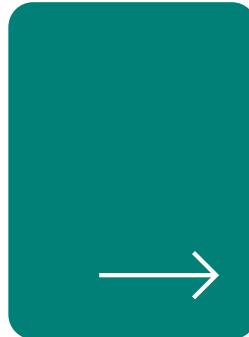


tram SUSTAINABILITY REPORT

2023 TRAM OF THE
METROPOLITAN REGION
OF BARCELONA





LETTER FROM THE CHAIRMAN

Once again, we present TRAM's Sustainability Report, with the aim of sharing the challenges and successes of 2023 and the company's strategies to continue being a model of sustainable mobility from a three-fold perspective: environmental, social and economic, and financial.

First of all, we want to highlight that this year we set a record for trips in one year, surpassing 30 million validations. This fact consolidates the recovery of demand after the pandemic and is evidence of users' trust in our service, which they believe is safe, reliable and which allows them to enjoy a good travel experience.

In 2023, we continued to strengthen our commitment to society with the CSR Plan, focused on generating a positive impact on the society we work for, reinforcing our role as an agent of change and progress.

All this, thanks to an expert and committed team, to whom we offer stable and quality employment.

Another notable milestone in 2023 was the preparation of a new materiality analysis, which has allowed us to define the most relevant topics for the organisation, ensuring that our actions respond to the needs and expectations of our stakeholders.

Our strategy remains focused on maintaining, and if possible improving, the efficiency of our tramway system by making rational use of the resources employed and minimising waste. At TRAM we want to be a key actor in the transition process towards the mobility of the future; a sustainable, decarbonised, down-to-earth mobility, to help make the lives of users and society in general better.

Miquel Martí Escursell

Chairman
TRAM

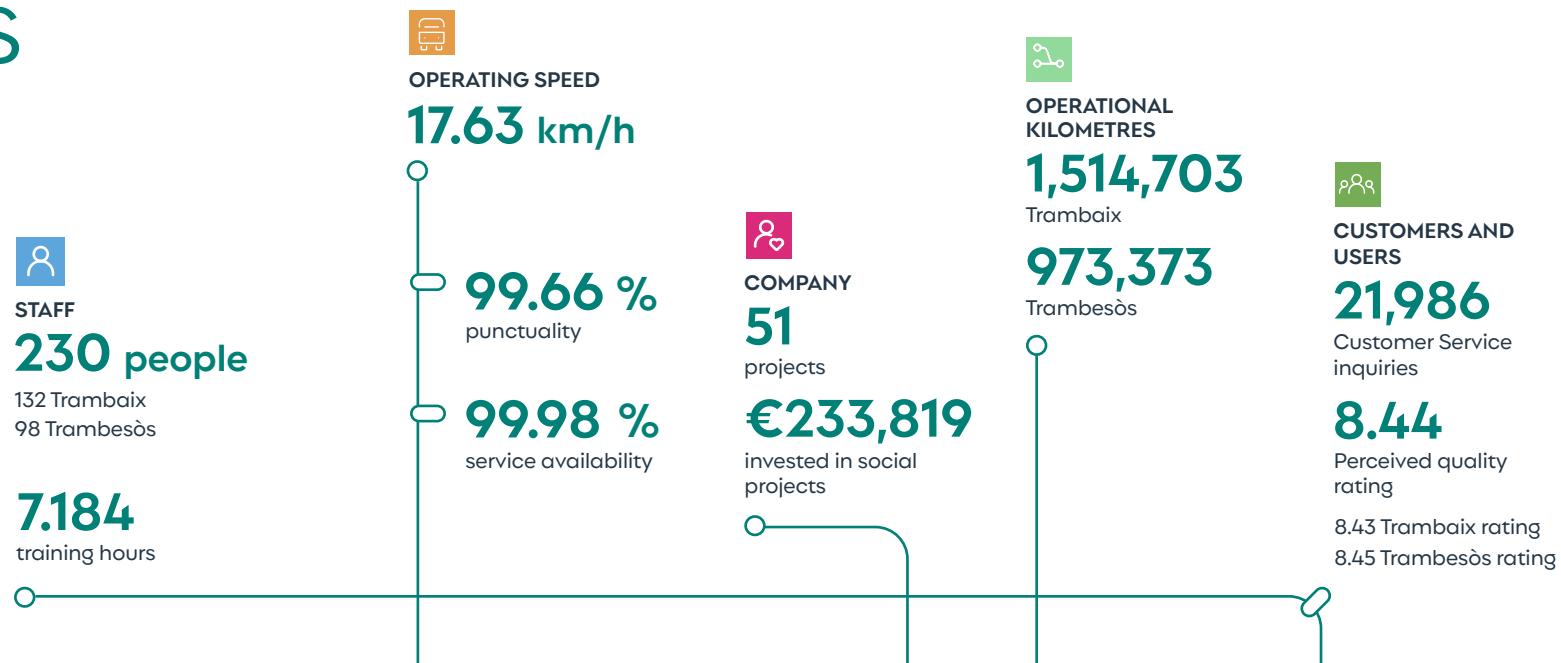


02

HIGHLIGHTS
OF 2023



HIGHLIGHTS OF 2023



2023 MILESTONES





03

TRAM, EFFICIENT
METROPOLITAN
TRANSPORT



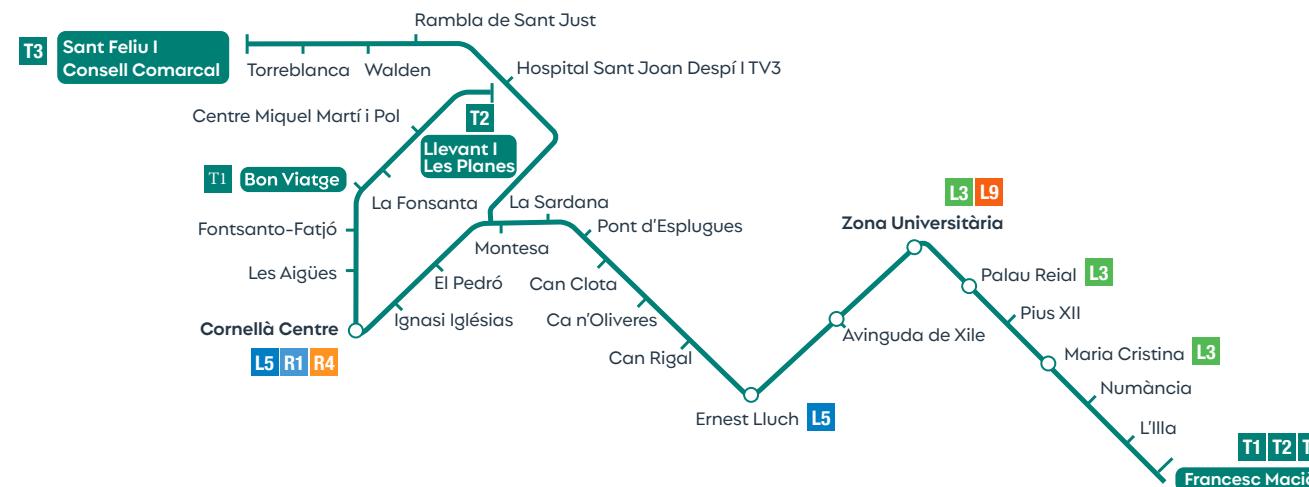
TRAM, EFFICIENT METROPOLITAN TRANSPORT

TRAM manages the two tram networks in the metropolitan region of Barcelona—Trambaix and Trambesòs—after the Metropolitan Transport Authority (ATM), as the result of an international public tender, awarded us the contracts to design, build, finance and operate the Diagonal – Baix Llobregat (Trambaix) and Diagonal-Besòs (Trambesòs) tram systems.

TRAM provides service to nine municipalities with 6 lines, a total of 29.2 km of track and 56 stops.



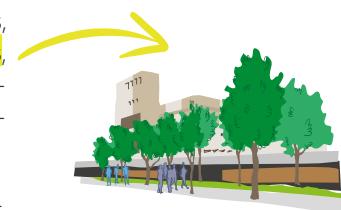
THE TRAMBAIX NETWORK



The Trambaix network, inaugurated in April 2004, connects the Les Corts district of Barcelona with the Baix Llobregat region and comprises lines T1, T2 and T3, all starting from Francesc Macià square. The three lines share six kilometres of their route, between Francesc Macià and the Montesa stop. From this stop, T1 and T2 end in Sant Joan Despí, all passing along streets in l'Hospitalet, Esplugues and Cornellà; T1 runs to Bon Viatge and T2 ends in Llevant - Les Plaines. Meanwhile, the T3 turns towards Sant Just Desvern and ends its journey in Sant Feliu de Llobregat.

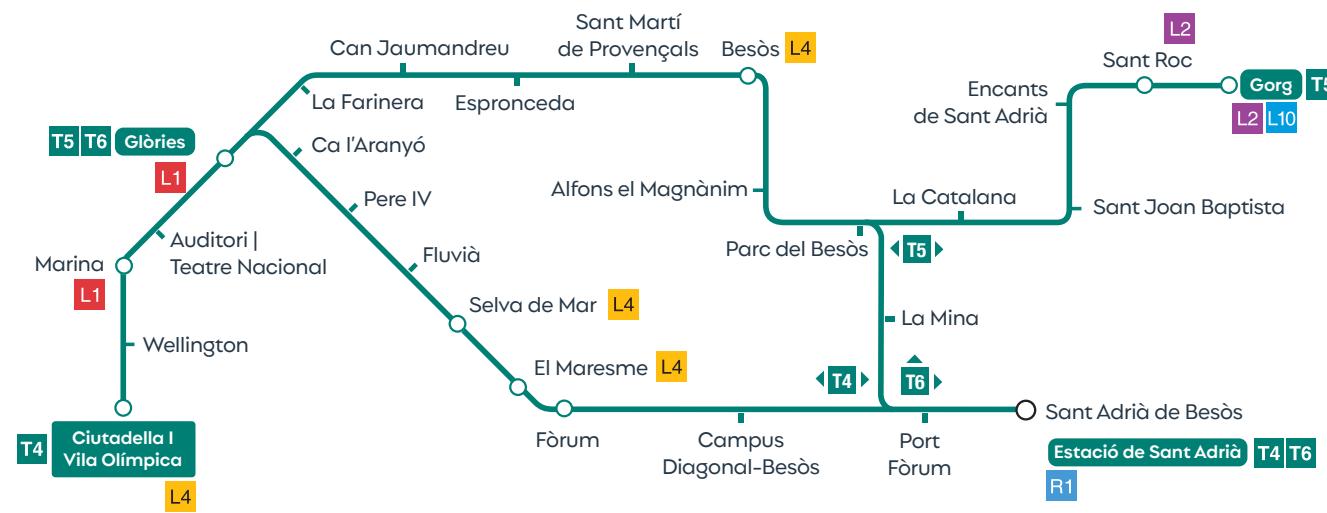
The route of this network provides access to office areas, industrial estates and the **University Area of Pedralbes**, which is why it has a large influx of people travelling on weekdays, especially at peak times: between 8 and 9 am and between 5 and 7 pm.

The fleet of this network is housed in the Sant Joan Despí depot, with an area of 22,000 m², where there are also the workshops where the tram maintenance and repair operations are carried out.



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

THE TRAMBESOS NETWORK



The Trambesòs network connects Sant Adrià de Besòs and Badalona with Barcelona. It has been in operation since May 2004 and was expanded in 2006 and 2008. Line T4 starts in Ciutadella | Vila Olímpica and ends in Sant Adrià; T5 starts in Glòries and ends its journey in Gorg. As for T6, it shares a route with T5 and branches off at La Mina to link with Sant Adrià in its final stretch.

This network has a depot and workshops in Sant Adrià de Besòs, with an area of more than 11,000 m².

27 stops
9 exchanges
14.1 km long
3 lines (T4, T5 and T6)
18 vehicles



JOURNEYS

In 2023, 30.9 million trips were made by tram in the metropolitan region of Barcelona, 16% more than in 2022. Specifically, 30,962,605 trips were made: 21,821,274 with Trambaix and 9,141,331 with Trambesòs.

Since TRAM became operational in 2004, 458,626,776 tram journeys have been made: more than 312 million on the Trambaix network and 145 million on the Trambesòs network.

NUMBER OF JOURNEYS

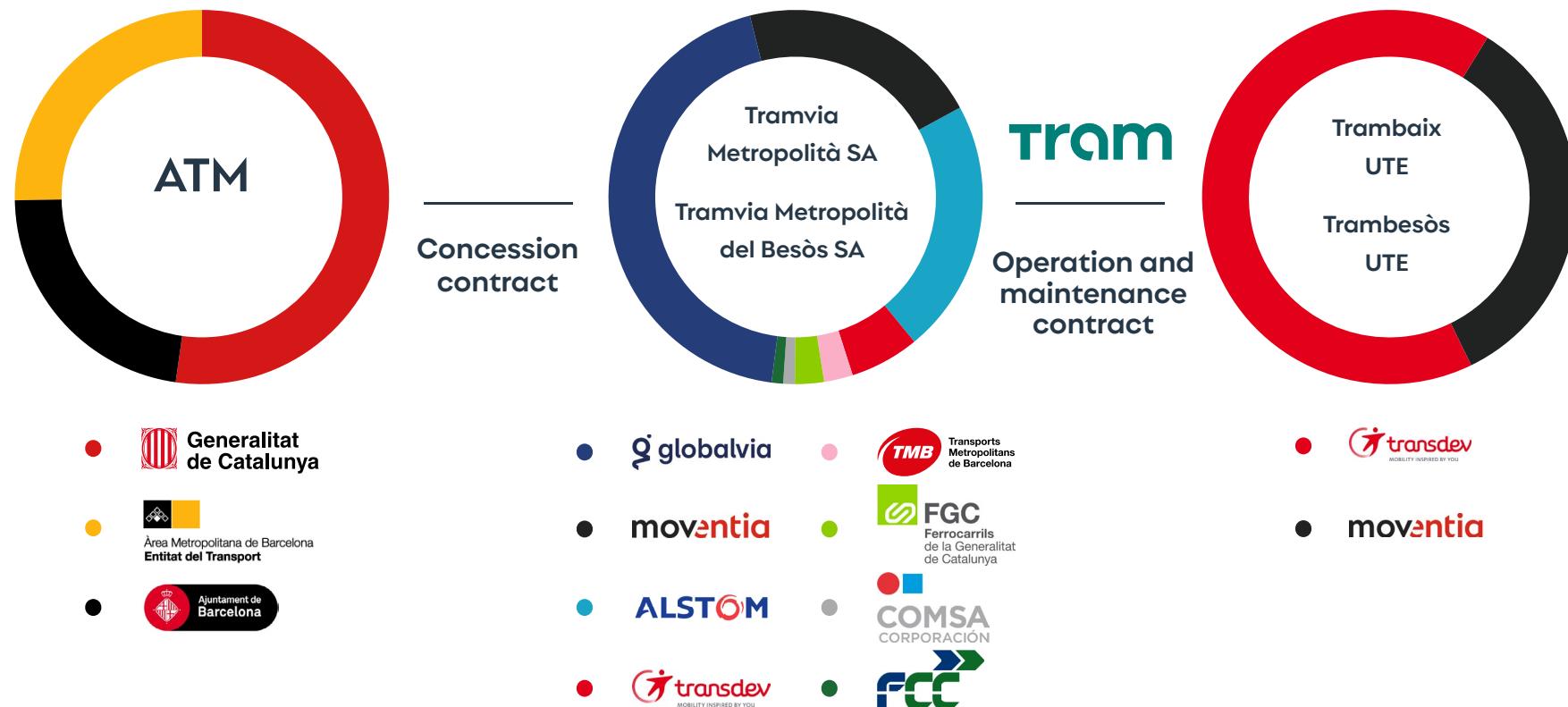
	2021	2022	2023	Change 2021-2023
Trambaix	14,026,700	18,392,225	21,821,273	+56%
Trambesòs	6,359,459	8,337,554	9,141,299	+44%
TOTAL TRAM	20,386,159	26,729,779	30,962,572	+52%
Cumulative TOTAL (2004-2023)	400,934,393	427,664,172	458,626,744	+14%

These data show that the tram service is consolidating and surpassing pre-pandemic levels, with **new records of validations**

THE SHAREHOLDERS AND THE ORGANISATION

TRAM shareholders are prestigious organisations in their sectors of activity: management of concessions and operation and maintenance of public transport networks by bus, tram and railway; management of high capacity roads; manufacture of rolling stock and systems in the railway sector, and construction of public works.

