go to Vall d'Hebron Hospital.



Club Joventut Badalona. In 2024, TRAM began a collaboration with the club to highlight the tram as a nearby, accessible mode of public transport to the Badalona Olympic Pavilion.



Insercor – Unió Esportiva Cornellà Foundation. Sponsorship of the inclusive football teams of the Unió Esportiva Cornellà Foundation.



5th TRAM Women's Hockey Tournament organised by Jujol Jokers Club for International Women's Day.



Basquet Femení Cornellà, a club working to promote women's sport and gender equality.



Continued support to Kali Zor through equipment, materials and competition entry fees. We also take part in the Championship Against Racism, with sports tournaments open to young people from Sant Roc, La Mina, and El Besòs.



Esplugues to Collserola Community Walk, promoting physical activity and nature.



Wodcelona, an adaptive athlete competition.



Futbol Club Sant Joan Despí – San Pancracio, a local club promoting sport as a tool for inclusion and community cohesion.

## Access to Culture

### Side by side with the city's major museums



For the seventh consecutive year, we have renewed our collaboration agreement with the museums that make up the Articket group: Barcelona Museum of Contemporary Art (MACBA), Centre of Contemporary Culture of (CCCB), Joan Miró Foundation, Picasso Museum, National Art Museum of Catalonia (MNAC), and the Antoni Tàpies Foundation. Through this agreement, and via advertising spaces on the tram network, TRAM helps to promote the exhibitions held in these museums and fosters awareness of the city's cultural and artistic offerings.



### Support for the Gran Teatre del Liceu



We continue to collaborate with the Gran Teatre del Liceu by providing advertising space on trams during the theatre season.



### Musical culture with L'Auditori



We also support the dissemination of musical culture through the promotion and communication of the artistic seasons at L'Auditori.



## Classical music with the Orpheus Classical Youth Association



We collaborate with the Orpheus Classical Youth Association, a collective of students and professionals dedicated to promoting classical music and young talent. The initiative aims to be a meeting point for young Catalan performers and professional musicians.



## Research and innovation at Exporecerca Jove



Exporecerca Jove is an international research fair open to the public, which celebrated its 25th edition in 2024. Secondary school and sixth form students from around the world present their research projects and share their findings with visitors. TRAM supports this event.



## Cultural heritage with the Argonautes programme



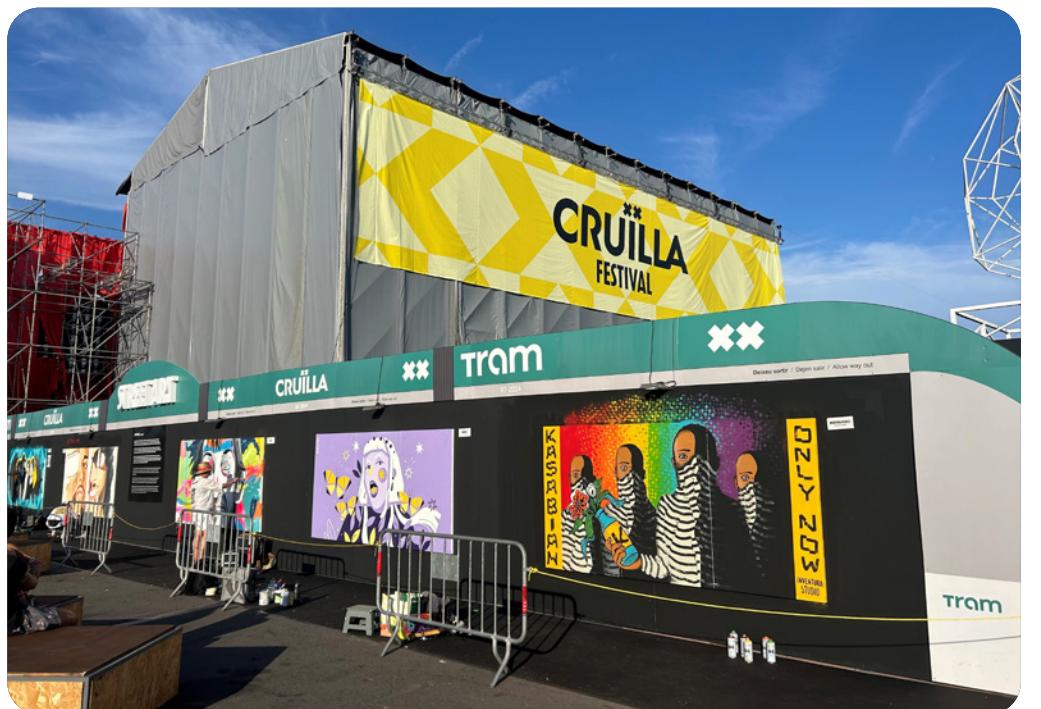
The Catalan Agency for Cultural Heritage of the Government of Catalonia promotes Argonautes, a grant programme for school trips to cultural heritage sites aimed at schools facing greater socio-economic challenges. We collaborate on this project, which promotes social inclusion and facilitates access to museums and cultural institutions for all students. In 2024, TRAM processed 120 transport grant applications.



