



Charter of services

www.tram.cat

tram

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We are pleased to present the **TRAM Charter of Services**.

It features the services that we offer to our travellers and our commitments to each and every one of them. It also contains an excerpt of user rights and obligations and the channels through which you can contact us.

This represents **TRAM**'s public commitment to the quality of our management and to the provision of our public transport service. These are commitments that we honour, as endorsed by the results of the indicators for the 2024-2025 two-year period which complement this **Charter of Services**.

The **Charter of Services** was produced taking into account the requirements and expectations of our passengers, who are the focus of all the decisions we take. This is why we truly appreciate the comments submitted by users, whom we would encourage to participate in order to help us to improve the service they enjoy on a daily basis.

We want our users to enjoy a safe and reliable mobility service, one that delivers a good travel experience.



Mission and values

TRAM is a public transport company that manages the two tram networks of the metropolitan region of Barcelona.

We strive to accomplish our mission and vision every day, always remaining true to our values, in the conviction that this is the path that will guarantee that tram users will enjoy a safe, reliable and satisfactory travel experience.

MISSION



To transport people by tram in a way that allows them to enjoy an efficient and environmentally friendly mobility service.

VISION



To be recognized as a benchmark company in the world of mobility; an example of efficiency, innovation, respect for the environment and commitment to users. An operator who makes travelling a satisfying experience.

VALUES



- Safety
- Quality
- User-centred
- The environment
- Innovation and efficiency
- Transparency
- Responsibility
- Honesty
- Interest in people
- Equity



General Terms

Below is an excerpt from our General Terms of Use, specifically the points relating to the rights and obligations of passengers.

RIGHTS



Use the different transport tickets that can be bought at our facilities.



Have preferential seating identified to help people with reduced mobility, pregnant women and older people to travel in comfort.



Transporting items such as bicycles and prams. Bicycle access is allowed as long as it does not inconvenience other passengers due to lack of space in the vehicle. Once inside, they must be placed in the area reserved for these vehicles and correctly positioned and secured.



Travel with one dog per person outside peak hours, and as long as the dog is on a leash and muzzled.

Dogs are permitted in the vehicles at weekends and on public holiday, and from 24 June to 11 September, at any time. From 11 September to 24 June, they are not permitted from 7:00 a.m. to 9:30 a.m. or from 5:00 p.m. to 7:00 p.m.

OBLIGATIONS



Always validate the ticket upon entry, even in the case of a transfer. Keep the ticket until you leave the tram platform.



Make the work of the inspection staff easier; as agents of the authority, they follow the laws in force.



The minimum charge for travelling without a valid ticket is 100 Euro.



Wait for passengers to exit before entering.



Hold on to the bars when travelling on foot.

Service regulations

These are the rules and laws applicable to TRAM:

✓ General Terms of Use

✓ Act 7/2004, of July 16th

✓ Railways Act 4/2006, of 31st March

✓ Act 26/2009, of December 23rd, on fiscal, financial and administrative measures

✓ TES/3013/2011, of December 21st, updating the applicable minimum payment

✓ Act 13/2014 of 30 October on accessibility

✓ Act 3/2015 on fiscal, financial and administrative measures

✓ UNE-EN ISO9001 Regulations

✓ UNE-EN ISO14001 Regulations

✓ UNE-EN 13816 Regulations

✓ UNE-EN ISO45001 Regulations

✓ Referencial AENOR Operational Railway Safety

✓ Organic Law 3/2018, of December 5th, on the Protection of Personal Data and the guarantee of digital rights

✓ DECREE 209/2023, of November 28, by which the Accessibility Code of Catalonia is approved



Commitments and indicators

SAFETY

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



We are committed to continuously improving our service to achieve a minimum score of 7.5 in the annual satisfaction survey conducted among our users in their evaluation of personal safety on TRAM.



We are committed to having a certified Railway Safety Management System in place and achieving a score below 51, calculated according to current regulations*.

SERVICE QUALITY

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



We are committed to delivering 98% of all scheduled services. This percentage will not include disruptions caused by factors outside TRAM's control, such as protests, extreme weather conditions, tram platform blockages by other vehicles or pedestrians, etc.



We are committed to delivering 98% of daily services on time (with a maximum delay of 2 minutes). This percentage will not include delays caused by factors outside TRAM's control, such as protests, extreme weather conditions, tram platform blockages by other vehicles or pedestrians, etc.

CUSTOMER SERVICE

At TRAM, we are committed to ensuring that our customers are our priority. To achieve this, we undertake the following commitments:



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



We are committed to returning lost items upon request, except those containing personal data, via a courier service at no cost to the customer, provided the interested party agrees.