TRAM runs Trambaix and Trambesòs through four entities: Tramvia Metropolità, SA; Tramway Metropolità del Besòs, SA; Trambaix, UTE, and Trambesòs, UTE



CORPORATE VALUES



MISSION

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



VISION

To be a company recognised as a model of excellence in the world of mobility for its safety, reliability, efficiency, capacity for innovation and respect for the environment, committed to users and making every trip a satisfactory experience.



VALUES

Innovation and efficiency Transparency

Responsibility Customer focus

Fairness Honesty

Safety Interest in people

Quality Respect for the environment

ALLIANCES



TRAM participates in the Global Public Transport Summit, the world's largest public transport congress

From June 4th to 7th, Barcelona hosted the most relevant public transport event in the world, organised by the International Association of Public Transport (UITP), which was attended by nearly 15,000 people.

TRAM had its own stand in Hall 7 of the Gran Vía venue at Fira de Barcelona where, from Monday to Wednesday, **round tables**, presentations of its own projects, and public competitions related to trams were alternated. All under the slogan "TRAMsforming Barcelona's landscape."



TRAM also presented the innovation projects it has been working on in recent years and organised several round tables with industry professionals to discuss topics such as the challenges of new mobility, the transformation of cities, and concession models in tramway systems.





04

COMMITMENT TO
SUSTAINABILITY



COMMITMENT TO SUSTAINABILITY

This commitment is strategic for TRAM, and we are convinced that to achieve this we must implement sustainability in each of our daily processes.

At TRAM we undertake to ensure that the fulfilment of our legal, regulatory and contractual obligations and the creation of value for our stakeholders are carried out under fair conditions for society, as a result of providing a quality that uses natural resources efficiently, while providing suitable working conditions for our staff and supporting the vulnerable sectors of society through collaboration with third sector organisations.

MATERIALITY ANALYSIS

In 2023, we updated the materiality analysis we performed in 2017. We wanted to be sure that, in our work, **we focus** on what is relevant to carry out the company's strategy.



Process of defining material topics

Sectoral comparison

Analysis of companies in the sector
SASB standard

1

Internal materiality (working session)

Definition of stakeholders
Prioritisation of topics relevant to TRAM

2

External materiality

Survey to stakeholders
Prioritisation of topics relevant to stakeholders

3

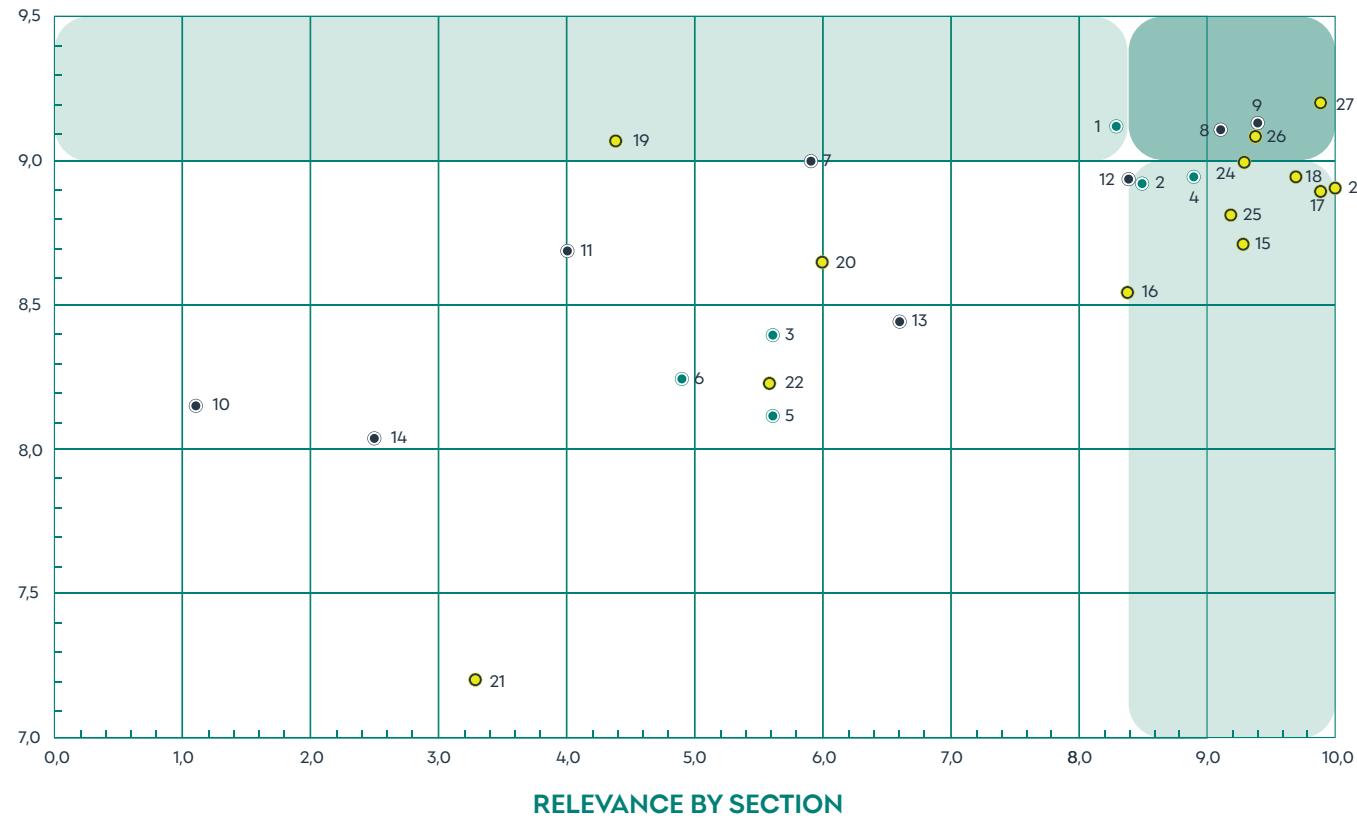
Materiality analysis

Priorisation of material issues
Materiality matrix

4

MATERIALITY MATRIX

RELEVANCE FOR RELATIONSHIP GROUPS



OUR STAKEHOLDER GROUPS AND DIALOGUE CHANNELS

The dialogue with stakeholder groups is key to the sustainability of the company. TRAM maintains a permanent dialogue with these groups in order to build mutually beneficial relationships and know what their expectations are.

PRIORITY STAKEHOLDER GROUP	COMMUNICATION CHANNELS
Shareholders	<ul style="list-style-type: none"> Boards of management Specific meetings Emails and phone Sustainability report Collaborative portal
Staff	<ul style="list-style-type: none"> Meetings of the Works Committee Intranet Information screens Email Operator TRAMcomunica WhatsApp <i>InTRAM</i>, our monthly newsletter TrimesTRAM, employment information bulletin Management committees Work climate survey Suggestion box Noticeboard Meetings of the internal committees Personal development interviews Weekly interdepartmental meetings Collaborative portal Shared server Sustainability report

TRAM also carries out a feedback process with supplier companies through a specific satisfaction survey.

PRIORITY STAKEHOLDER GROUP	COMMUNICATION CHANNELS
Metropolitan Transport Authority (ATM)	<ul style="list-style-type: none"> ATM Marketing Committee Chamber Board ATM Nomenclature Commission ATM Executive Committee Regular meetings of oversight of operations of concession contracts Mobility Commission Collaborative portal
Users	<ul style="list-style-type: none"> Website (www.tram.cat) Customer Service Office Tel. 900 701 181 WhatsApp: 900 701 181 Social Networks: Twitter (@TRAM_Barcelona), Facebook (TRAMBarcelona), LinkedIn (TRAM Barcelona), Instagram (@tram_barcelona) and YouTube channel (TRAM Barcelona) App TRAM (for iOS and Android) Next stop blog Annual satisfaction survey <i>InfoTRAM</i>

THE SOCIAL RESPONSIBILITY ACTION PLAN

At TRAM we prepare the **Business social responsibility plan** annually, which meets the expectations of the stakeholder groups and is approved by the Board of Directors.

This plan includes a series of actions aimed at fulfilling sustainability commitments and achieving the **Sustainable Development Goals**.



Our Social Responsibility Plan is defined as:



RESPONSIBLE

The resources allocated are consistent with the commitments reached and the expected results.

EQUITABLE

The financial resources are distributed among all the commitments.

TRANSPARENT

Any project executed within the framework of the Plan is traceable.



WE CONTRIBUTE TO THE SUSTAINABLE DEVELOPMENT GOALS

The Sustainable Development Goals defined by the United Nations are seventeen in number, of an environmental, social and economic nature, and guide the implementation of the 2030 Agenda. For TRAM, they constitute a road map that guides our relations with our groups of stakeholders.

During 2023, we focused on seven of these objectives, with specific objectives and actions:



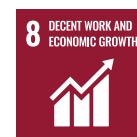
We promote tools and policies to reduce traffic accidents, guarantee occupational safety and promote healthy habits among our workforce.



We work to guarantee equal opportunities for our workforce, promote work/life balance and improve the ratio between men and women.



We promote energy efficiency through a sustainable mobility model, applying efficient driving procedures, generating photovoltaic electricity at our plant in Sant Joan Despí and investing to reduce general consumption.



We promote a healthy and safe environment, with decent pay and working conditions aimed at professional training and promotion.



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



We facilitate universal access to our sustainable, inclusive, safe and reliable system to encourage the use of public transport, with the focus on the needs of the most vulnerable people.



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



05 COMMITMENT TO GOVERNANCE AND ETHICS





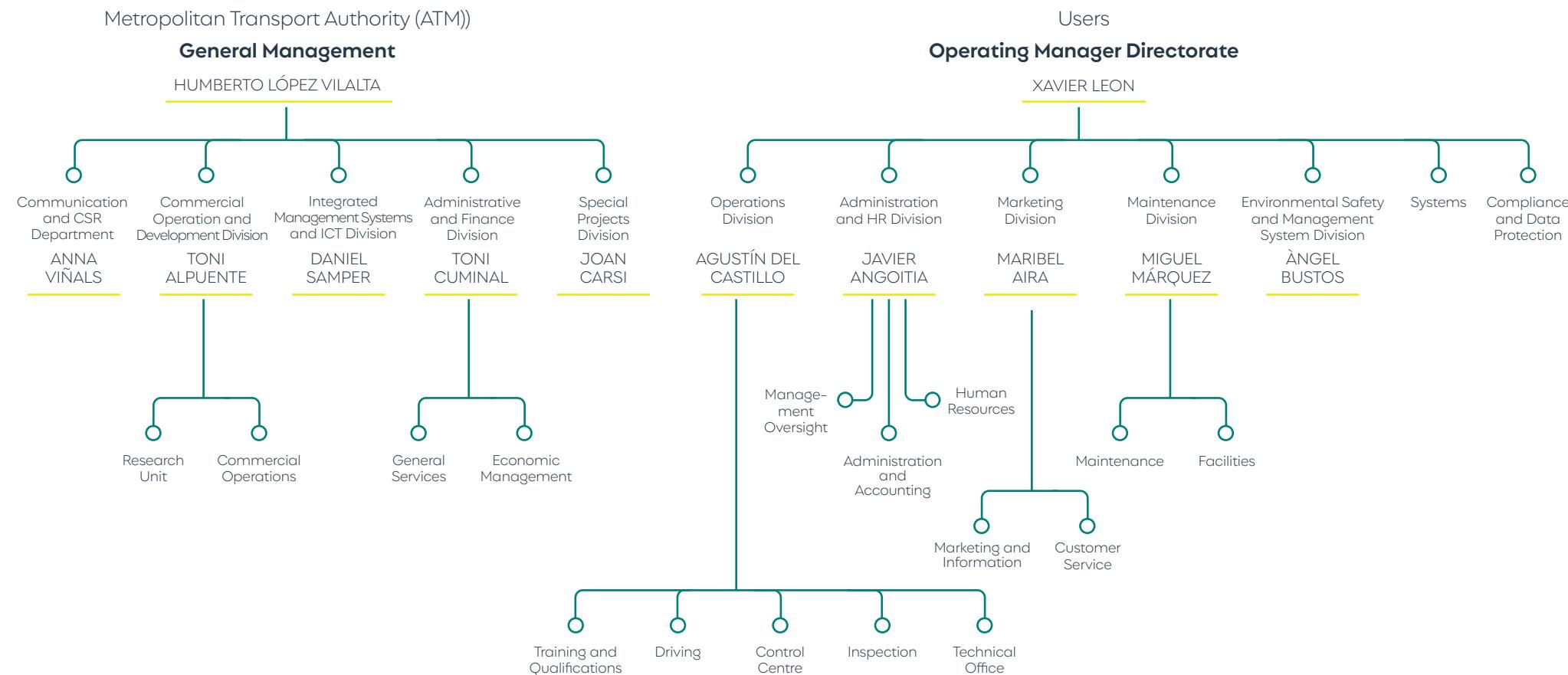
COMMITMENT TO GOVERNANCE AND ETHICS

TRAM is committed to excellence in corporate governance and business ethics.

TRAM's Code of Ethics is a key tool to foster a culture of integrity in the company; for this reason, it lays down the rules that regulate **the behaviour of people** within the organisation, in order to guarantee that the execution of its daily activities takes into account current law, the values of the organisation and the interests of customers, employees, partners and society in general.



TRAM ORGANISATION CHART



THE REGULATORY COMPLIANCE SYSTEM

In order to guarantee the fulfilment of the **Code of Ethics**, TRAM has had a **Compliance System** since 2016, whose objectives are to establish action guidelines in matters of ethics and good professional practices and to prevent and detect possible breaches of mandatory compliance practices.