## OTHER ACTIONS AND PROJECTS

### Street Art by TRAM

The winner of the portrait competition held in the Street Art by TRAM space at the Cruïlla Festival 2024 was Murcian artist Dante Arcade, who painted a portrait of Óscar D'León, the Sonero of the World. Each of the twelve participating artists was required to create a portrait of one of the Cruïlla musicians. Arcade was awarded the commission to design a poster for TRAM's 20th anniversary, along with a €5,000 prize.



### Literature with La TRAMa

TRAM has held the tenth edition of its annual collective storytelling competition in Catalan, La TRAMa. Tram passengers were invited to participate and share authorship of a collaborative story guided by well-known personalities: Maria Climent, Alejandro Palomas, Jordi Puntí, Sílvia Soler, and Regina Rodríguez Sirvent. The jury selected "Han segrestat l'àvia" (They've Kidnapped Grandma), initiated by writer Alejandro Palomas, as the winning story.



### Encounters on the TRAM

To mark the 20th anniversary of our organisation, we launched the interview series Encounters on the TRAM, twelve conversations held on board the tram between journalist Pere Mas and various well-known personalities. The series featured a diverse range of guests, including comedian José Corbacho and internationally renowned chef Carme Ruscalleda. The first interviewee was journalist and National Communication Award winner Marc Giró. Other guests who took a seat on the tram included mountain runner Núria Picas, singers David Carabén and Miki Núñez, global artist Rodrigo Cuevas, sports journalist Danae Boronat, writer Sílvia Soler, jazz singer and saxophonist Andrea Motis, and showbiz journalist Laura Fa. The series concluded with Laia Bonet, First Deputy Mayor of Barcelona City Council.



## Promoting the Baix Llobregat with "the TRAM route"

We have renewed our collaboration agreement with the Baix Llobregat Tourism Consortium, the Baix Llobregat County Council, and the municipalities of Cornellà de Llobregat, Esplugues de Llobregat, Sant Feliu de Llobregat, Sant Joan Despí, and Sant Just Desvern to continue supporting "The Tram route". This tourism campaign is now firmly established in the region as a tool to promote sustainable tourism through the use of public transport.



## Cooperation with the Pride! BCN

Once again, TRAM is partnering with the LGTBIQ+ Chamber of Commerce of Catalonia to celebrate and advocate for LGTBIQ+ Pride Day and to highlight Pride! Barcelona-related activities throughout the month.



## Christmas Concerts

TRAM sponsored the Barcelona Christmas Festival, a showcase of performing arts and musical acts held in Plaça de Catalunya. We also made possible the Christmas concert organised by the newspaper Ara, which took place at L'Auditori.



## Support for culture

### Contemporary Art with Manifesta

M^NIFESTA15  
Barcelona  
Metropolitana  
2024

The 15th edition of Manifesta, the European nomadic biennial, featured TRAM as its mobility partner. This prestigious contemporary art biennial, internationally renowned for its ability to explore new cultural and social perspectives, was held in Barcelona for the first time, turning the Catalan capital into a hub of artistic creation and reflection for nearly three months.



### 48 hours of architecture at the Open House BCN

48H OPEN HOUSE  
BARCELONA

The 48h Open House Barcelona architecture festival held its fifteenth edition on 26 and 27 October. This initiative offers the public free access to 150 buildings across Catalonia. Among the buildings open to visitors was the Sant Joan Despí tram depot.



### Promoting the Llum BCN 2024 Festival

FESTIVAL D'ARTS LUMÍNIESCLES  
**LLUM BCN 2024**  
DEL 2 AL 4 DE FEBRER

We supported this year's edition of the festival by providing advertising space on trams and at tram stops near the light installations. Passengers travelling to Poblenou on the TRAM found festival information in the interior display panels. At the Auditori | Teatre Nacional, Ca l'Aranyó, Pere IV, and Fluvia stops, a large festival map was displayed, highlighting points of interest and suggested itineraries to explore the installations sustainably via the tram.



