

# Quality Policy

tram

We have established this **TRAMVIA METROPOLITÀ, S.A. (TRAM)** Quality Policy to demonstrate our commitment to excellence in managing the TRAMBAIX / TRAMBESÒS tram system. This means providing a public service that is safe, reliable, and accessible; ensuring the well-being of both passengers and staff; guaranteeing a satisfactory travel experience; and being fully respectful of society and the environment.

The management of quality, environmental impact, and occupational health and safety are strategic factors and are established through:

The implementation of an integrated management system that supports informed decision-making and ensures that all activities are carried out effectively to achieve the defined objectives.

The efficient allocation of resources required to comply with legal, regulatory, and organisational commitments.

The promotion of active collaboration with clients and suppliers of goods and services on key aspects that contribute to the fulfilment of this Quality Policy.

Strict compliance with all applicable legal and regulatory requirements, as well as voluntary commitments undertaken by TRAM.

This Quality Policy incorporates sustainability not only in environmental terms but also in its ethical and social values. For this reason, Corporate Social Responsibility is embedded in all processes, procedures, and instructions, based on three key commitments:

## Internal commitment:

To the safety, health, and professional development of all TRAM personnel.

## Commitment to users:

To provide a safe, reliable, accessible, and high-quality service

## Commitment to the community:

Contributing to social cohesion, sustainability, and the improvement of the urban environment.

Our management is aligned with the 17 United Nations Sustainable Development Goals (SDGs), with special emphasis on the seven that directly relate to our area of activity:

### SDG 3: Good health and well-being.

We promote healthy lifestyles, implementing measures to reduce traffic accidents, and ensuring safe workplaces.

### SDG 5: Gender equality.

We foster equal opportunities, work-life balance, and the representation of women in all professional areas.

### SDG 7: Affordable and clean energy.

We continuously improve the energy efficiency of the tram network.

### SDG 8: Decent work and economic growth.

We promote training, internal career progression, and safe, dignified working conditions.

### SDG 9: Industry, Innovation and Infrastructure.

We invest in R&D to modernise and strengthen our assets with resilience and innovation criteria.

### SDG 11: Sustainable cities and communities.

We focus on inclusive, accessible, and safe public transport, with particular attention to vulnerable populations.

### SDG 12: Responsible consumption and production.

We manage the supply chain responsibly and ensure efficient and sustainable use of resources.

Through the implementation of this policy, we reaffirm our commitment to ensuring TRAM is recognised as a benchmark of excellence in public transport, a reference workplace, and an organisation capable of meeting the expectations of all stakeholders.

This policy is reviewed periodically to ensure its relevance and is published on the corporate website ([www.tram.cat](http://www.tram.cat)).



**Humberto López Vilalta**  
General Manager of TRAM

October 2025

tram