The adoption of an ethical culture builds trust

ASPECTS ENCOMPASSED BY THE COMPLIANCE SYSTEM

Anti-discrimination and anti-harassment, to guarantee equal rights.

Prevention of corruption in the public sector and embezzlement, including respect for the law and transparency as basic principles.

among our stakeholders and promotes the compliant performance of our activity. The Regulatory Compliance System defines how to act in all those cases where there is a risk of non-compliance, thus strengthening the prevention of fraud, corruption and of any inappropriate behavior or possible crimes that may occur in the scope of our activity.

To make this model effective, we have the *Compliance*

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

Prevention of corruption in business, through transparency in the contracting of services and business relations.

Restraint in what is given and received, to prevent friendly relations from becoming a source of non-compliance with the principles established throughout the System.

Prevention of money laundering, as a basis for the principle of trust.

Prevention of crimes against the public treasury, Social Security agency and in the management of grants.

Prevention of crimes against the rights of working people.

Committee, whose mission is to oversee the implementation of the System and, at the same time, guarantee the promotion and observance of the binding legal regulations and the rest of the rules by which our organisation is governed, always on a voluntary basis.

In 2023, the employees, management team and members of the Board of Directors of TRAM received specific training in the area of Compliance



THE ETHICS CHANNEL

TRAM's **Ethics Channel**, open to all citizens -including staff and stakeholders-, allows one to report, confidentially and with a simple form, potentially improper activities and conduct that may constitute a breach of the law or the Code of Ethics. The Channel is managed externally and is completely confidential, in order to protect people who report a breach.

MAIN NEWS OF 2023



Adaptation of TRAM'S Compliance System to comply with the reform of the Criminal Code with respect to Organic Law 10/2022, on sexual and workplace harassment.



Adaptation of the management of the Ethics Channel to comply with Law 2/2023, of 20 February, regulating the protection of people who report regulatory breaches and the fight against corruption, published in the Official State Gazette (BOE) number 4, of 21 February.



Appointment of the head of the Ethics Channel. With regard to concession holders, the responsible party for the Ethics Channel is the Compliance Committee and, by delegation, Mr. Daniel Samper. As for the operating companies, Trambaix UTE and Trambesòs UTE, the manager of the Ethics Channel is their general manager, Mr. Xavier León.



06

COMMITMENT TO USERS



COMMITMENT TO USERS

TRAM's commitment to users is based on providing them with a safe, efficient and accessible public transport service. TRAM places a strong emphasis on their satisfaction, ensuring that their needs and expectations are met effectively. This results in a reliable service offering, with suitable frequencies, ease of access for people with functional diversity, clear and precise information and swift and efficient customer service. Through this commitment, TRAM seeks to continuously improve the experience of travellers and contribute to their well-being and comfort during their journeys.

COMMITMENTS OF OUR SERVICE CHARTER

TRAM's **Service Charter** includes the services we provide to users and the conditions under which we do so. It represents our public commitment to the quality of the management and provision of the public transport service.

SERVICE QUALITY

At TRAM we are committed to working efficiently, seeking continuous improvement, and to achieve this we make the following commitments:

	ANNUAL GOALS	ANNUAL VALUE 2023	
 11 SUSTAINABLE CITIES AND COMMUNITIES	We commit to perform 98% of all scheduled services. This percentage will not include stoppages for reasons beyond TRAM's control, such as demonstrations, extraordinary weather, occupation of the tram platform by other vehicles or pedestrians, etc.	>98%	99.73%
 11 SUSTAINABLE CITIES AND COMMUNITIES	We promise to perform 98% of daily services on time (up to 2 minutes late). This percentage will not include delays caused by causes beyond TRAM's control, such as demonstrations, extraordinary weather conditions, occupation of the tram platform by other vehicles or pedestrians, etc.	>98%	99.66%
 11 SUSTAINABLE CITIES AND COMMUNITIES	We are committed to providing users with all the necessary information about the service at the stops, trams and digital channels, which allows us to obtain a rating above 7.5 in the satisfaction survey that we carry out each year among our users.	>7.5 / 10%	8.54

NATURAL ENVIRONMENT

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

		ANNUAL GOALS	ANNUAL VALUE 2023
 7 AFFORDABLE AND CLEAN ENERGY	We are committed to using our facilities to install, wherever possible, equipment that generates renewable energy and produces at least 120,000 kWh each year.	≥ 120,000 kWh/year	141,425 kWh/year
 12 RESPONSIBLE CONSUMPTION AND PRODUCTION	We are committed to ensuring that the energy consumption of the trams in no case exceeds 4.5 kWh/km.	≤ 4.5 kWh/km	4.23 kWh/km
 11 SUSTAINABLE CITIES AND COMMUNITIES  12 RESPONSIBLE CONSUMPTION AND PRODUCTION	We undertake to offset 100% of the company's direct CO ₂ emissions, as well as the indirect ones due to the consumption of electrical energy.	1	1

SAFETY

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

		ANNUAL GOALS	ANNUAL VALUE 2023
 3 SALUT & BENESTAR	We commit to obtaining a minimum score of 7.5 in the satisfaction survey when we ask our users about personal safety at TRAM.	≥ 7.5 / 10	8.24
 4 QUALITY EDUCATION  11 SUSTAINABLE CITIES AND COMMUNITIES	Promote educational activities and those of dissemination of civility, respect for the environment and sustainable mobility with a number of participants, per year, equal to or greater than the previous year. (*)	4,777	4,750
 3 SALUT & BENESTAR  11 SUSTAINABLE CITIES AND COMMUNITIES	We undertake not to exceed the value of 51, based on the standard values recommended by the regulations, thus ensuring that the TRAM Railway Safety Management System meets the regulatory requirements, keeping its certification valid. (**)	< 51	35.36

* There were 4,971 reserved places, however, due to influenza, the final number of trainees who participated in the training activities was 4,750.

** The indicator is calculated with the weighting of certain indicators of the SFO (Operational Railway Safety): Collisions 30%, falls inside the tram 15%, injuries 20%, SPAD's (Crossing with railway signal closed) 25% and FU's (Emergency Braking) 10%.

CUSTOMER SERVICE

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

	ANNUAL GOALS	ANNUAL VALUE 2023
 11 SUSTAINABLE CITIES AND COMMUNITIES	We undertake to respond to all queries, suggestions and complaints raised by our users within an average period of no more than 5 working days and never more than 20 calendar days.	≤ 5 working days 0.67
 11 SUSTAINABLE CITIES AND COMMUNITIES	We undertake to return lost objects that are claimed, with the exception of those that contain personal data, by means of a courier service free of charge, as long as the person concerned wants it.	100% of items claimed 100%
 11 SUSTAINABLE CITIES AND COMMUNITIES	We undertake to return the full amount of those travel tickets purchased from TRAM by mistake when selecting their type, as long as they have not been used.	100% of cases 100%

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

SOCIAL RESPONSIBILITY

At TRAM we undertake to honour the following agreements:

	ANNUAL GOALS	ANNUAL VALUE 2023
 17 PARTNERSHIPS FOR THE GOALS	We undertake to have an Annual CSR Plan and allocate a percentage of TRAM's gross profits, before taxes, for its financing, not less than 0.7%.	≥ 0,7% 0.97%
 5 GENDER EQUALITY	We are committed to giving visibility to women in traditionally male Tramvia jobs, at least once a year.	≥ 1 2
 11 SUSTAINABLE CITIES AND COMMUNITIES	We undertake that stops will be suitably adapted for people with reduced mobility and the blind in compliance with the following regulations: <ul style="list-style-type: none"> Law 13/2014, of 30 October, on accessibility. Decree 135/1995, of 24 March, implementing Law 20/1991, of 25 November, promoting accessibility and removing architectural barriers, and approving the Accessibility Code. 	100% 100%
 11 SUSTAINABLE CITIES AND COMMUNITIES	We also commit to having 25% of the seats available for people with special needs (pregnant women, people with children, the elderly and people with reduced mobility).	
 17 PARTNERSHIPS FOR THE GOALS	We undertake to facilitate communication between the TRAM management team and users through any of the existing communication channels, at least once a year.	≥ 1 1

SAFE SERVICE AND CONTINUOUS IMPROVEMENT

We have a **quality management system according to the UNE-EN ISO 9001:2015 standard** and also according to UNE-EN 13816:2003, rules related to the quality of public passenger transport from two points of view: on the one hand, that of the relevant authority and the operators, and on the other, that of the actual and potential travellers.

Since one of our most important commitments is safety, we maintain an active working group to monitor it on a regular basis and promote improvements and awareness campaigns; it comprises the departments of Exploitation and Development, Operation, Maintenance, Marketing and Communication.



This group manages the Action Plan to reduce accidents, which, based on the analysis of the points with the greatest potential risk of accidents, allows us to **diagnose the reasons and take corrective measures**.



SERVICE ACCIDENT RATE (ACCIDENTS/MILLION KM)				
	2021	2022	2023	Change 2021-2023
Trambaix	23.8	26.4	25.75	+8%
Trambesòs	33.62	31.42	32.88	-1%

In 2023 we carried out two campaigns to promote user safety: "**Hold on**", to remind them to hold on during the tram trip, and "**We are here**", to inform them that they have at SOS intercoms at their disposal at the stops, intercoms connected to the driving cabin, etc.

TECHNOLOGICAL INNOVATION FOR THE CONTINUOUS IMPROVEMENT OF THE SERVICE

The Barcelona tram continues to work on the safety and reliability of the service through technological innovation. In 2023, the following innovation projects were carried out:

Improvement of air quality in trams

TRAM has installed ionising devices in the air conditioning system of all its trams that can reduce the presence of dust particles, bacteria, viruses and odours in the air in a completely harmless way for humans.

These devices release positive and negative ions capable of electrically charging the oxygen and nitrogen molecules present in the air on board the tram. These molecules adhere to dust particles, bacteria, viruses and odours, which, depending on their structure, are destroyed, precipitated to the ground or trapped by the filters of the air conditioning system.

Watch video 

Measurement of platform occupancy in real time



The Barcelona tramway is the world's first public transport to **install radio frequency sensors as a people counting system**. At the moment it is a pilot test on the platforms.

The sensors, which have been installed at various points at two TRAM stops, communicate with each other via radio waves.

According to the attenuation of the signal received by each of them, an algorithm determines the number of people who are on the platform at that moment. With this pilot test, it was possible to validate the reliability of a technology that in the near future will allow us to act quickly in the event of crowding, sending personnel to the stops or activating alerts through the public address system on the platform.

Watch video 

USER SATISFACTION

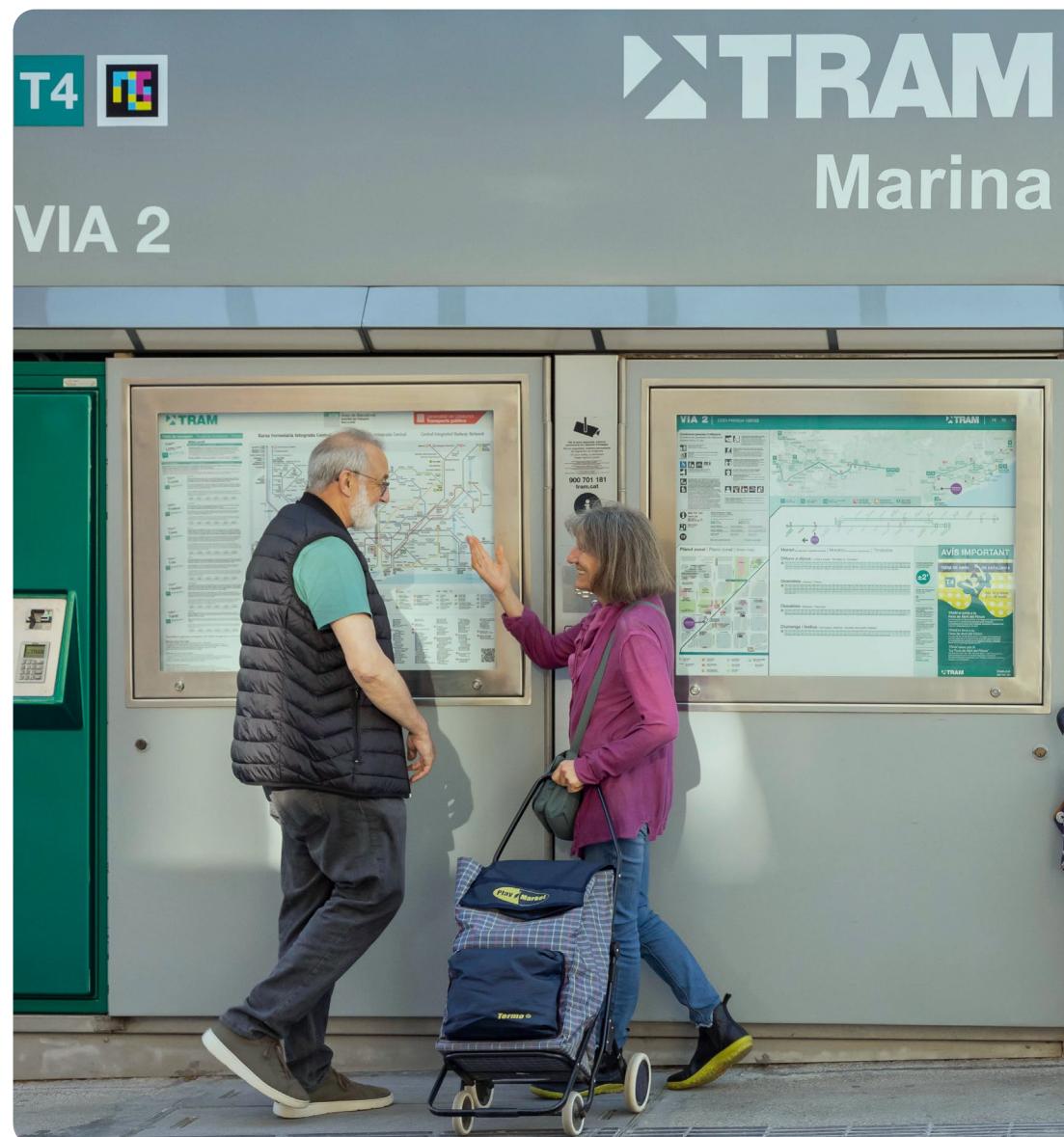
Annually, TRAM performs the **Passenger satisfaction study** to find out how users rate the service. The results show that the spontaneous satisfaction (perceived quality index) of the two networks remains above 8 (out of 10), with a rating of 8.43 for Trambaix and 8.45 for Trambesòs.

Once again, the best-rated attributes of the Trambaix network are the ease of access to the platform and the trams, the speed of the journey and the smooth and safe driving. This year, all attributes remained the same compared to 2022 or experienced a significant increase in the rating, as in the case of the following: comfort/convenience during the journey, suitable interior temperature of the tram and ease of obtaining the ticket at TRAM stops.