## Alternative cinema with the B-Retina Festival



B-Retina is a platform that showcases lesser-known film genres and has become a well-established festival within its field. TRAM sponsors the opening session, which is created in collaboration with vocational audiovisual training students from the Cornellà de Llobregat area.



## Humour with the Gat Perich Awards

We also collaborated on the 21st edition of the Gat Perich Awards, which have been awarded since 1996 in memory of satirical cartoonist Jaume Perich. The 2024 edition marked the return of the awards after a four-year hiatus.



## Sustainable mobility at the Forum's major cultural events

Each year, TRAM supports various cultural events held at the Fòrum venue, such as Primavera Sound, Festival Cruïlla, and the Fira d'Abril, with the aim of promoting sustainable transport alternatives for attendees. As a result of these partnerships, tram services are reinforced during event days to facilitate travel to and from the venue via public transport. This enhanced service is made possible through agreements with the event organisers, including the long-standing partnership with Primavera Sound, active for the past seven years.



## TRAMEDUCA, LEARNING THROUGH VALUES

**TRAMEDUCA** is a free educational project designed to teach students how the tram system works and to promote values such as civic responsibility, inclusion, and sustainability in public transport.

Now in its seventeenth consecutive year, this initiative is offered to all schools, secondary schools, and public and private education centres in the TRAM network area (Badalona, Barcelona, Cornellà de Llobregat, Esplugues de Llobregat, L'Hospitalet de Llobregat, Sant Adrià de Besòs, Sant Feliu de Llobregat, Sant Joan Despí, and Sant Just Desvern), as well as to other centres in the wider region.

### TRAMEDUCA 2024 ACTIVITIES

#### Look at the TRAM

2-6 years

Through a storybook, young children learn about the life of a tram, from the moment it wakes up to when it goes to sleep.

**77** sessions / **27** centres

#### Investigate the TRAM

6-8 years

Through an interactive game of clues and questions, and supported by new technologies, children become little TRAM investigators, discovering and learning about the various parts of the tram.

**41** sessions / **22** centres

#### Experience public transport

8-10 years

Children learn about key aspects and the importance of respectful and civic behaviour when using public transport.

**42** sessions / **20** centres

#### TRAM Barcelona Open

10-12 years

Students learn the values of adapted sport and the importance of normalising relationships between people regardless of their abilities.

**18** sessions / **11** centres

#### Venture onto the TRAM

10-12 years

Students simulate planning and taking a tram journey, from their current location to their chosen destination. The activity encourages personal autonomy and good behaviour on public transport.

**31** sessions / **12** centres

#### The energy of the TRAM

12-16 years

An activity designed to explore the tram from an environmental and technological perspective, highlighting efficiency and sustainability.