We are committed to refunding the full amount of transport tickets purchased from TRAM due to an error in the selection of the ticket type, provided they have not been used.



We are committed to providing users with complete and up-to-date information about our service at stations, on trams, and through digital channels, with the goal of achieving a minimum score of 7.5 in the annual satisfaction survey conducted among our users in their evaluation of our passenger information service.

(*) The indicator is calculated based on the weighting of certain SFO (Operational Railway Safety) indicators: Collisions 30%, falls inside the tram 15%, injuries 20%, SPADs (Signal Passed At Danger) 25%, and EBs (Emergency Brakes) 10%.

THE ENVIRONMENT

At TRAM, we are committed to providing an environmentally-friendly service, and to achieve this:



We are committed to using our facilities to install, whenever possible, equipment that generates renewable energy and produces at least 120,000 kWh annually.



We are committed to ensuring that the energy consumption of our trams does not exceed 4.5 kWh/km.



We are committed to offsetting 100% of direct emissions, as well as 100% of indirect emissions from electricity consumption, to ensure that our carbon footprint in this area is zero.



We are committed to allocating resources for training and awareness activities on responsible behaviour regarding the environment and sustainable mobility, while providing our facilities to host them, with a participant count each year that equals or exceeds the 4,750 participants from last year.

SOCIAL RESPONSIBILITY

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



We are committed to implementing an Annual CSR Plan and allocating at least 0.7% of TRAM's gross profits, before taxes, for its funding.



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



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



Duration and compliance of commitments

The commitments set out in this Service Charter are in force for two years from their certification.

Compliance with these commitments will be reviewed annually and published externally through the digital channels of TRAM, namely:

www.tram.cat

TRAM social media

HOW TO CONTACT TRAM

The commitments detailed in this **Charter of Services** become meaningless without feedback from our passengers. Therefore, we list all the available channels for you to send us your complaints and suggestions:

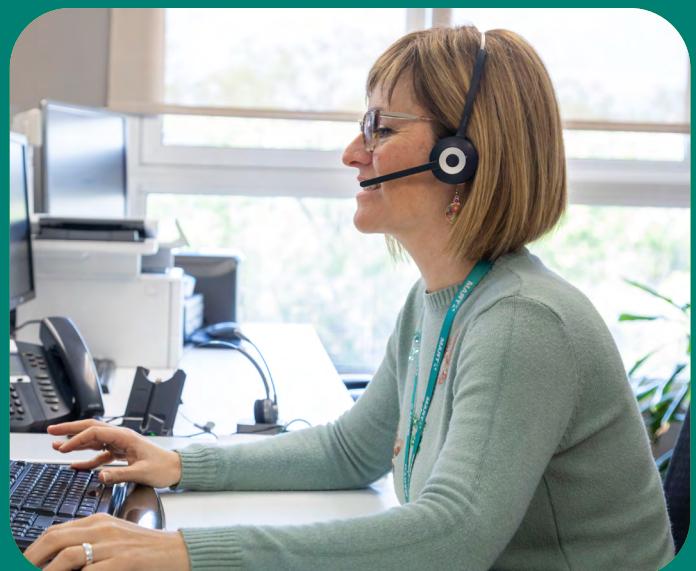
Working days from Monday to Friday, from 8:00 a.m. to 8:00 p.m.
July and August, from 8:00 a.m. to 3:00 p.m.

- **Free phone:** 900 70 11 81
- **WhatsApp:** 900 70 11 81
- **Website:** www.tram.cat

- **Twitter:** @TRAM_Barcelona
- **Facebook/Instagram:** TRAM_Barcelona
- **App iOS/Android:** TRAM Barcelona

EMENDATION:

If any indicator is not fulfilled, the person affected will receive, on request, a personalised apology and a return ticket for the TRAM.



Customer Service Offices::

Working days from Monday to Friday, from 9:00 a.m. to 7:00 p.m.
July and August, from 8:00 a.m. to 3:00 p.m.

- Av. Barcelona, n/a (near the Bon Viatge stop on the T1 and T2 lines) 08970 Sant Joan Despí
- Av. Eduard Maristany, n/a (opposite the Port Fòrum stop on the T4 and T6 lines) 08930 Sant Adrià de Besòs

Intercom at all our stops
24 hours a day, all year round.