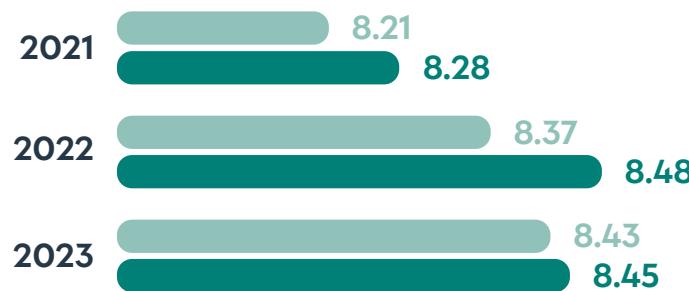
As for the Trambesòs, the most highly valued attributes are again, as they were last year, the accessibility of the platform and the trams and the journey speed. The attributes whose rating increased the most during 2023 were comfort/convenience during the journey and information during incidents.

This study makes it possible to know the opinion of travellers and their degree of satisfaction and makes it easier for TRAM to detect the lowest rated attributes in order to implement improvements.

79.3% of Trambaix users and 78.4% of Trambesòs users claim that they have other transportation alternatives to make their journeys but **prefer to go by tram**



Perceived quality rating



Trambaix
Trambesòs

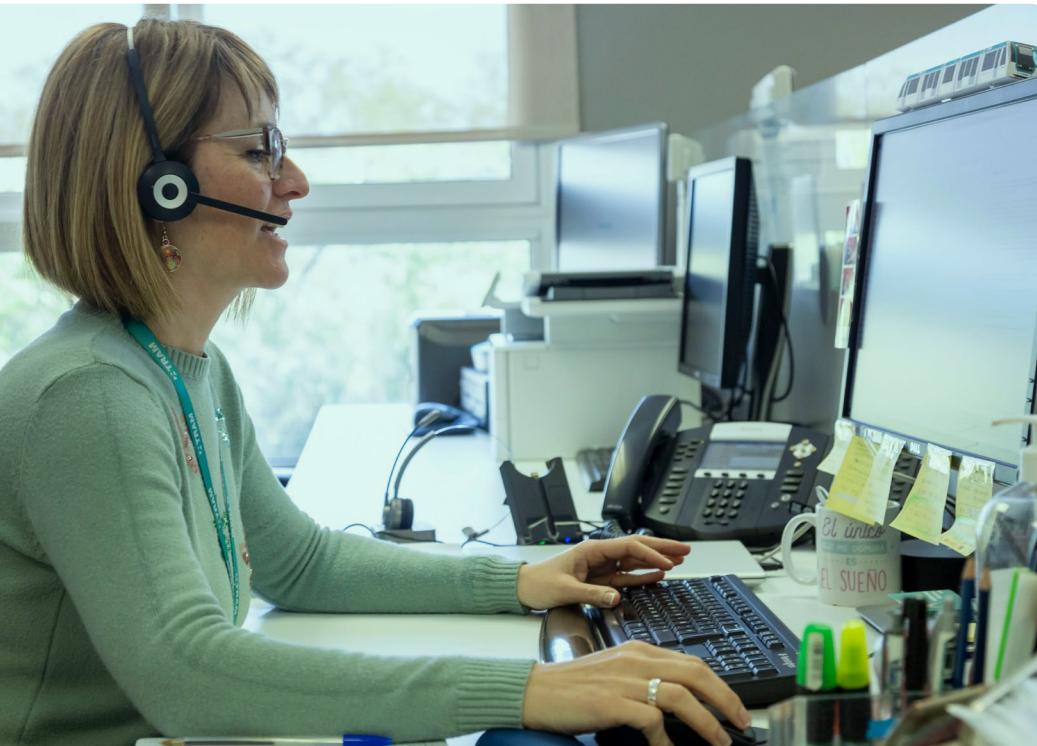
For the third consecutive year, users have rated the TRAM service **above 8 (out of 10)**

MAIN ATTRIBUTES OF THE SERVICE

	Trambaix	Trambesòs
Ease of access to the platform and the tram	8.89	8.96
The journey speed: it doesn't take long to take me to my destination	8.52	8.79
Drivers drive smoothly and safely	8.52	8.73
Service information (public address system, screens, signage...)	8.50	8.65
The staff's service and friendliness	8.48	8.60
Comfort/convenience during the trip	8.47	8.57
The temperature inside the tram is suitable	8.44	8.53
The punctuality of the service: it always happens without incident/on time	8.41	8.40
Personal security: travelling without conflicts	8.39	8.38
Cleaning and maintenance of vehicles and stops	8.29	8.36
Changes with other means of travel	8.11	8.25
The operation of the validating machines inside the tram	8.04	8.12
The ease of acquiring the ticket/pass at the tram stops	7.95	8.09
Information during incidents	7.83	8.00
Frequency of travel: trams pass often	7.61	7.54

QUALITY IN CUSTOMER SERVICE

Customer Service is a fundamental pillar, it offers users multiple options to communicate with TRAM and solve queries or concerns in an efficient and personalized way. From social networks to face-to-face customer service offices or telephone support services, TRAM ensures maximum accessibility for all users, thus demonstrating its commitment to ease of access and quality customer service.



SERVICE CHANNELS

Phone

900 701 181

Free on weekdays from 8 a.m. to 8 p.m.

WhatsApp

900 701 181

Weekdays from 8 a.m. to 8 p.m.

X and Facebook

@TRAM_Barcelona

Weekdays from 8 a.m. to 8 p.m.

OAC, Customer Service Office

Weekdays from 9 a.m. to 7 p.m.

T1 and T2 Bon viatge

T4 and T6 Port Forum

Video call option



Website

www.tram.cat

Virtual assistant (chatbot)

App

TRAM Barcelona

For iOS and Android

Intercom

Available at all stops

24 hours every day of the year

TRAM staff

In 2023, TRAM users used Customer Service services 21,986 times, 9% more than in 2022. In Trambaix, this service processed 10,052 inquiries and in Trambesòs, 11,934. Despite the increase in requests, the response on both networks has been as fast as in previous years, with a time of 1.06 days in Trambaix and 0.39 in Trambesòs.

ACCESSIBILITY MEASURES IN TRAM

Accessibility in public transport is essential to guarantee universal access, regardless of people's physical abilities or mobility conditions. This is one of the fundamental pillars of our passion for public service.

ACCESSIBILITY MEASURES AVAILABLE TO TRAM:

Access to trams

- The paths for blind people are marked with uneven tiles that change in relief in the access areas to the double doors of the trams and to the vending machines.
- The door opening system is semi-automatic with electric drive at a height of 117 cm.
- The validation machines have visual and sound indicators.
- There is no level difference between the platform and the trams.

Door signage

- The button for the door opening system is located at a height of 117 cm, within manual reach.
- In the outer area of the trams, the buttons, always visible, are marked in bright yellow.

The push button illuminates when it is safe to open the doors. Audible and visual signals above the doors indicate when they are about to close.

The double doors for the passage of people with reduced mobility are marked internally and externally with the international accessibility symbol.



Travellers area

- Each tram has eight seats adapted for people with reduced mobility in a wide space with no differences of level. Seats and reserved spaces are marked with easy-to-understand pictograms.
- All trams have two areas with hip supports that comply with the Accessibility Code of Catalonia.
- Each tram has space and seat belts for two wheelchairs.
- Handrails and grabs are evenly distributed along the entire circulation area, so there are always some close to manual reach.
- The vehicle floor covering is non-slip, with no sudden drops or ramps.

Information for users

- All trams have an internal intercom system that allows users to communicate with the driving crew.
- All units have line and destination information on the front and outside.
- The trams have an interior signage system that alerts in advance of the next stop and which doors will be facing the platform.

TRAM stops

- Each stop has a direct intercom system with the TRAM control staff at a height of 133 cm.
- The name of the stop on each side is legible from a distance of 40 m.
- Each stop has four printed information panels.
- The longitudinal slopes of the ramps that connect the stops with street level and the width of the platform are within the scales of the Accessibility Code of Catalonia.
- There are NaviLens codes for the visually impaired and the general public allowing them to locate themselves in the tram facilities through the audio description of their content.

Step prioritisation

- The dimensions of the circulation space respect the regulatory minimum width of 90 cm on the platforms and 40 cm in the seating area.

○ Inside the trams, people using wheelchairs can perform a circle of 143 cm in diameter or turns in 3 manoeuvres.

○ The zone reserved for people with reduced mobility is marked with the international symbol of accessibility, both at stops and in vehicles.

Vending machines

- The vending machines have Braille signage.
- A differentiated pavement with grooved panels indicates the position of the vending machines to blind people.
- Ticket sales are available in four languages: Catalan, Spanish, English and French.

Magnetic loop system for people with hearing loss

- All TRAM stations have a system of magnetic loops that eliminate background noise in hearing aids or implants and transform the audio signal into a magnetic field that is received by devices equipped with T position. This improvement affects both the reception of messages broadcast by public address system and communications through the platform shelter intercom.

TRAM's universal accessibility strategy is under constant development



07

INTERNAL
COMMITMENT



INTERNAL COMMITMENT

We are committed to stable and quality employment for the entire team of people who work at TRAM. We ensure that all employees have equal opportunities, we encourage professional development through training and we take measures for the safety and health of people at work.

Framed in the System of *Compliance*, we have a protocol for the recognition of the rights and duties of working people that respects everything contained in current labour law, and must be understood without prejudice to other obligations stipulated by other regulatory codes of our business group. The Code of Ethics is given to all people who join TRAM.



TOTAL NUMBER OF NEW HIRES BY GENDER AND AGE RANGE

		2021	2022	2023
Trambaix	By gender	4	6	1
	Men	4	3	0
	Women	0	3	1
	By age range	4	6	1
	Under 30 years old	0	1	0
	Between 30 and 50 years old	4	5	1
	Over 50 years old	0	0	0
Trambesòs	By gender	6	6	4
	Men	4	4	3
	Women	2	2	1
	By age range	6	6	4
	Under 30 years old	0	0	0
	Between 30 and 50 years old	6	6	4
	Over 50 years old	0	0	0
TOTAL TRAM	By gender	Men	8	7
	Women	2	5	2
	By age range	Under 30 years old	0	1
		Between 30 and 50 years old	10	11
		Over 50 years old	0	0

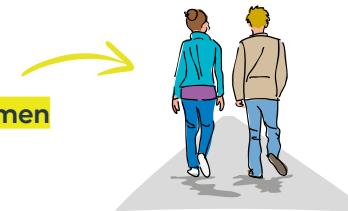
EMPLOYEE TURNOVER RATE

	2021	2022	2023	Change 2021-2023
Trambaix	1.98%	5.69%	5.39%	+172%
Trambesòs	6.60%	6.19%	6.15%	-7%

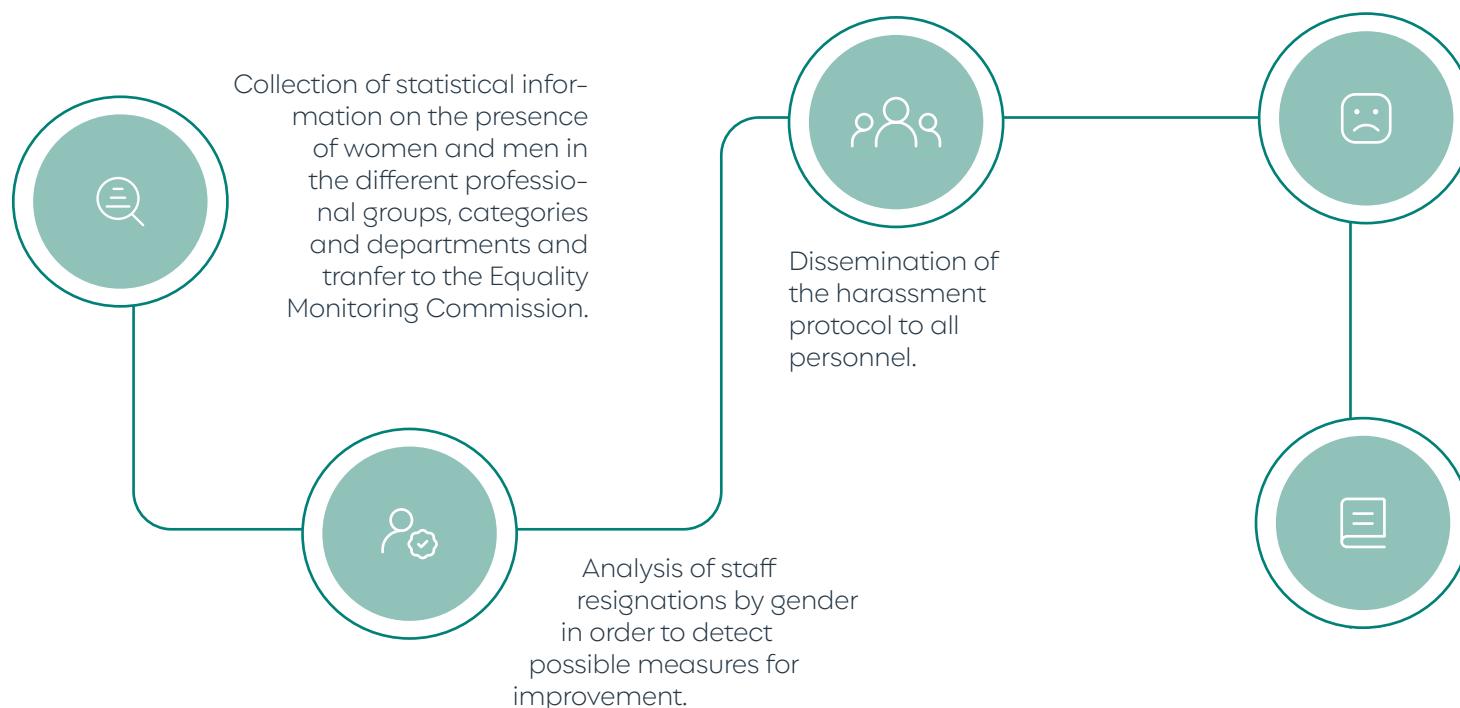
Three people (two men and one woman) took parental leave during 2023. After the leave, they all returned to work.

EQUALITY BETWEEN MEN AND WOMEN

In our two networks we have the **Equality Plan** to ensure the same **opportunities for women and men** and eradicate all kinds of gender-based discrimination.



Actions carried out in 2023 in relation to the Equality Plan:



We also have the **Protocol for prevention and action against harassment in the workplace**, which includes the guidelines and the process to follow in the event of a case of harassment and the persons to contact in this regard.

Equal pay and non-discrimination

At TRAM, we strongly believe in remuneration that does not discriminate on the basis of gender in the different professional categories. To guarantee this equality we have an equality protocol and the prohibition of discriminatory treatment, which underpins 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 board of directors. The Code of Conduct establishes the penalties for discriminatory conduct.