**8** sessions / **4** centres

#### What do you think?

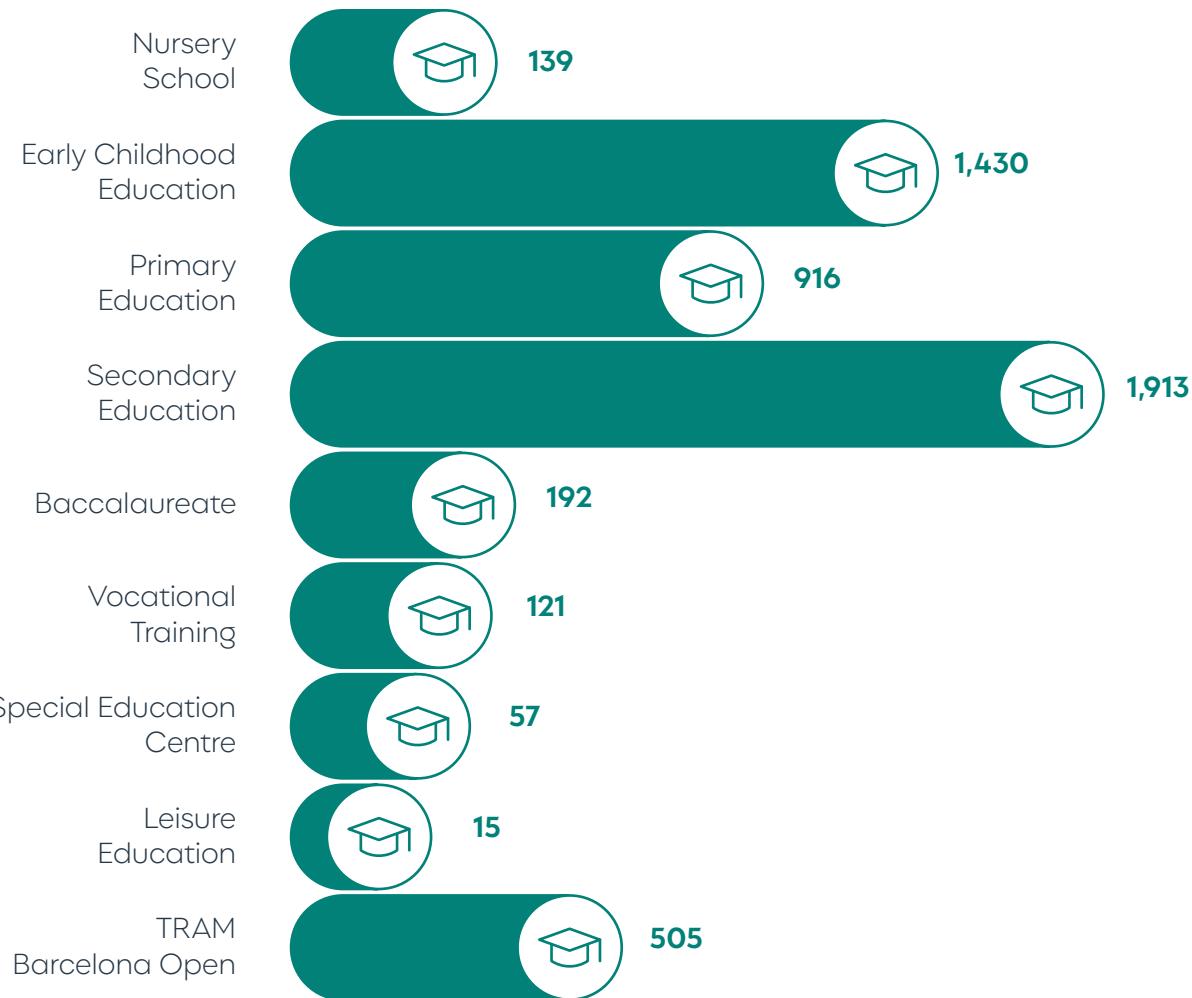
12-18 years

Students reflect on the usefulness of different public transport options, the advantages of the TRAM, and the importance of civic and safety-minded behaviour.