Commitments and indicators

SAFETY

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

	ANNUAL OBJECTIVES	VALUE OBTAINED 2024	VALUE OBTAINED 2025
 3 GOOD HEALTH AND WELL-BEING	We are committed to continuously improving our service to achieve a minimum score of 7.5 in the annual satisfaction survey conducted among our users in their evaluation of personal safety on TRAM.	≥7.5 / 10	8.32
 3 GOOD HEALTH AND WELL-BEING  11 SUSTAINABLE CITIES AND COMMUNITIES	We are committed to having a certified Railway Safety Management System in place and achieving a score below 51, calculated according to current regulations*.	<51	40.21

(*) The indicator is calculated based on the weighting of certain SFO (Operational Railway Safety) indicators: Collisions 30%, falls inside the tram 15%, injuries 20%, SPADs (Signal Passed At Danger) 25%, and EBs (Emergency Brakes) 10%.

SERVICE QUALITY

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

	ANNUAL OBJECTIVES	VALUE OBTAINED 2024	VALUE OBTAINED 2025
 11 SUSTAINABLE CITIES AND COMMUNITIES	We are committed to delivering 98% of all scheduled services. This percentage will not include disruptions caused by factors outside TRAM's control, such as protests, extreme weather conditions, tram platform blockages by other vehicles or pedestrians, etc.	>98%	99.38%
 11 SUSTAINABLE CITIES AND COMMUNITIES	We are committed to delivering 98% of daily services on time (with a maximum delay of 2 minutes). This percentage will not include delays caused by factors outside TRAM's control, such as protests, extreme weather conditions, tram platform blockages by other vehicles or pedestrians, etc.	>98%	99.57%

CUSTOMER SERVICE

At TRAM, we are committed to ensuring that our customers are our priority. To achieve this, we undertake the following commitments:

	ANNUAL OBJECTIVES	VALUE OBTAINED 2024	VALUE OBTAINED 2025
 11 SUSTAINABLE CITIES AND COMMUNITIES	We are committed to responding to all enquiries, suggestions, and complaints from our users within an average of no more than 5 working days, and never exceeding 20 calendar days.	≤5 working days	0.58
 11 SUSTAINABLE CITIES AND COMMUNITIES	We are committed to returning lost items upon request, except those containing personal data, via a courier service at no cost to the customer, provided the interested party agrees.	100% of requested items	100%
 11 SUSTAINABLE CITIES AND COMMUNITIES	We are committed to refunding the full amount of transport tickets purchased from TRAM due to an error in the selection of the ticket type, provided they have not been used.	100% of cases	100%
 11 SUSTAINABLE CITIES AND COMMUNITIES	We are committed to providing users with complete and up-to-date information about our service at stations, on trams, and through digital channels, with the goal of achieving a minimum score of 7.5 in the annual satisfaction survey conducted among our users in their evaluation of our passenger information service.	>7.5 / 10	8.36

THE ENVIRONMENT

At TRAM, we are committed to providing an environmentally-friendly service, and to achieve this:

	ANNUAL OBJECTIVES	VALUE OBTAINED 2024	VALUE OBTAINED 2025
 7 AFFORDABLE AND CLEAN ENERGY  12 RESPONSIBLE CONSUMPTION AND PRODUCTION	We are committed to using our facilities to install, whenever possible, equipment that generates renewable energy and produces at least 120,000 kWh annually.	≥120,000 kWh/year	133,219 kWh/year



We are committed to ensuring that the energy consumption of our trams does not 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 from electricity consumption, to ensure that our carbon footprint in this area is zero.

100%

100%

-



We are committed to allocating resources for training and awareness activities on responsible behaviour regarding the environment and sustainable mobility, while providing our facilities to host them, with a participant count each year that equals or exceeds the 4,750 participants from last year.

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 at least 0.7% of TRAM's gross profits, before taxes, for its funding.

ANNUAL OBJECTIVES

≥0.7%

VALUE OBTAINED 2024

1.09%

VALUE OBTAINED 2025

-



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, the elderly, and individuals with reduced mobility).

10%

10%

-



BUREAU
VERITAS

Bureau Veritas Certification



Certificación

Concedida a

TRAMVIA METROPOLITA, S.A.

CL CORSEGA, 270 4º 6ª - 08008 - BARCELONA - ESPAÑA

Bureau Veritas Certification declara que ha establecido esta carta de servicio acorde a los requisitos de la norma:

NORMA

UNE 93200:2008

Para los servicios de:

TRANSPORTE PÚBLICO DE VIAJEROS, EN TRANVÍA.

Carta de servicios nº:

ES153617-1

Aprobación original:

19-06-2019

Fecha de emisión de esta carta de servicios:

20-06-2025

Caducidad de la carta de servicios:

19-06-2028

Este certificado está sujeto a los términos y condiciones generales y particulares de los servicios de certificación

Bureau Veritas Iberia S.L.
C/ Valportillo Primera 22-24, 28108 Alcobendas - Madrid, España