

Social responsibility and sustainability plan

TMB's contribution to the
SDGs and the 2030 Agenda

February 2022

Contents

1. Reasons and opportunity	6
1.1 Presentation and background	6
1.2 The proactive role of TMB in these times of change	9
1.3 How we understand social responsibility and sustainability at TMB. Main pillars	10
1.4 What the Social Responsibility and Sustainability Action Plan brings to TMB	18
1.5 General objectives of the Social Responsibility and Sustainability Action Plan	20
2. The strategic framework	22
2.1 Social responsibility and sustainability within the strategic framework of TMB	22
2.2 TMB's contribution to the sustainable development goals (SDGs)	25
2.3 Integration of social responsibility and sustainability in TMB's mission, vision and values	46
2.4 TMB interest groups. Materiality and commitments	48

Contents

3. The TMB management framework for social responsibility and sustainability	59
3.1 Objectives and areas of impact for each TMB area	62
Legal advice and good governance	63
Legal advice and good governance. Management	64
Organisation and people	65
Corporate services. Customer department	67
Corporate services. Administration and finance	68
Corporate services. Technology and innovation	69
Corporate services. Marketing and international business	71
Bus network	73
Metro network	75
Communications and institutional relations	77
3.2 Management mechanisms	81
3.2.1 Management, participation and monitoring bodies	81
3.2.2 Definition and distribution of roles and responsibilities	83
3.3 The reporting system. Social responsibility and sustainability report	92

Contents

4. The road map	94
4.1 Overview. Horizon 2030	95
4.2 Key monitoring indicators	97
4.3 Launch and start-up actions	103



Reasons and opportunity

1. Reasons and opportunity

Social responsibility is the 'way of thinking and acting' that organisations (public and private) have within the new paradigm of sustainable development.

1.1 Presentation and background

Transports Metropolitans de Barcelona hereby presents its Social Responsibility and Sustainability Action Plan (hereinafter, the RSiS Plan), in line with the **TMB 2025 Strategic Plan**, approved by the company's board of directors on 2 December 2021, and the expectations set by the United Nations sustainable development goals (SDGs), contained in the **2030 Agenda**.

The content of this action plan is the result of the work carried out by the social responsibility team in cross-cutting coordination and direct collaboration with the different functional and operational areas that structure the company.

In line with TMB's commitment to progress in terms of social responsibility and sustainability, this Plan has been drawn up, establishing a common working framework in both the strategic and operational areas. The operational details are set out in an internal work grid, a document that accompanies and complements the Plan, that sets out how the different

objectives, indicators and targets are distributed between all the areas within TMB.

The aim is to implement the Social Responsibility and Sustainability Plan which, by encouraging **the participation and involvement of all, culminates in a management framework with a series of key indicators to be incorporated into TMB's integrated management systems** as a reference framework for progress on the road to sustainability.

The Plan refers to Transports Metropolitans de Barcelona (TMB), which is the name of the corporate structure of Ferrocarril Metropolità de Barcelona, SA, (FMB) and Transports de Barcelona, SA, (TB) that manage the metro and bus networks on behalf of the Metropolitan Area of Barcelona. The companies Projectes i Serveis de Mobilitat, SA, (PSM), responsible for managing public mobility directly managed by the AMB (bicycle sharing) and other mobility services (Montjuïc cable car, tourist buses, etc.); Transports Metropolitans de Barcelona, SL, which manages engineering and consultancy services, bus service operations and other mobility systems through competitive bidding, and other businesses that can benefit TMB.

It also includes the TMB Foundation, a non-profit organisation that aims to disseminate and preserve the company's historical and cultural heritage, and promotes and fosters the value of public transport through social, educational and cultural activities.

This Plan will contribute to enhancing TMB's reputation and the level of **trust** of all its **stakeholders**, **reducing the negative externalities** derived from company activities, and **strengthening the team's commitment** to even more responsible and sustainable ways of working and doing things.

TMB's Social Responsibility and Sustainability Plan has been drawn up with the aim of being a reference point for our roadmap for responsibility and sustainability, looking to the targets for 2030 set by the United Nations through the 2030 Agenda and adopted by the majority of countries in the world:

- It will formalise **TMB's commitment as a responsible company** focused on the sustainable development of society.
- **It will establish the strategic bases for facing the challenges of the future** and a more responsible, sustainable, equitable and changing mobility.
- It will provide a periodic snapshot of the **TMB's contribution to achieving the goals of the 2030 Agenda**, by identifying the SDGs most directly impacted.
- It will allow TMB **to be accountable**, and through the publication of **an annual sustainability report** to present its non-financial information, contribution to the SDGs, and the impact of its activity transparently and systematically.

1.2 The proactive role of TMB in these times of change

For years TMB has been a benchmark for social responsibility and sustainability in the Barcelona Metropolitan Area and in Europe, and this has historically been one of the cornerstones of our identity, our strategy and our desire to provide a public service.

However, like all organisations today, whether public or private, at TMB we are constantly alert to the continuous changes and social and environmental trends that are taking place in the volatile, complex and uncertain environment in which we find ourselves.