**8** sessions / **4** centres



## PARTICIPATION BY EDUCATION LEVEL



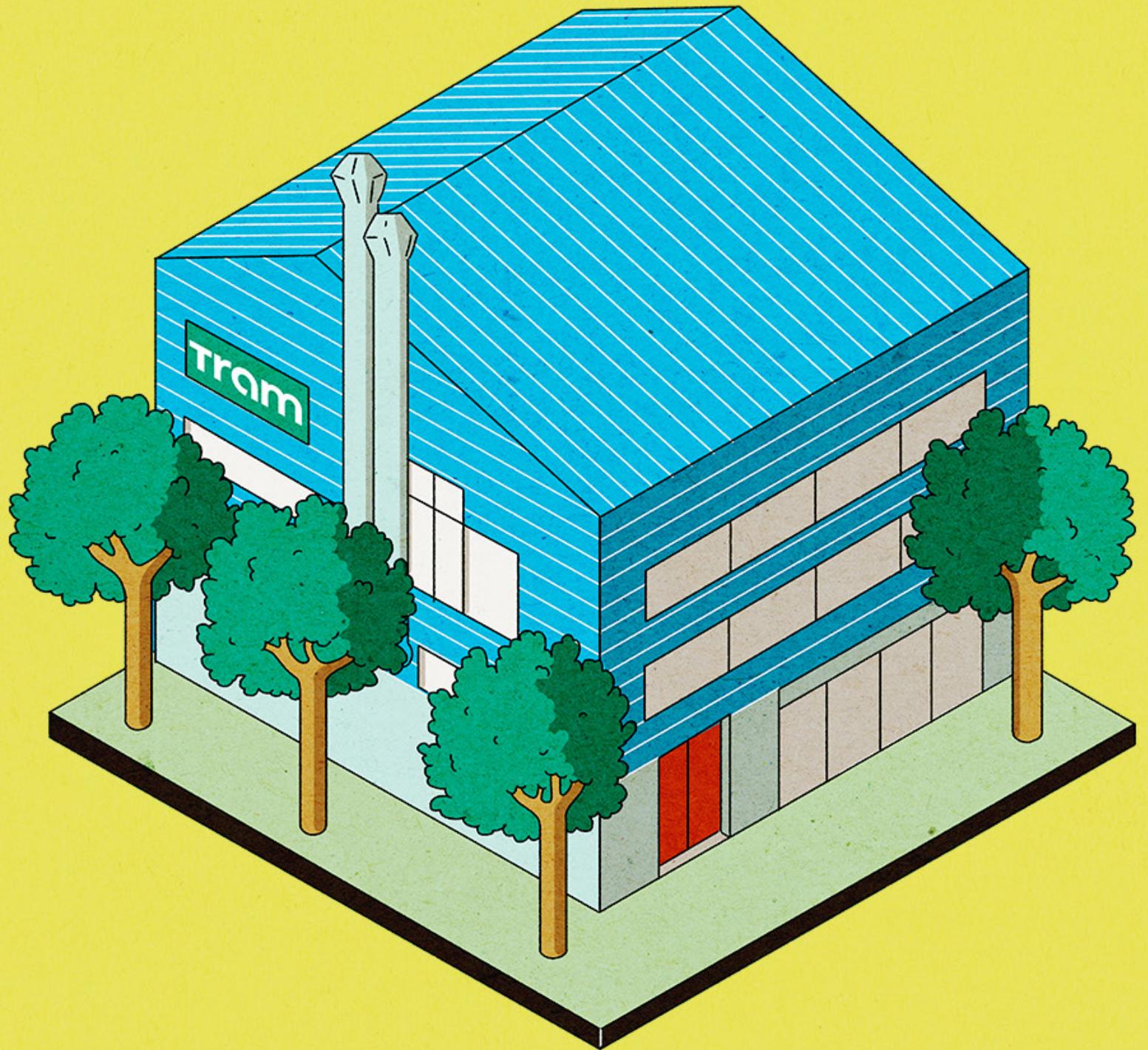
5,085 students (4,750 in 2023)  
225 activities (204 in 2023)

## SESSIONS ACCORDING TO ACTIVITY



The TRAMeduca programme holds the Quality Seal from the Institute of Educational Sciences at the University of Barcelona.

## 10. ABOUT THIS REPORT



This report covers the period from 1 January to 31 December 2024 and has been prepared using the GRI Standards as a reference.

It contains comprehensive information about the management, actions, and results achieved by the TRAM business group, as well as the company's challenges and commitments to the people who use the tram service, to its staff, and to society at large.

We understand that the evolution of our society demands sustainable growth, as does our activity, because it is unacceptable to meet the needs of the present at the expense of compromising those of future generations. Sustainable development encompasses environmental, social, and ethical factors and also requires ongoing renewal aimed at continuous improvement.

For anyone seeking more information about the contents of this report, we always maintain an open communication channel via [premsatram@tram.cat](mailto:premsatram@tram.cat).



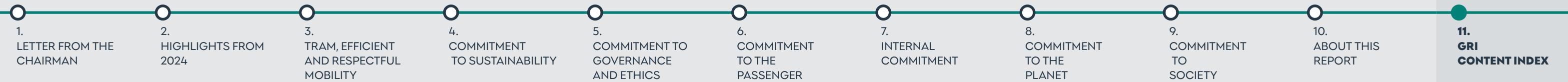
11.  
**GRI CONTENT  
INDEX**



TRAM presents the information listed in this GRI content index for the period from 1 January to 31 December 2024, using the GRI Standards as a reference.

GENERAL DISCLOSURES		
GRI Standard Indicator	Page or Direct Answer	Omissions
<b>GRI 2: General Disclosures 2021</b>		
<b>Organisational profile</b>		
2-1 Organizational details	TRAM - Tram of the Barcelona Metropolitan Region Còrsega 270 4t 6a, 08008 Barcelona	
2-2 Entities included in the organization's sustainability reporting	Tramvia Metropolità, SA - Tramvia Metropolità del Besòs, SA	
2-3 Reporting period, frequency and contact point	The report covers the period from 1 January to 31 December 2024. Date of last report: 2023 Reporting cycle: annual	
2-4 Restatements of information	There has been no restatement of information contained in previous reports. If the calculation method of any figure has changed, this is specified with a footnote.	
2-5 External assurance	The report has not been externally assured.	
2-6 Activities, value chain and other business relationships	<a href="#">3. TRAM, efficient and respectful mobility</a> In 2024, there were no significant changes in the organisation or its supply chain.	
2-7 Employees	In 2024, there were no significant fluctuations in the number of employees during the reporting period. <a href="#">7. Internal commitment</a>	
<b>Governance</b>		
2-9 Governance structure and composition	<a href="#">5. Commitment to governance and ethics</a>	
2-11 Chair of the highest governance body	The chairman of TRAM is not an executive of the organisation.	
2-15 Conflicts of interest	<a href="#">5. Commitment to governance and ethics</a>	
2-17 Collective knowledge of the highest governance body	<a href="#">5. Commitment to governance and ethics</a>	
<b>Strategy, policies and practices</b>		
2-22 Statement on sustainable development strategy	<a href="#">1. Letter from the Chairman</a>	