Measures for work/life balance and work flexibility

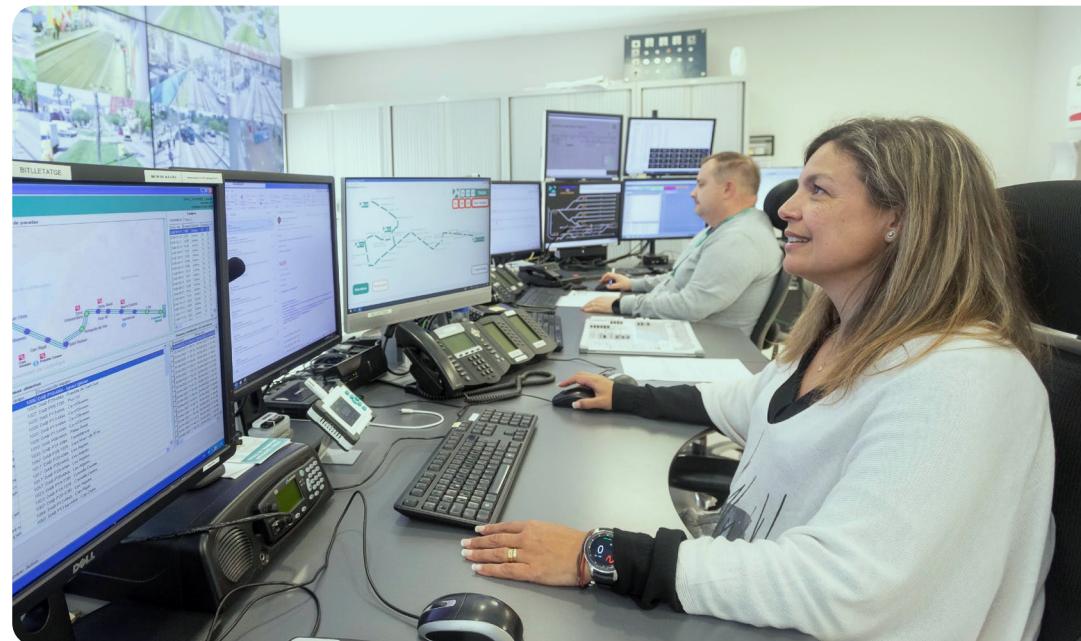
We make it easy
for work and
family balance

Three people
(two men and
one woman) took
**maternity or
paternity leave**
during 2023

After these
permissions, **100%**
returned to their
place of work

In Trambaix,
6% of the
workforce has
reduced working
hours: **7 people
out of 120**

In Trambesòs,
12% of the workforce
has a reduction of
the working day: **12
people out of 98**



OCCUPATIONAL SAFETY, A PRIORITY

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

Our priority is to guarantee **safety and health in the work environment** in accordance with the following objectives:



- Comply with current legislation in all areas and all the requirements of our public sector concession contracts.
- Have all the necessary resources for a management that identifies, evaluates and monitors all risks and allows the implementation of preventive measures.
- Promote the participation of the workforce to ensure that all prevention and safety activities are implemented.
- Integrate the entire workforce involved in prevention management.
- Promote risk prevention among all groups: travellers, suppliers and subcontracted companies.
- Work closely with public administration agencies and other bodies to set procedures, tools and work methods.

100% of the workforce is covered by the occupational health and safety management system and we have a Health and Safety Committee.

In 2023, a study was carried out on the exposure of workers to carcinogenic agents (silica) in accordance with RD 427/2021. The tram uses silica sand to guarantee wheel-rail friction in situations where there is a lack of grip. The results of the study indicate that the silica concentration value is below the minimum threshold established by the RD.

OCCUPATIONAL ACCIDENTS BY FREQUENCY AND SEVERITY

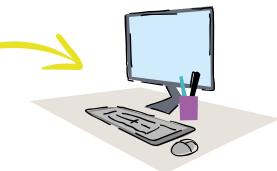
		2021	2022	2023	Change 2021-2023
Trambaix					
No. of accidents	With leave	4	7	0	-100%
	Without leave	3	1	1	-67%
Days lost due to accidents		109	339	107	-2%
Frequency rate		19.30	35.01	0.00	-100%
Severity rate		0.53	1.70	0.00	-100%
Incidence rate		32.00	57,38	0.00	-100%
Absenteeism rate		5.35	6.51	6.21	+16%
Trambesòs					
No. of accidents	With leave	4	6	3	-25%
	Without leave	0	1	0	--
Days lost due to accidents		331	487	129	-61%
Frequency rate		25.89	33.27	19.84	-23%
Severity rate		2.14	3.24	0.85	-60%
Incidence rate		40.40	51.55	30.93	-23%
Absenteeism rate		8,35	7.81	7.14	-14%
TOTAL TRAM					
No. of accidents	With leave	8	13	3	-63%
	Without leave	3	2	1	-67%
Days lost due to accidents		440	826	236	-46%



TRAINING AND PROFESSIONAL DEVELOPMENT

Training is a key element for the professional development of TRAM staff, as it allows them to improve their skills, update their knowledge and adapt to the constantly evolving challenges of the transport sector.

Through **continuing education programmes**, TRAM employees can acquire the necessary skills to offer a quality service and respond appropriately to the needs of users. In addition, the training encourages the personal and professional growth of employees, increasing their motivation, commitment and job satisfaction, key factors for achieving business objectives and maintaining excellence in the public transport service.



At TRAM we have an annual training plan in accordance with the UNE-EN ISO 9001:2015 standard, of which 23 actions were implemented in 2023. A total of 7,184 hours of training were given to Trambaix and Trambesòs staff. 100% of the workforce received at least one training course and, of the total number of hours completed, 3,564 were in safety matters.

TOTAL TRAINING HOURS

	2021	2022	2023	Change 2021-2023
Trambaix	3,589	3,128	5,033	+40%
Trambesòs	1,680	1,491	2,151	+28%
TOTAL TRAM	5,269	4,619	7,184	+36%

31.2 hours of training, on average, per working person

Initial training

People who join TRAM have specific initial training. The driving staff, the bulk of the personnel, are trained for a month and a half to ensure that they safely and soundly acquire the necessary knowledge to carry out their daily work. The inspection and operations staff of the central control point (PCC) have initial training consistent with their job description.

Contents:

- About TRAM
- Trambaix and Trambesòs tram systems
- Details of the tramway infrastructure
- Immersion in mobile equipment
- Introduction to signalling
- Review of the general traffic rules
- Resolution of incidents
- Explanation of communication
- Addressing incidents and accidents and passenger regulations
- Efficient driving (*ecodriving*)
- Occupational risk prevention
- Customer service

Continuous training

Continuous training is essential to ensure the quality of our service. It includes specific training such as the following:

- General management and leadership courses
- Technical specialisation courses
- Tram driving refresher courses; these consist of an eight-hour refresher event to bring up to date the knowledge and the possibilities for improving the service, during which it is used to analyse real cases and to find new solutions to everyday problems.



DRIVE FOR CORPORATE VOLUNTEERING

We promote several initiatives to promote the volunteering of the people who work at TRAM, aware that these actions shape the culture of the company and give the staff the opportunity to collaborate in actions with a positive social impact.

In 2023 we participated in the following initiatives:

- Crossing of the Sant Joan Despí Cycling Club
- Roba Amiga clothing collection campaign
- Aprenem Autisme Correblau race
- **Donations to the Blood and Tissue Bank**
- Christmas solidarity cause: Amics de la Gent Gran
- **Red Cross toy collection campaign**



VARIOUS CHANNELS FOR INTERNAL COMMUNICATION

Internal communication is key for TRAM because it aligns employees with the company's mission, vision and goals, fosters a positive and cohesive work climate and facilitates a sense of belonging.

TRAM internal communication channels:

- **Internal Communication Committee.** Made up of representatives from all the groups in the group: Driving, Inspection, Operation, Maintenance, Customer Service, Marketing, Human Resources and Administration, with the co-leadership of Human Resources and Marketing. **Internal Communication Team.** All the departments of TRAM Operadora are represented there and it is coordinated by the Human Resources and Marketing departments.
- **Meetings with the Management.** The Management Committee usually shares the most outstanding milestones of the year in an annual meeting open to the workforce.
- **Intranet, digital billboards and monthly newsletter *inTRAM*.** Our entire workforce has service and interest information and company news on the corporate intranet. The internal digital newsletter *inTRAM* also includes the most important news.
- **TRAMcomunica.** Corporate email address available to all staff to resolve queries and request general information.
- **Activities in the facilities.** Once a year we hold a party for the staff's children and we also make a Christmas toast intended to strengthen human ties.
- **TrimesTRAM.** Every quarter, all staff receive, via email, a collection of data about the company that includes the main operational indicators, the projects and the group's guidelines.





08

COMMITMENT
TO THE PLANET



COMMITMENT TO THE PLANET

At TRAM we look after the protection of the environment and promote efficient, respectful and low-impact mobility.

Our **environmental management system is certified according to the UNE-EN ISO 14001:2015 standard**. We also have an environmental risk management protocol to determine the roadmap for activities that have an environmental impact.



THE TRAM, AN EFFICIENT AND SUSTAINABLE MEANS OF PUBLIC TRANSPORT

The tramway is an example of sustainable mobility in cities, given that it does not pollute or emit fumes or noise. Running on rails reduces energy consumption about ten times compared to transporting the same weight on tyres, and takes up less public space than other means of transport, as it can carry more passengers per trip.

In addition, the use of the tram facilitates intermodality, that is, the connection with other means of transport within the city. The frequencies with which it circulates mean that there is almost no need to know the timetables.

ENVIRONMENTAL ADVANTAGES OF THE TRAM



1 tram

transporting on average
34 people:

0 g CO₂/km/user

0 g NO_x/km/user

0 g PM₁₀/km/user

0.15 kWh/km



1 passenger car

transporting on average
11 people:

122.33 g CO₂/km/user

0.75 g NO_x/km/user

0.04 g PM₁₀/km/user

0.83 kWh/km



Combatting climate change

Trams have 100% electric traction and generate no direct emissions. Vehicles with a combustion engine, on the other hand, emit CO₂, one of the gases that cause climate change. In addition, the tram uses 100% renewable energy.

Emissions saved between 2004 and 2023*

Trambaix

CO₂ (t): 7,525.28

NO_x (t): 45.95

Particles (t): 2.21

Trambesòs

CO₂ (t): 2,629.27

NO_x (t): 16.06

Particles (t): 0.77

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

Less pollution

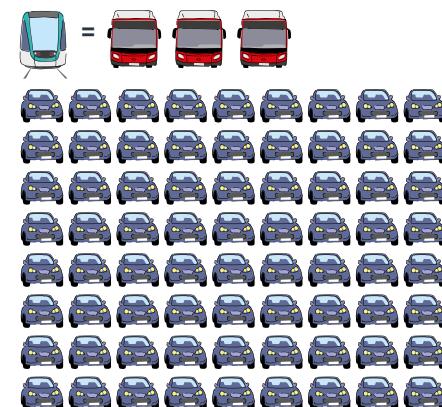
Vehicles with a combustion engine emit NO_x and suspended particles (PM₁₀), the main pollutants with a direct impact on people's health. On the other hand, the tram promotes the improvement of the quality of life of citizens, since it is a vehicle with 100% electric traction.

More energy efficiency

The low friction of the wheel and the rail allows energy consumption to be very efficient. In addition, during braking, our train engines generate electricity that is incorporated into the network and can be used by other trams.

Improvement of circulation

With a capacity of more than 200 people per tram, our trains can transport as many people as three buses or 180 cars.





RENEWABLE ENERGY AND SAVING MEASURES

Our trams and our facilities run on electricity from 100% renewable sources. The tram fleet is highly energy efficient and at the same time the tram reuses its own braking energy and feeds it back into the system for use by other nearby trains, resulting in energy savings of more than 25%.

We have the **Energy efficiency plan**, which includes the following actions:

- Monitoring the energy consumption of our vehicles: two Trambaix trains and two Trambesòs trains have a measurement system to know the consumption ratios in detail and implement efficiency-oriented measures.
- Deployment of an efficient driving training plan (ecodriving) based on the data extracted from the monitored trams.
- Control of parked trams and air conditioning and lighting parameters.
- **Changing the lighting to gain efficiency**, with the following measures:
 - Lighting inside trams with fluorescent LED technology
 - Lighting of the panels of the stops with fluorescent LED technology
 - Lighting of the exterior of the depots with LED projectors
 - Lighting of the four semi-underground stops (Cornellà Centre, Espronceda, Sant Martí de Provençals and Besòs) with LED technology bulbs.
- Installation of equipment to automatically turn on and off the lighting in offices and workshops.
- Disclosure of the environmental policy and the energy saving measures we take.



ENERGY CONSUMPTION

	2021	2022	2023	Change 2021-2023
Trambaix				
Electricity (kWh)	6,288,219	6,169,417	6,375,143	+1%
Trambesòs				
Electricity (kWh)	4,403,817	4,476,079	4,157,395	-6%
TOTAL Tram	10,692,036	10,645,496	10,532,538	-1%
<i>Energy consumption (kWh)</i>				

ANNUAL ENERGY CONSUMPTION PER KM TRAVELED

	2021	2022	2023	Change 2021-2023
TOTAL TRAM (kWh/km)	5.07	4.95	5.09	0%

The carbon footprint generated by our activity is offset through the **Voluntary compensation programme for greenhouse gas emissions** of the Catalan Climate Change Office.

Photovoltaic solar plant for self-consumption

A photovoltaic solar plant has been installed in the Trambaix depot, which each year generates nearly 125,000 kWh and a power output of 104.4 kW. Thanks to this own infrastructure, we can travel 27,400 km by tram at no cost or make 210,000 additional trips each year. The plant covers an area of 892 m² and is made up of 696 panels; the energy produced there is sold to the general electricity grid.

Our solar plant achieves saving in greenhouse gas emissions of 54 tons of CO₂ and 65 kg of SO₂ yearly.





REDUCTION OF WATER CONSUMPTION

Aware of the need to save such a scarce resource as water, in 2018 we opted for the remote reading of the irrigation connections in order to receive automatic alerts when certain volumes of use are exceeded and to be able to close the solenoid valve remotely. With this system we have been able to reduce water consumption and be prepared for any leaks, as well as shutting off grid connections in the event of frost and also extract water consumption histories.

We use ground water to irrigate the lawn areas and depots of the two networks, and we calculate consumption with the meters on the supply company's grid connections.

WATER INTAKE ACCORDING TO SOURCE (M ³)				
	2021	2022	2023	Change 2021-2023
Municipal water	105,826	113,651	4,566	-96%
Rainwater	19,251	39,446	4,200	-78%
TOTAL TRAM	125,077	153,097	8,766	-93%

In 2023 we reduced **water consumption by 93%**; in compliance with Legislative Decree 1/2023, of 28 February, which establishes extraordinary and urgent measures to deal with the exceptional drought, we have eliminated activities that entailed an expenditure of water such as watering lawns.



09

COMMITMENT
TO SOCIETY



COMMITMENT TO SOCIETY

For TRAM, carrying out social actions is essential to strengthen its commitment to the community. Through the Social Action Plan, TRAM contributes to the social, economic and cultural development of the areas where it operates, promoting the inclusion, cohesion and well-being of citizens. Social action allows us to have a positive impact and strengthen our role as an agent of change and progress in the community.

THE COMMITMENTS OF THE SOCIAL ACTION PLAN

With society

- Guarantee that TRAM's activities are carried out without discrimination, offering facilities to people with greater mobility difficulties.
- Promote the benefits of sustainable mobility and civility.