GRI Standard Indicator	Page or Direct Answer	Omissions
<b>Ethics and integrity</b>		
2-23 Policy commitments	<a href="#">Quality policy</a> <a href="#">TRAM Operator policy</a> <a href="#">Criminal compliance policy</a>	
2-24 Embedding policy commitments	<a href="#">5. Commitment to governance and ethics</a>	
2-25 Processes to remediate negative impacts	<a href="#">6. Commitment to the passenger</a>	
2-26 Mechanisms for seeking advice and raising concerns	<a href="#">The Ethics Channel</a>	
2-27 Compliance with laws and regulations	There have been no cases of legislative non-compliance in 2024.	
2-28 Membership associations	<a href="#">Strategic partnerships</a>	
<b>Stakeholder engagement</b>		
2-29 Approach to stakeholder engagement	<a href="#">Dialogue and communication with stakeholders</a>	
2-30 Collective bargaining agreements	100% of employees are covered by a single collective bargaining agreement.	
<b>Material topics</b>		
3-1 Process to determine material topics	<a href="#">The first step, the materiality analysis</a>	
3-2 List of material topics		
<b>ECONOMIC TOPICS</b>		
<b>GRI 205: Fight against corruption 2016</b>		
3-3 Management of material topics	<a href="#">5. Commitment to governance and ethics</a>	
205-2 Communication and training about anti-corruption policies and procedures	<a href="#">5. Commitment to governance and ethics</a>	
205-3 Confirmed incidents of corruption and actions taken	There have been no cases of corruption in 2024.	



## ENVIRONMENTAL TOPICS

GRI Standard Indicator Page or Direct Answer Omissions

### GRI 301: Materials 2016

3-3 Management of material topics  
301-1 Materials used by weight or volume  
301-2 Recycled input materials used

#### RECYCLED INPUT MATERIALS USED (TONNES)

	2022	2023	2024	Variation 2022–24
<b>Trambaix</b>	275	150	157	-75%
Material used (paper)	275	150	157	-75%
Material used (recycled paper)	0	0	0	
% of recycled paper consumption	0	0	0	
<b>Trambesòs</b>	237.5	200	250	+5%
Material used (paper)	237.5	200	250	+5%
Material used (recycled paper)	0	0	0	
% of recycled paper consumption	0	0	0	
<b>TOTAL TRAM</b>	<b>512.5</b>	<b>350</b>	<b>407</b>	<b>-26%</b>
Material used (paper)	512.5	350	407	-26%
Material used (recycled paper)	0	0	0	-75%
% of recycled paper consumption	0	0	0	-75%

### GRI 302: Energy 2016

3-3 Management of material topics	<a href="#">Energy efficiency and renewable energy</a>
302-1 Energy consumption within the organisation	<a href="#">Energy efficiency and renewable energy</a>
302-3 Energy intensity	<a href="#">Energy efficiency and renewable energy</a>
302-4 Reduction of energy consumption	<a href="#">Energy efficiency and renewable energy</a>



GRI Standard Indicator	Page or Direct Answer	Omissions																																																																																														
<b>GRI 301: Materials 2016</b>																																																																																																
3-3 Management of material topics	<a href="#">Responsible consumption of water resources</a>																																																																																															
303-3 Water withdrawal by source	<a href="#">Responsible consumption of water resources</a>																																																																																															
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306-1 Waste generation and significant waste-related impacts																																																																																																
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GRI Standard Indicator	Page or Direct Answer				Omissions				
<b>TOTAL TRAM</b>									
<b>Hazardous waste</b>									
Production (t)	21,770	37,250	27,290	-36%					
Waste recovered (t)	4,900	5,450	5,750	+5%					
Waste recovered (%)	22.51%	14.63%	48.59%	+70%					
<b>Non-hazardous waste</b>									
Production (t)	90,000	72,380	64,330	-13%					
Waste recovered (t)	37,810	31,960	34,890	+8%					
Waste recovered (%)	42.01%	44.16%	108.40%	+59%					

SOCIAL TOPICS					
GRI 401: Employment 2016					
3-3 Management of material topics	<a href="#">7. Internal commitment</a>				
401-1 New employee hires and employee turnover	<b>STAFF TURNOVER RATE</b>				
		2022	2023	2024	Variation 2022–24
	Trambaix	5.69%	5.39%	10.66%	+46.62%
	Trambesòs	6.19%	6.15%	19.43%	+68.14%
401-3 Parental leave	<a href="#">7. Internal commitment</a>				
GRI 403: Occupational health and safety 2018					
3-3 Management of material topics	<a href="#">7. Internal commitment</a>				
403-1 Occupational health and safety management system	<a href="#">7. Internal commitment</a>				
403-2 Hazard identification, risk assessment and incident investigation	<a href="#">7. Internal commitment</a>				
403-3 Occupational health services					



GRI Standard Indicator	Page or Direct Answer	Omissions		
403-5 Worker training on occupational health and safety	<a href="#">7. Internal commitment</a>			
403-9 Work-related injuries				
403-10 Work-related injuries	<a href="#">7. Internal commitment</a>			
<b>GRI 404: Training and education 2016</b>				
3-3 Management of material topics	<a href="#">7. Internal commitment</a>			
404-1 Average hours of training per year per employee	<a href="#">7. Internal commitment</a>			
404-2 Programs for upgrading employee skills and transition assistance programs	<a href="#">7. Internal commitment</a>			
<b>GRI 405: Diversity and equal opportunity 2016</b>				
3-3 Management of material topics	<a href="#">7. Internal commitment</a>			
405-1 Diversity of governing bodies and employees	<a href="#">7. Internal commitment</a>			
<b>EMPLOYEES BY JOB CATEGORY ACCORDING TO GENDER AND BY AGE GROUP</b>				
	2022	2023	2024	Variation 2022–24
<b>Trambaix</b>				
<b>Managers</b>				
Men	8	7	6	-33%
Women	2	2	1	-100%
Under 30 years	0	0	0	
Between 30 and 50	5	4	6	+17%
Over 50 years	5	5	1	-400%
<b>Staff</b>				
Men	8	8	8	0%
Women	17	16	16	-6%
Under 30 years	1	1	1	0%
Between 30 and 50	20	19	17	-18%
Over 50 years	4	4	6	+33%



GRI Standard Indicator	Page or Direct Answer	2022 2023 2024			Omissions
		2022	2023	2024	
<b>Drivers</b>					
Men		64	64	65	+2%
Women		11	11	12	+8%
Under 30 years		0	0	3	+100%
Between 30 and 50		43	39	36	-19%
Over 50 years		32	36	38	+16%
<b>Inspectors</b>					
Men		14	14	15	+7%
Women		1	2	2	+50%
Under 30 years		0	0	0	
Between 30 and 50		4	3	4	0%
Over 50 years		11	13	13	+15%
<b>CCP</b>					
Men		8	8	9	+11%
Women		0	0	0	
Under 30 years		0	0	0	
Between 30 and 50		3	3	4	+25%
Over 50 years		5	5	5	0%
<b>Trambesòs</b>					
<b>Managers</b>					
Men		2	2	3	+33%
Women		0	0	0	
Under 30 years		0	0	0	
Between 30 and 50		2	2	2	0%
Over 50 years		0	0	0	

GRI Standard Indicator	Page or Direct Answer	2022 2023 2024			Omissions
		2022	2023	2024	
<b>Staff</b>					
Men		7	9	10	+30%
Women		3	3	4	+25%
Under 30 years		0	0	0	
Between 30 and 50		7	9	11	+36%
Over 50 years		3	3	3	0%
<b>Drivers</b>					
Men		54	53	58	+7%
Women		9	8	13	+31%
Under 30 years		0	0	5	+100%
Between 30 and 50		45	45	44	-2%
Over 50 years		18	16	22	+18%
<b>Inspectors</b>					
Men		13	14	14	+7%
Women		1	1	1	0%
Under 30 years		0	0	0	
Between 30 and 50		4	3	3	-33%
Over 50 years		10	12	12	+17%
<b>CCP</b>					
Men		7	7	9	+22%
Women		1	1	1	0%
Under 30 years		0	0	0	
Between 30 and 50		5	3	4	-25%
Over 50 years		3	5	6	+50%