**45 actions
in 2023**
↑ 88%
SOCIETY
* Executed projects

With the workforce

- Guarantee safe and healthy working conditions under equal conditions.
- Generate wealth to reward shareholders, with ethical and transparent management.
- Promote mutually satisfactory relationships between TRAM staff and supplier companies.



**14 actions
in 2023**
↑ 27%
WORKFORCE
* Executed projects

With users

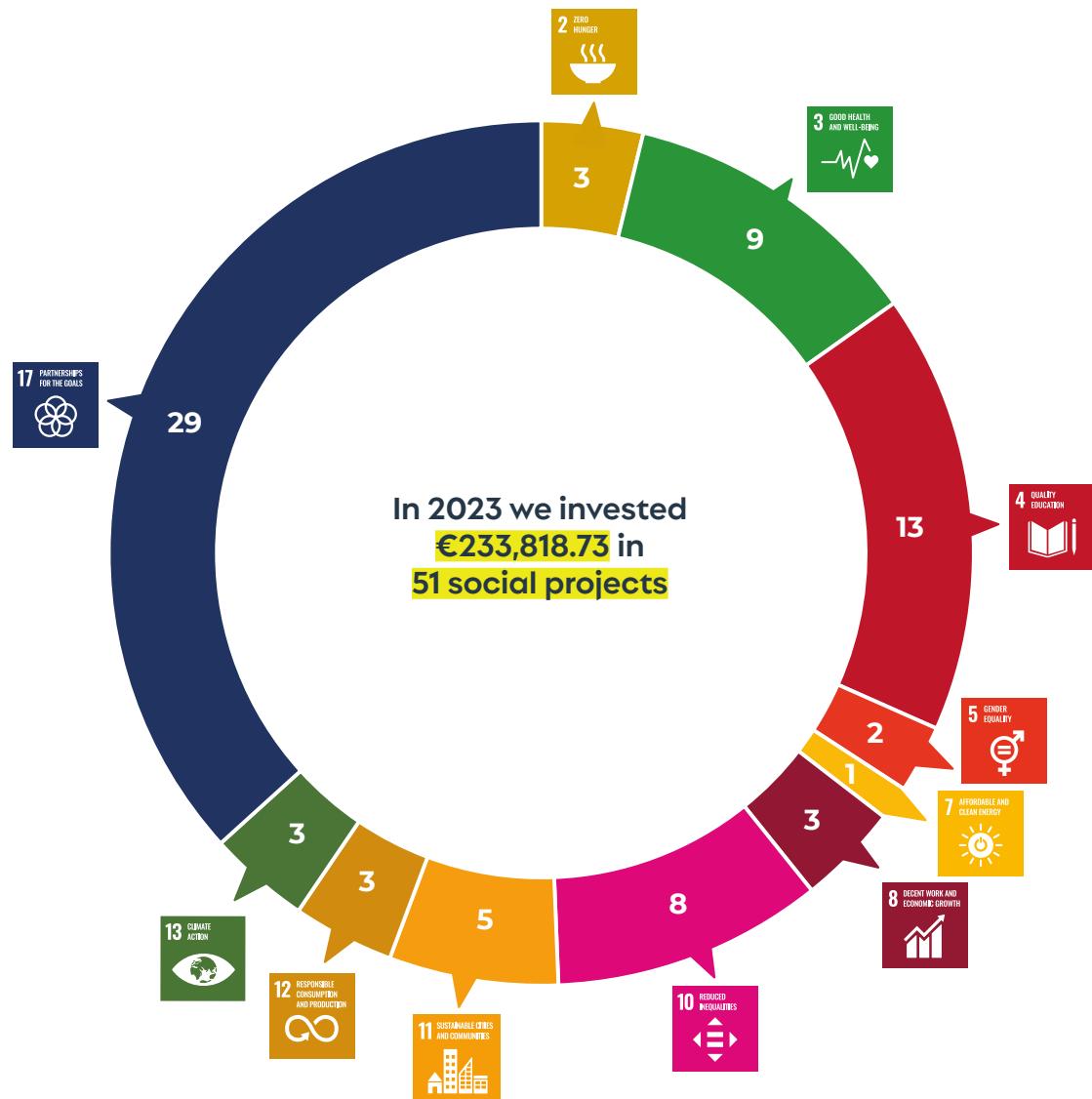
- Guarantee the provision of a service in accordance with the company's obligations and commitments and evaluate compliance through satisfaction surveys.
- Facilitate smooth communication with users to respond to their queries and complaints quickly and efficiently.



**12 actions
in 2023**
↑ 23%
USERS
* Executed projects

* The total of the actions does not match the 51 executed, since more than one commitment is being worked on at the same time with some of them.

CONTRIBUTION TO THE SUSTAINABLE DEVELOPMENT GOALS



PROJECTS FOR EQUITY AND SOCIAL INCLUSION

SJD Sant Joan de Déu Solidaritat

We facilitate access to public transport for homeless people

The "Access to mobility for the homeless" project, launched by Sant Joan de Déu with the support of Moventia and TRAM, aims to give free access to public transport in the city of Barcelona and the surrounding area to people in situation of homelessness so that they can attend their training activities, work, job search, medical visits, etc. During 2023, the aid directly affected nearly 600 people, and in the seven years that the alliance has lasted, nearly 3,600 people have benefited.



We promote "Starry Nights", **summer camps** for children in vulnerable situations.



Once again, from TRAM we have supported the "Starry Nights" project, which aims to reduce the risk of child malnutrition and improve the physical, mental, emotional and educational well-being of the most vulnerable children through contact with the nature. The children who benefit from this camp programme are sons/daughters of families who receive daily help from the Menjador Solidari Gregal social kitchen. In 2023 we increased TRAM's donation to Fundisoc.



Creu Roja

We collaborate with the Red Cross to improve the lives of vulnerable groups

Thanks to TRAM's long-standing commitment to this organisation, the Red Cross can offer support to women who have multiple vulnerabilities and risk of social exclusion for reasons of sex, age, ethnicity or religion, seeking to strengthen all their capacities and seeking their recovery and independence. In 2023, TRAM's contribution to the project of empowering these women had a positive impact on a total of 211. And this same year we also made an extraordinary donation to the organisation after the earthquakes in Turkey and Syria.





We support the Casal dels Infants

For the third year, we have renewed the collaboration agreement with Casal dels Infants, an organisation whose aim is to combat educational inequalities in the most vulnerable neighbourhoods of the metropolitan region of Barcelona. Our donation goes to the socio-educational centre in the Sant Roc neighbourhood, in Badalona.



We renew the collaboration with the Federation of Roma Associations of Catalonia

For the 15th consecutive year, we have renewed our collaboration with the Federation of Roma Associations of Catalonia (FAGiC) to address, through the organisation, the concerns, needs, demands and contributions of Roma people. FAGiC hosts 96 Roma associations from all over Catalonia.



We support the Soñar Despierto Foundation

We collaborate with the Soñar Despierto Foundation, which supports children, teenagers and young people who grow up or have grown up in care.





We continue to promote wheelchair tennis

From 24-28 May 2023, and under the motto "Our only limit is the court", the International Wheelchair Tennis Tournament has reached its 6th edition. Once again, the facilities of the Real Club de Polo de Barcelona hosted the TRAM Barcelona Open, which reaches the highest category, ITF1.

Apart from the sporting objective, this event does not lose sight of its social objective, raising awareness of wheelchair tennis and the values it represents – such as equal opportunities and social inclusion – in society, especially to children and youth, through exhibitions, clinics, talks in schools and a variety of activities parallel to the tournament.



We collaborate in the United Nations Children's Fund

Every year we make a donation for projects of the United Nations Children's Fund (UNICEF) and publicise through the insertion of images on the trams. In 2023 we made an extraordinary donation to the organisation after the earthquakes in Turkey and Syria.





We renew collaboration in the Project #SenseSostre

We have renewed the collaboration agreement with the Altarriba Foundation to fund part of the project Sense Sostre, which meets the basic and health needs of the pets of homeless people living on the streets of Barcelona. With TRAM's contribution, care has been guaranteed - identification, vaccination, deworming, sterilisation and other interventions— of more than 50 animals.



We donate the uniforms of the driving crews to the Clothes Bank

We have started a collaboration in the Clothes Bank, a project of the AEMA Foundation (currently Sargim Foundation), through the donation of 641 garments and accessories for the outdated uniforms of the driving crew. The Clothes Bank is a project in the public interest to meet the basic needs of families in situations of vulnerability, poverty and risk of social exclusion. The Foundation works with the city councils of Barcelona and L'Hospitalet de Llobregat, cities that have Clothes Bank stores from where clothes are distributed and offered to people referred to social services.



We support the cooperative Roba Amiga

Once again, we collaborated with Alstom and the Roba Amiga Cooperative to promote the reuse and recycling of clothing through a project to integrate people at risk of exclusion.





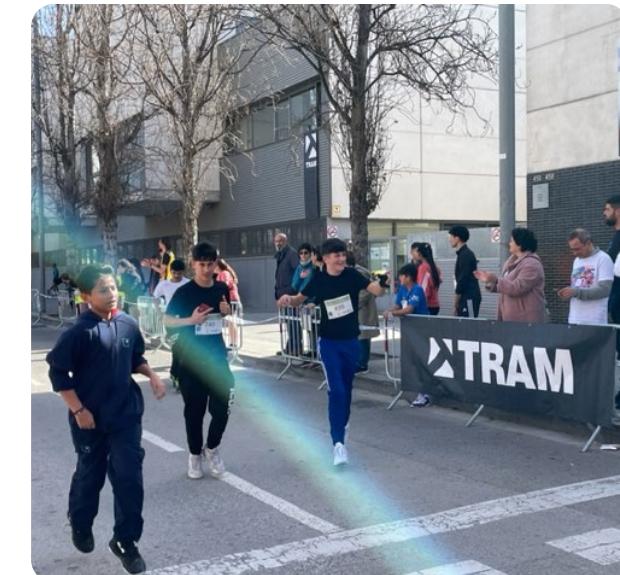
We collaborate with the Association Casal Infantil La Mina

TRAM collaborates with the Association Casal Infantil La Mina, whose mission is to promote childhood through action with children, their families and the community, fostering their educational, social and economic capacities to guarantee their well-being.



We support the associative and neighbourhood fabric

- Festivities in the Sant Ildefons neighbourhood
 - Sant Ildefons Neighbourhood Association
- La Mina Traders Association
- La Milla de La Mina Run at the La Mina School Institutea



PROJECTS FOR THE PROMOTION OF CO-EXISTENCE AND HEALTHY LIVING



We encourage blood donation

Under the motto "Give your best. Come to the TRAMvida to give blood", TRAM offers a tram for the Blood and Tissue Bank of Catalonia to serve blood donors in a different space from usual, in the heart of the city. On Friday 15 September the tram called TRAMvida was parked at the Francesc Macià stop and 100 people approached it. 219 patients will be able to benefit from their donations.



We support the campaign "An apple for life"

In Catalonia there are 9,000 people with multiple sclerosis, mostly young people, and there is currently no cure for this disease. Once again, at TRAM we have bought a charity apple for each of the employees to provide financial support to the Multiple Sclerosis Foundation.



Junts contra el càncer

We continue with the "Posem-li pebrots al càncer" campaign

On the occasion of World Cancer Day, we have once again supported the campaign "Posem-li pebrots al càncer" promoted by the Catalan Federation of Entities Against Cancer. The campaign involves selling bags of peppers at the symbolic price of one euro and a half. TRAM buys a bag for every member of the staff.





We donate glasses to the Ramon Martí i Bonet Foundation against Blindness

Glasses lost in tram facilities and not claimed are donated to the Ramon Martí i Bonet Foundation against Blindness. In 2023, 36 pairs of glasses were sent.



We promote Click Scholarships

In 2023 we reaffirmed our commitment to the IRES Foundation's Click Scholarships. The aim of these scholarships is for boys and girls to continue their educational journey during a school year. The scholarship covers an entire year and is tailored to the needs of each young person. The Click project includes a personalised work plan, education and training enrolments, specialised support, etc.



TOMANDO CONCIENCIA

We encourage healthy and sustainable good practices

In 2023 we again supported the Tomando Conciencia Foundation by collaborating in its campaign to promote good practices in food, environmental care, health and physical activity through social networks. This foundation is a mouthpiece for people and social causes that promote a healthy and sustainable lifestyle.



We promote sustainable mobility with various activities



→ 20th edition of La BaixCicleta-dà, the popular bike ride through the Baix Llobregat



→ 6th edition of Mobilona, the road education day of Badalona



→ European Mobility Week
in Cornellà and Sant Joan Despí



→ Bike Festival 2023 of
Barcelona



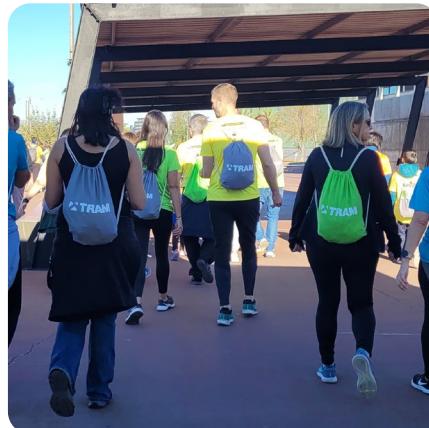
We collaborate with sports and charity organisations and activities



→ **Solidarity football tournament** of the Spanish Foundation for the Promotion of Research into Amyotrophic Lateral Sclerosis (FUNDELA)



→ **III Women's Tournament TRAM CHL Jujol line hockey**, with the aim of giving visibility to gender equality in minority sports



→ **CorreBlau**, solidarity race for the inclusive education of students with autism



→ **Wodcelona**, competition with adaptive athletes



→ **Vilassar de Mar adapted race**



→ **La Travessa**, cycling race in which TRAM staff also participate



→ **Sant Joan Despí Football Club – San Pancracio**



→ **Sant Roc Football School – La Mina**

CULTURE ACCESS PROJECTS



We promote the city's great museums with Articket

For the sixth consecutive year, we have renewed the collaboration agreement with Articket, the passport that gives access to the permanent and temporary exhibitions of the six best art museums in Barcelona: the MACBA, the Centre for Contemporary Culture of Barcelona, the Joan Miró Foundation, the Picasso Museum in Barcelona, the National Art Museum of Catalonia and the Antoni Tàpies Foundation.

The agreement establishes the collaboration between TRAM and these museums with the aim of facilitating the dissemination of its exhibitions and promoting knowledge of the cultural exhibition offering of the city's museums.



We continue to support the Gran Teatre del Liceu

We collaborate with the Gran Teatre del Liceu by providing the complete vinyl wrapping of five Trambaix trams during the theatre season and we are present in the promotional products of this institution. We also facilitate access to culture for TRAM users and internal staff by holding a prize draw tickets for the Liceu Opera House.



We support the Associació Joventut Clàssica Orpheus

We collaborate with the Asociació Joventut Clàssica Orpheus, a group of students and professionals dedicated to the promotion of classical music and young talent that aims to be a meeting point for young Catalan performers and professional musicians. At TRAM we have sponsored the series of concerts for the 2023-2024 season, "Orpheus, the rebellion of the myth".