GRI Standard Indicator	Page or Direct Answer	2022 2023 2024			Variation 2022–24	Omissions			
		2022	2023	2024					
<b>TOTAL TRAM</b>									
<b>Managers</b>									
Men	10	9	9		-11%				
Women	2	2	1		-100%				
Under 30 years	0	0	0						
Between 30 and 50	7	6	8		+13%				
Over 50 years	5	5	1		-400%				
<b>Staff</b>									
Men	15	17	18		+17%				
Women	20	19	20		0%				
Under 30 years	1	1	1		0%				
Between 30 and 50	27	28	28		+4%				
Over 50 years	7	7	9		+22%				
<b>Drivers</b>									
Men	118	117	123		+4%				
Women	20	19	25		+20%				
Under 30 years	0	0	8		+100%				
Between 30 and 50	88	84	80		-10%				
Over 50 years	50	52	60		+17%				
<b>Inspectors</b>									
Men	27	28	29		+7%				
Women	2	3	3		+33%				
Under 30 years	0	0	0						
Between 30 and 50	8	6	7		-14%				
Over 50 years	21	25	25		+16%				

GRI Standard Indicator	Page or Direct Answer	2022 2023 2024			Variation 2022–24	Omissions
		2022	2023	2024		
<b>CCP</b>				0		
Men		15	15	18	+17%	
Women		1	1	1	0%	
Under 30 years		0	0	0		
Between 30 and 50		8	6	8	0%	
Over 50 years		8	10	11	+27%	
<b>GRI 406: Non-discrimination 2016</b>						
3-3 Management of material topics	<a href="#">7. Internal commitment</a>					
406-1 incidents of discrimination and corrective actions taken		There have been no cases of discrimination in 2024.				
<b>GRI 410: Security Practices 2016</b>						
3-3 Management of material topics	<a href="#">6. Commitment to the passenger</a>					
<b>GRI 413: Local Communities 2016</b>						
3-3 Management of material topics	<a href="#">9. Commitment to society</a>					
413-1 Operations with local community engagement, impact assessments and development programs		Four meetings of the inter-centre Health and Safety Committee have been held.				
<b>GRI 416: Customer health and safety 2016</b>						
3-3 Management of material topics	<a href="#">6. Commitment to the passenger</a>					
416-2 Assessment of the health and safety impacts of product and service categories		There have been no cases of non-compliance in 2024.				
<b>NON-GRI: Service quality and efficiency</b>	<a href="#">6. Commitment to the passenger</a>					



GRI Standard Indicator	Page or Direct Answer	Omissions		
<b>NO GRI: Consumer satisfaction and well-being</b>				
<b>CUSTOMER SERVICE ENQUIRIES</b>				
<b>2022</b> <b>2023</b> <b>2024</b> <b>Variation 2022–24</b>				
<b>Trambaix</b> 9,890      10,052      8,790      -11%				
Information requests	7,157	7,626	5,907	-17%
Suggestions	20	23	17	-15%
Complaints	1,242	1,231	1,210	-3%
Incidents	1,471	1,172	1,656	+13%
<b>Trambesòs</b> 10,307      11,934      11,103      +8%				
Information requests	9,186	10,852	9,226	0%
Suggestions	3	10	17	+467%
Complaints	414	626	590	+43%
Incidents	704	446	1,270	+80%
<b>TOTAL TRAM</b> <b>20,197</b> <b>21,986</b> <b>19,893</b> <b>-2%</b>				
Information requests	16,343	18,478	15,133	-7%
Suggestions	23	33	34	+48%
Complaints	1,656	1,857	1,800	+9%
Incidents	2,175	1,618	2,926	+35%
<b>NON-GRI: Accessibility</b>				
<u><a href="#">6. Commitment to the passenger</a></u>				
<b>NON-GRI: Transparency and responsibility</b>				
As a socially responsible company, TRAM is committed to sharing the most relevant data about its management with passengers, suppliers, and society at large. To this end, it has provided the option to consult information and documents related to its establishment, significant statutory changes, corporate and organisational structure, audit reports, passenger regulations, and contracts and agreements signed with the ATM and other organisations at the website <a href="https://www.tram.cat/ca/transparencia">https://www.tram.cat/ca/transparencia</a>				

# SUSTAINABILITY REPORT 2024

TRAM OF THE  
BARCELONA  
METROPOLITAN  
REGION

tram