We back a new edition of Exporecerca Jove

In 2023, the 24th edition of Exporecerca Jove was held, an international research fair in which secondary and Spanish Baccalaureate students from all over the world present their research projects.



We collaborate in the Argonautes programme

Argonautes is a funding programme for school trips to appreciate cultural heritage, promoted by the Catalan Agency for Cultural Heritage of the Government of Catalonia, which targets education establishments of the utmost complexity.

TRAM is one of the organisations that collaborates in this pioneering project in the field of social inclusion for accessibility to museums and cultural facilities. In 2023, 215 requests for transport aid have been granted.



48H OPEN HOUSE BARCELONA

We participate in the Open House BCN 2023

376 people passed through the TRAM depots as part of the new edition of the 48h Open House BCN, at the **city architecture festival**.



OTHER COLLABORATIONS AND OWN PROJECTS

Proximity tourism with the TRAM Route

We have renewed the collaboration with the Tourism Consortium of Baix Llobregat, the Regional Council of Baix Llobregat and the municipalities of Cornellà de Llobregat, Esplugues de Llobregat, Sant Feliu de Llobregat, Sant Joan Despí and Sant Just Desvern to continue promoting the Route of the TRAM.

The **tourist campaign "On Route with the TRAM"**, already consolidated in the territory, it promotes sustainable tourism by using public transport to discover important places, visit iconic buildings and enjoy fine dining around the tram in the Baix Llobregat area. In addition, it offers discounts to visit these tourist and cultural attractions close to the Trambaix network.



La TRAMa literary contest

In 2023 we held the 9th edition of TRAM's online collective stories competition: La TRAMa.

In the annual literary competition held by TRAM and the ATM, five renowned authors start the stories that the participants then co-write in teams. The personalities chosen this year to start the stories were the theater director Sergi Belbel, the journalists Natza Farré and Eva Piquer, the actress, poet and playwright Estel Solé and the writer Matthew Tree. All participants in La TRAMa receive gifts.



Art at TRAM

In 2023 we inaugurated the last Art intervention in the TRAM at the semi-underground Espronceda stop of lines T5 and T6 by the artist Kenor. During the month of March, this multidisciplinary urban artist worked there combining three key ideas: connection, movement and deformation of images. The end result is a large mural that shows the sounds, movements and rhythms of urban life.

Art al TRAM is a project of artistic interventions curated by the urban art production company Rebobinart, which aims to use art to revitalise spaces where people pass through in the tram facilities and make them more friendly, as well as generating unique experiences for travellers.



Watch video



Dissemination of the Dravet Syndrome Foundation

For the tenth consecutive year, TRAM has celebrated the holidays through a solidarity Christmas campaign. This year, the organisation chosen by the workforce to appear in the advertising media was the Dravet Syndrome Foundation. This organisation works to promote, encourage and connect the world's main research centres for Dravet syndrome with the aim of finding effective treatments for this disease.



Watch video

"It won't wash", TRAM's new anti-fraud campaign

In 2023, the tram of the metropolitan region of Barcelona launched an anti-fraud campaign to make people who use public transport aware of the need to validate their ticket on every trip. With the slogan "It won't wash", the campaign uses various excuses that the inspection and customer service team hear on a daily basis, for example, "I left the ticket at home" or "I sat down to look for the card", and also incorporates a text informing of the consequence of committing fraud: having to pay a €100 fine.

The campaign, which lasted a month, could be seen on the physical media of the tram and also on online channels: stops, trams, validators, web and social networks.



Christmas with TRAM

TRAM sponsored the Barcelona Christmas Festival, a show of performing arts and musical performances in Plaça de Catalunya; it also made possible the Christmas concert of the newspaper Ara, held in the Auditorium and dedicated to soundtracks of John Williams.

On December 21st and 22nd, tram journeys were also accompanied by two Veus del Nadal concerts.



TRAMEDUCA

For the sixteenth year in a row, TRAM has organized and offered the TRAMEDUCA educational service, with the aim that participants learn about the operation of the tram and reflect on civility, inclusion and sustainability, values related to public transport.

2-6 years

WATCH THE TRAM

68
sessions

Through a story, the children get to know how the Barcelona tram works.

23
schools
and
colleges

6-8 years

INVESTIGATE THE TRAM

30
sessions

Children become little researchers and, based on a game of questions and clues, discover the tram.

15
schools
and
colleges

8-10 years

EXPERIENCE PUBLIC TRANSPORT

39
sessions

To get to know the most important aspects and the importance of civic and respectful attitudes in public transport.

20
schools
and
colleges

10-12 years

EXPERIENCE ADVENTURE ON THE TRAM

26
sesiones

To simulate planning and travelling by tram and thus work on personal autonomy and good behaviour in public transport.

15
schools
and
colleges

10-12 years

TRAM BARCELONA OPEN

16
sessions

To learn to relate to diversity through the values of adapted sport.

9
schools
and
colleges

12-16 years

THE ENERGY OF THE TRAM

26
sessions

Activity to get to know the tram from an environmental and technological perspective.

13
schools
and
colleges

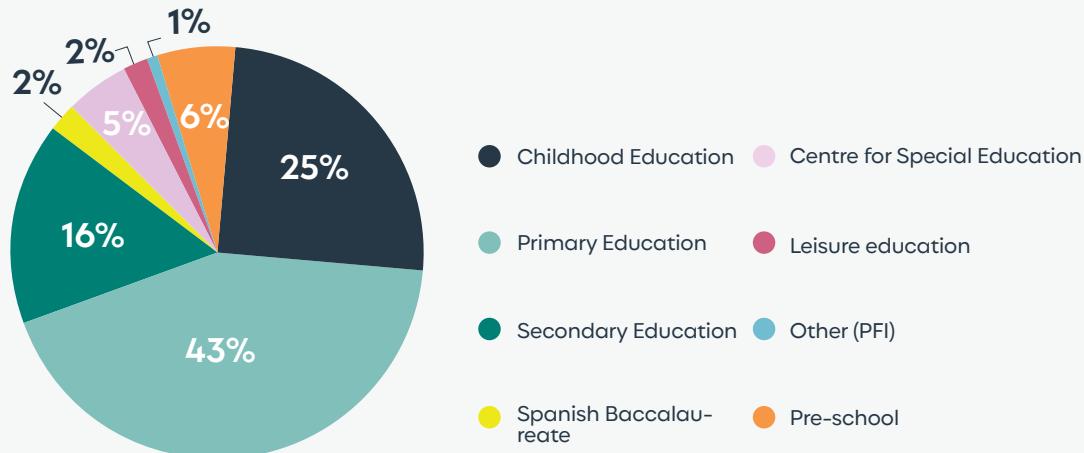
12-18 years

AND YOU, WHAT DO YOU THINK?

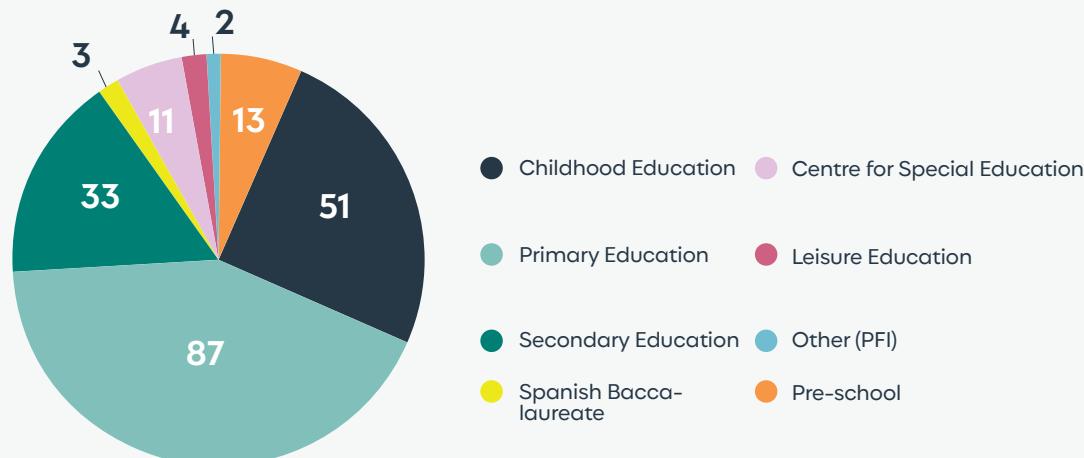
15
sessions

To reflect on the importance of having public transport and on the specific characteristics of the tram. Emphasis is placed on aspects of safety and respect for public spaces.

PARTICIPATION BY EDUCATIONAL LEVELS



SESSIONS BY TYPE OF EDUCATIONAL ESTABLISHMENT



A total of **4,750 students from 13 municipalities** participated in the **204 free activities** of the TRAM educational project during the 2022-2023 academic year



The programme of activities of the TRAMeduca service has the **Quality Seal of the Institute of Education Sciences** of the University of Barcelona. This seal is part of the accreditation project for the educational activities promoted by the ICE and the Council for Pedagogical Coordination of Barcelona City Council.



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ABOUT THIS REPORT



ABOUT THIS REPORT

This report corresponds to the period between January 1 and December 31, 2023 and has been prepared using the GRI Standards as a reference.

It contains all the information about the management, the actions and the results obtained by the TRAM business group, as well as our challenges and commitments to the people who use the tram service, the workforce and society.

We understand that the evolution of our society requires sustainable growth, and so does our activity, because it is not acceptable that in order to meet the needs of the present we put at risk the ability to meet the needs of future generations. It is a sustainable development that encompasses both environmental and social and ethical factors, and which also requires permanent renewal aimed at continuous improvement.

For those who want more information about the content of this report, we always keep a communication channel open at premsatram@tram.cat.





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TABLE OF
CONTENTS
GRI



INDEX OF CONTENTS GRI

Statement of use: TRAM presents the information mentioned in this GRI content index for the period between 1 January and 31 December 2023, using the GRI Standards as a reference.

GENERAL BASIC CONTENTS		
GRI standard indicator	Page or direct response	Omissions
GRI 2: General contents 2021		
Profile of the organisation		
2-1 Details of the organisation	TRAM - Tram of the Metropolitan Region of Barcelona Còrsega 270 4t 6a, 08008 Barcelona	
2-2 Entities included in the sustainability report	Tramvia Metropolità, SA - Tramvia Metropolita del Besòs, SA	
2-3 Period covered by the report, frequency and point of contact	The report covers the period between 1 January and 31 December 2023. Date of last report: 2022 Report preparation cycle: annual	
2-4 Restatement of information	There has been no restatement of information contained in previous reports. If the calculation formula has been changed in any figure, it is specified with a footnote.	
2-5 External verification	The report has not been externally verified.	
2-6 Activities, value chain and other commercial relationships	TRAM, EFFICIENT METROPOLITAN TRANSPORT In 2023, there have been no significant changes to the organisation or its supply chain.	

GRI standard indicator

Page or direct response

Omissions

2-7 Working people

In 2023, there were no significant fluctuations in relation to the number of working people during the period covered by the report.

TOTAL NUMBER OF WORKERS AND DISTRIBUTION BY GENDER

	2021	2022	2023
Trambaix	138	134	132
Men	107	103	101
% men	78%	77%	77%
Women	31	31	31
% women	22%	23%	23%
Trambesòs	97	95	98
Men	84	82	85
% men	87%	86%	87%
Women	13	13	13
% women	13%	14%	13%
TOTAL TRAM	235	229	230
Men	191	185	186
% men	81%	81%	81%
Women	44	44	44
% women	19%	19%	19%

GRI standard indicator

Page or direct response

Omissions

TOTAL NUMBER OF WORKING PEOPLE AND DISTRIBUTION BY AGE RANGE			
	2021	2022	2023
Trambaix	138	134	132
Under 30 years old	2	1	1
% under 30 years old	1%	1%	1%
Between 30 and 50 years old	88	75	68
% between 30 and 50 years old	64%	56%	52%
Over 50 years old	48	58	63
% over 50 years old	35%	43%	48%
Trambesòs	97	95	98
Under 30 years old	0	0	0
% under 30 years old	0%	0%	0%
Between 30 and 50 years old	69	63	62
% between 30 and 50 years old	71%	66%	63%
Over 50 years old	28	32	36
% over 50 years old	29%	34%	37%
TOTAL TRAM	235	229	230
Under 30 years old	2	1	1
% under 30 years old	1%	0%	0%
Between 30 and 50 years old	157	138	130
% between 30 and 50 years old	67%	60%	57%

GRI standard indicator

Page or direct response

Omissions

TOTAL NUMBER OF PERMANENT AND TEMPORARY WORKERS
AND DISTRIBUTION BY GENDER

2021 2022 2023

Trambaix

Indefinite (permanent)	136	132	129
Men	105	102	99
Women	31	30	30
Temporary	2	2	3
Men	2	1	2
Women	0	1	1

Trambesòs

Indefinite (permanent)	94	95	94
Men	82	83	81
Women	12	12	13
Temporary	3	2	1
Men	2	1	1
Women	1	1	0

TOTAL TRAM

Indefinite (permanent)

Men	187	185	180
Women	43	42	43
Temporary			
Men	2	1	2
Women	1	2	1

01 LETTER FROM THE CHAIRMAN	02 HIGHLIGHTS OF 2023	03 TRAM, EFFICIENT METROPOLITAN TRANSPORT	04 COMMITMENT TO SUSTAINABILITY	05 COMMITMENT TO GOVERNANCE AND ETHICS	06 COMMITMENT TO USERS	07 INTERNAL COMMITMENT	08 COMMITMENT TO THE PLANET	09 COMMITMENT TO SOCIETY	10 ABOUT THIS REPORT	11 TABLE OF CONTENTS GRI
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GRI standard indicator	Page or direct response	Omissions
Governance		
2-9 Structure and composition of the organisation's governance	TRAM ORGANISATION CHART	
2-11 Chairman of the highest governing body	The chairman of TRAM is not a senior executive of the organisation.	
2-15 Conflicts of interest	THE REGULATORY COMPLIANCE SYSTEM	
2-17 Collective knowledge of the highest governing body	COMMITMENT TO SUSTAINABILITY	
Strategy, policies and practices		
2-22 Declaration on the sustainable development strategy	LETTER FROM THE CHAIRMAN	
Ethics and integrity		
2-23 Policy commitments	Quality policy Policy of TRAM Operator Criminal compliance policy	
2-24 Incorporation of political commitments	COMMITMENT TO GOVERNANCE AND ETHICS	
2-25 Processes to remedy negative impacts	COMMITMENT TO GOVERNANCE AND ETHICS	
2-26 Mechanisms for seeking advice and raising concerns	THE ETHICS CHANNEL	
2-27 Compliance with laws and regulations	In 2023, there was no case of legislative non-compliance.	

GRI standard indicator

Page or direct response

Omissions

GRI standard indicator	Page or direct response	Omissions																																																																	
ENVIRONMENTAL ISSUES																																																																			
GRI 301: Materials 2016																																																																			
3-3 Management of material issues	MATERIALITY MATRIX																																																																		
301-1 Materials used by weight or volume	RECYCLED MATERIALS USED (TONS) <table> <thead> <tr> <th></th> <th>2021</th> <th>2022</th> <th>2023</th> <th>Change 2021-2023</th> </tr> </thead> <tbody> <tr> <td>Trambaix</td> <td>160</td> <td>275</td> <td>150</td> <td>-6%</td> </tr> <tr> <td>Material used (paper)</td> <td>160</td> <td>275</td> <td>150</td> <td></td> </tr> <tr> <td>Material used (recycled paper)</td> <td>0</td> <td>0</td> <td>0</td> <td></td> </tr> <tr> <td>% consumption of recycled paper</td> <td>0</td> <td>0</td> <td>0</td> <td></td> </tr> <tr> <td>Trambesòs</td> <td>212.5</td> <td>237.5</td> <td>200</td> <td>-6%</td> </tr> <tr> <td>Material used (paper)</td> <td>212.5</td> <td>237.5</td> <td>200</td> <td></td> </tr> <tr> <td>Material used (recycled paper)</td> <td>0</td> <td>0</td> <td>0</td> <td></td> </tr> <tr> <td>% consumption of recycled paper</td> <td>0</td> <td>0</td> <td>0</td> <td></td> </tr> <tr> <td>TOTAL TRAM</td> <td>372.5</td> <td>512.5</td> <td>350</td> <td>-6%</td> </tr> <tr> <td>Material used (paper)</td> <td>372.5</td> <td>512.5</td> <td>350</td> <td></td> </tr> <tr> <td>Material used (recycled paper)</td> <td>0</td> <td>0</td> <td>0</td> <td></td> </tr> <tr> <td>% consumption of recycled paper</td> <td>0</td> <td>0</td> <td>0</td> <td></td> </tr> </tbody> </table>		2021	2022	2023	Change 2021-2023	Trambaix	160	275	150	-6%	Material used (paper)	160	275	150		Material used (recycled paper)	0	0	0		% consumption of recycled paper	0	0	0		Trambesòs	212.5	237.5	200	-6%	Material used (paper)	212.5	237.5	200		Material used (recycled paper)	0	0	0		% consumption of recycled paper	0	0	0		TOTAL TRAM	372.5	512.5	350	-6%	Material used (paper)	372.5	512.5	350		Material used (recycled paper)	0	0	0		% consumption of recycled paper	0	0	0		
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GRI standard indicator	Page or direct response	Omissions																														
GRI 302: Energy 2016																																
3-3 Management of material issues	MATERIALITY MATRIX																															
302-1 Energy consumption within the organisation	ENERGY CONSUMPTION																															
302-3 Energy intensity	ENERGY CONSUMPTION																															
302-4 Reduction of energy consumption	ENERGY CONSUMPTION																															
GRI 303: Water 2018																																
3-3 Management of material issues	MATERIALITY MATRIX																															
303-3 Water collection by source	REDUCTION OF WATER CONSUMPTION																															
GRI 306: Waste 2020																																
3-3 Management of material issues	MATERIALITY MATRIX																															
306-1 Generation of waste and significant impacts related to waste	<p>WASTE GENERATED (TONS)</p> <table border="1"> <thead> <tr> <th></th> <th>2021</th> <th>2022</th> <th>2023</th> <th>Change 2021-2023</th> </tr> </thead> <tbody> <tr> <td>Trambaix</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Hazardous waste</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Production (t)</td> <td>18,510</td> <td>12,930</td> <td>19,200</td> <td>+4%</td> </tr> <tr> <td>Recovered waste (t)</td> <td>4,130</td> <td>3,830</td> <td>3,680</td> <td>-11%</td> </tr> <tr> <td>Recovered waste</td> <td>22.31%</td> <td>29.62%</td> <td>19.17%</td> <td>-14%</td> </tr> </tbody> </table>		2021	2022	2023	Change 2021-2023	Trambaix					Hazardous waste					Production (t)	18,510	12,930	19,200	+4%	Recovered waste (t)	4,130	3,830	3,680	-11%	Recovered waste	22.31%	29.62%	19.17%	-14%	
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306-3 Waste generated																																
306-4 Waste not sent for disposal																																
306-5 Waste for disposal																																

GRI standard indicator	Page or direct response				Omissions
	Non-hazardous waste				
Production (t)	62,200	47,540	41,590	-33%	
Recovered waste (t)	29,500	21,160	14,250	-52%	
Recovered waste	47.43%	44.51%	34.26%	-28%	
	Trambesòs				
	Hazardous waste				
Production (t)	16,800	8,840	18,050	+7%	
Recovered waste (t)	3,020	1,070	1,770	-41%	
Recovered waste	17.98%	12.10%	9.81%	-45%	
	Non-hazardous waste				
Production (t)	47,980	42,460	30,790	-36%	
Recovered waste (t)	19,260	16,650	17,710	-8%	
Recovered waste	40.14%	39.21%	57.52%	+43%	
	TOTAL TRAM				
	Hazardous waste				
Production (t)	35,310	21,770	37,250	+5%	
Recovered waste (t)	7,150	4,900	5,450	-24%	
Recovered waste	20.25%	22.51%	14.63%	-28%	
	Non-hazardous waste				
Production (t)	110,180	90,000	72,380	-34%	
Recovered waste (t)	48,760	37,810	31,960	-34%	
Recovered waste	44.25%	42.01%	44.16%	0%	

GRI standard indicator		Page or direct response	Omissions
SOCIAL ISSUES			
GRI 401: Employment 2016			
3-3 Management of material issues		MATERIALITY MATRIX	
401-1 New hires and staff turnover		INTERNAL COMMITMENT	
401-3 Parental leave		MEASURES FOR WORK/LIFE BALANCE AND WORK FLEXIBILITY	
GRI 403: Health and safety at work			
2018			
3-3 Management of material issues		MATERIALITY MATRIX	
403-1 Occupational health and safety management system		OCCUPATIONAL SAFETY, A PRIORITY	
403-2 Hazard identification, risk assessment and incident investigation		OCCUPATIONAL SAFETY, A PRIORITY	
403-3 Health services at work		OCCUPATIONAL SAFETY, A PRIORITY	
403-5 Training of the workforce on health and safety at work		OCCUPATIONAL SAFETY, A PRIORITY	
403-9 Injuries due to work accidents		OCCUPATIONAL SAFETY, A PRIORITY	
403-10 Occupational diseases			
GRI 404: Training and education			
2016			
3-3 Management of material issues		MATERIALITY MATRIX	
404-1 Average hours of training per year per employee		TRAINING AND PROFESSIONAL DEVELOPMENT	

GRI standard indicator	Page or direct response	Omissions																																																
404-2 Programmes to develop employee skills and transition assistance programmes	TRAINING AND PROFESSIONAL DEVELOPMENT																																																	
GRI 405: Diversity and equal opportunities 2016																																																		
3-3 Management of material issues	MATERIALITY MATRIX																																																	
405-1 Diversity of governing bodies and workers	<p>WORKING PEOPLE BY JOB CATEGORY ACCORDING TO GENDER AND AGE GROUP</p> <table> <thead> <tr> <th></th> <th>2021</th> <th>2022</th> <th>2023</th> </tr> </thead> <tbody> <tr> <td>Trambaix</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Management</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Men</td> <td>9</td> <td>8</td> <td>7</td> </tr> <tr> <td>Women</td> <td>2</td> <td>2</td> <td>2</td> </tr> <tr> <td>Under 30 years old</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Between 30 and 50 years old</td> <td>6</td> <td>5</td> <td>4</td> </tr> <tr> <td>Over 50 years old</td> <td>5</td> <td>5</td> <td>5</td> </tr> <tr> <td>Staff</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Men</td> <td>9</td> <td>8</td> <td>8</td> </tr> <tr> <td>Women</td> <td>17</td> <td>17</td> <td>16</td> </tr> <tr> <td>Under 30 years old</td> <td>2</td> <td>1</td> <td>1</td> </tr> </tbody> </table>		2021	2022	2023	Trambaix				Management				Men	9	8	7	Women	2	2	2	Under 30 years old	0	0	0	Between 30 and 50 years old	6	5	4	Over 50 years old	5	5	5	Staff				Men	9	8	8	Women	17	17	16	Under 30 years old	2	1	1	
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GRI standard indicator	Page or direct response	01	02	03	04	05	06	07	08	09	10	11
	Between 30 and 50 years old	21						20			19	
	Over 50 years old	3						4			4	
	Driving											
	Men	66						65			64	
	Women	11						11			11	
	Under 30 years old	0						0			0	
	Between 30 and 50 years old	52						43			39	
	Over 50 years old	25						33			36	
	Inspection											
	Men	14						14			14	
	Women	1						1			2	
	Under 30 years old	0						0			0	
	Between 30 and 50 years old	4						4			3	
	Over 50 years old	11						11			13	
	PCC											
	Men	9						8			8	
	Women	0						0			0	
	Under 30 years old	0						0			0	
	Between 30 and 50 years old	5						3			3	
	Over 50 years old	4						5			5	
	Omissions											

GRI standard indicator	Page or direct response	Omissions		
Trambesòs				
Management				
Men	0	2	2	
Women	0	0	0	
Under 30 years old	0	0	0	
Between 30 and 50 years old	0	2	2	
Over 50 years old	0	0	0	
Staff				
Men	9	7	9	
Women	3	3	3	
Under 30 years old	0	0	0	
Between 30 and 50 years old	9	7	9	
Over 50 years old	3	3	3	
Driving				
Men	54	53	53	
Women	8	8	8	
Under 30 years old	0	0	0	
Between 30 and 50 years old	49	45	45	
Over 50 years old	13	16	16	

GRI standard indicator	Page or direct response	Omissions		
	Inspection			
	Men	15	13	14
	Women	1	1	1
	Under 30 years old	0	0	0
	Between 30 and 50 years old	6	4	3
	Over 50 years old	10	10	12
	PCC			
	Men	6	7	7
	Women	1	1	1
	Under 30 years old	0	0	0
	Between 30 and 50 years old	5	5	3
	Over 50 years old	2	3	5
	TOTAL TRAM			
	Management			
	Men	9	10	9
	Women	2	2	2

GRI standard indicator	Page or direct response	0	0	0	Omissions
	Under 30 years old	0	0	0	
	Between 30 and 50 years old	6	7	6	
	Over 50 years old	5	5	5	
	Staff				
	Men	18	15	17	
	Women	20	20	19	
	Under 30 years old	2	1	1	
	Between 30 and 50 years old	30	27	28	
	Over 50 years old	6	7	7	
	Driving				
	Men	120	118	117	
	Women	19	19	19	
	Under 30 years old	0	0	0	
	Between 30 and 50 years old	101	88	84	

GRI standard indicator	Page or direct response	Omissions			
		Over 50 years old	38	49	52
	Inspection				
	Men		29	27	28
	Women		2	2	3
	Under 30 years old		0	0	0
	Between 30 and 50 years old		10	8	6
	Over 50 years old		21	21	25
	PCC				
	Men		15	15	15
	Women		1	1	1
	Under 30 years old		0	0	0
	Between 30 and 50 years old		10	8	6
	Over 50 years old		6	8	10

GRI standard indicator	Page or direct response	Omissions
405-2 Ratio between the base salary and the remuneration of women and men	EQUAL PAY AND NON-DISCRIMINATION	
GRI 406: Non-discrimination 2016		
3-3 Management of material issues	MATERIALITY MATRIX	
406-1 Cases of discrimination and corrective actions taken	In 2023, no case of discrimination occurred.	
GRI 410: Practices in security 2016		
3-3 Management of material issues	MATERIALITY MATRIX	
GRI 413: Local communities 2016		
3-3 Management of material issues	MATERIALITY MATRIX	
413-1 Operations involving the local community, impact assessments and development programmes		No data available. From 2024 they will start to be collected.
GRI 416: Customer Health and Safety 2016		
3-3 Management of material issues	MATERIALITY MATRIX	
416-2 Cases of non-compliance related to the impacts of product and service categories on health and safety		No data available. From 2024 they will start to be collected.
NON-GRI: Service quality and efficiency		

GRI standard indicator	Page or direct response	Omissions																																																																																		
NON-GRI: Consumer satisfaction and well-being	USER SATISFACTION																																																																																			
	INQUIRIES TO CUSTOMER SERVICE <table> <thead> <tr> <th></th><th>2021</th><th>2022</th><th>2023</th><th>Change 2021-2023</th></tr> </thead> <tbody> <tr> <td>Trambaix</td><td>8,389</td><td>9,890</td><td>10,052</td><td>+20%</td></tr> <tr> <td>Requests for information</td><td>5,630</td><td>7,157</td><td>7,626</td><td></td></tr> <tr> <td>Suggestions</td><td>12</td><td>20</td><td>23</td><td></td></tr> <tr> <td>Complaints</td><td>1,157</td><td>1,242</td><td>1,231</td><td></td></tr> <tr> <td>Incidents</td><td>1,590</td><td>1,471</td><td>1,172</td><td></td></tr> <tr> <td>Trambesòs</td><td>8,435</td><td>10,307</td><td>11,934</td><td>+41%</td></tr> <tr> <td>Requests for information</td><td>7,389</td><td>9,186</td><td>10,852</td><td></td></tr> <tr> <td>Suggestions</td><td>6</td><td>3</td><td>10</td><td></td></tr> <tr> <td>Complaints</td><td>392</td><td>414</td><td>626</td><td></td></tr> <tr> <td>Incidents</td><td>648</td><td>704</td><td>446</td><td></td></tr> <tr> <td>TOTAL TRAM</td><td>16,824</td><td>20,197</td><td>21,986</td><td>+31%</td></tr> <tr> <td>Requests for information</td><td>13,019</td><td>16,343</td><td>18,478</td><td></td></tr> <tr> <td>Suggestions</td><td>18</td><td>23</td><td>33</td><td></td></tr> <tr> <td>Complaints</td><td>1,549</td><td>1,656</td><td>1,857</td><td></td></tr> <tr> <td>Incidents</td><td>2,238</td><td>2,175</td><td>1,618</td><td></td></tr> </tbody> </table>					2021	2022	2023	Change 2021-2023	Trambaix	8,389	9,890	10,052	+20%	Requests for information	5,630	7,157	7,626		Suggestions	12	20	23		Complaints	1,157	1,242	1,231		Incidents	1,590	1,471	1,172		Trambesòs	8,435	10,307	11,934	+41%	Requests for information	7,389	9,186	10,852		Suggestions	6	3	10		Complaints	392	414	626		Incidents	648	704	446		TOTAL TRAM	16,824	20,197	21,986	+31%	Requests for information	13,019	16,343	18,478		Suggestions	18	23	33		Complaints	1,549	1,656	1,857		Incidents	2,238	2,175	1,618	
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NON-GRI: Transparency and responsibility	As a socially responsible company, TRAM undertakes to share the most important data from its management with users, suppliers and society in general. For this reason, it has enabled the option to consult the data and documents relating to its incorporation, the relevant changes in its company articles, the business and organisational structure, the audit reports, the passenger regulations and the contracts and agreements signed with the ATM and with other bodies at the URL https://www.tram.cat/ca/transparencia .																																																																																			

tram SUSTAINABILITY REPORT

2023 TRAM OF THE
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