Throughout history, cities have been transforming as their perception of themselves has changed. However, in recent decades, going beyond the concept of cities as physical spaces for economic development, society has been increasingly demanding that they be conceived, structured and managed as true spaces for human coexistence where everyone, without exception, can find a response to their needs for mobility and for access to education, work, health, culture and leisure, and where the fulfilment of these needs can also be guaranteed for future generations.

This is how the requirement for all organisations to contribute to the new paradigm of sustainable development, where environmental, social,

labour, economic, ethical and governance considerations are balanced in the search for a better quality of life for everyone, is being consolidated.

1.3 How we Understand Social Responsibility and Sustainability at TMB. The Main Pillars

We see social responsibility and sustainability (RSiS) as our response as a company to this new model of sustainable development.

Sustainable development was defined by the Brundtland Commission (1987) as 'development that meets the needs of the present without compromising the ability of future generations to meet their own needs'.

TMB's mission is:

- To analyse the responsibilities and impact -**economic, environmental, social, labour-related, ethical and in terms of governance** - that the organisation's activity has on the environment, on the SDGs and on the different groups to which it relates.
- To identify these stakeholders, establish **specific commitments** with all of them and act accordingly to satisfy their legitimate needs and

expectations in a balanced manner, beyond existing legal obligations, and to be **accountable** in a transparent and responsible manner to all stakeholders and to the company as a whole.

Social responsibility provides us with the opportunity to look at the organisation holistically and in an integrated manner from the perspective of sustainability, adding to the conventional approach - the management of the **financial aspects** - the importance of also considering a set of objectives, indicators and goals relating to **non-financial aspects - environmental, social and governance - (ESG) in the management of the company and on its dashboard.**

Taking these considerations as a base, we have established the following lines of action that serve as a framework for identifying and structuring the objectives, indicators and targets set out in this Plan:

Pillar 1. Responsible, ethical, transparent management and good governance practices.

[Contribution of economic value]

[Contribution of ethical value and good governance]

To responsibly and efficiently manage the resources entrusted to us by the public - economic value - and to guarantee that ethics, transparency and practices of good governance are part of the decision-making criteria, of the company's culture, and of its management: ethical value and good governance. The aspects that we group together here are:

- TMB's purpose, social responsibility and commitment to sustainable development goals. Strategic plan aligned with sustainability.
- Ethical management, culture based on values and sustainability.
- Transparency and accessibility of information.
- Regulatory performance. Compliance *Programme*. Prevention of corruption and fraud.
- Efficient and equitable use of economic resources. The concept of the economic value generated and distributed.
- Responsible procurement.
- Prevention of financial and non-financial risks; risk management map - environmental, social and ethical and governance.
- RSiS in international business.
- Management of the stakeholder relations framework, and incorporation of their contributions into TMB's strategy.
- Integration of the RSiS into a single comprehensive management system.
- Alliances for sustainable development.

Pillar 2. Accessible, innovative and safe mobility service
[Contribution of social value, linked to our *raison d'être*]

To deliver a service that responds to the needs and expectations of sustainable mobility, providing universal and safe accessibility while constantly striving to develop new services and resources. The aspects that we group together here are:

- Customer service needs and expectations. Improving travel experience.
- Universal accessibility.
- Innovation, research.
- Integral health and safety in the transport network.
- Special measures to combat Covid-19. Prevention of other emergency situations.
- Data protection.
- Use of safe and sustainable technologies.

Pillar 3. Commitment to employees [Contribution of social value, internally]

To strengthen the commitment and participation of the TMB team, and consolidate an internal culture of responsibility and contributing to sustainable development. Consolidate TMB as an organisation committed to people. The aspects that we group together here are:

- Quality employment.
- Attracting, training and developing ethical, responsible and sustainable talent.
- Equitable and fair remuneration.
- Well-being, diversity and inclusion.
- Co-responsibility in labour relations.
- Communication and internal participation.

- Equal opportunities and non-discrimination.
- Occupational health and safety.

Pillar 4. Commitment to society and to future generations
[Contribution of social value, in terms of society and territory]

To develop a sustainable and inclusive mobility model in the region that meets current needs while also considering future generations. The aspects that we group together here are:

- Sustainable TMB. Contribution to sustainable mobility (SDGs).
- TMB Educa.
- TMB Cultura.
- TMB Solidari.
- Management of historical heritage.
- Communication and relations with institutions and the general public.
- Responsible marketing. Sustainability as a TMB brand attribute.
- Courteous behaviour on public transport.
- Mobility for sustainable tourism.

Pillar. 5. Environmental protection [Contribution of environmental value]

Ensuring that TMB's activity is carried out with maximum energy efficiency, reducing environmental impact, improving air quality, promoting a circular economy culture, and helping to curb climate change and emissions of atmospheric pollutants. The aspects that we group together here are:

- Environmental risk prevention.
- Fight against climate change: reduction of emissions.
- Minimisation of resource use: water and energy.
- Minimisation of waste.
- Promoting sustainable mobility.

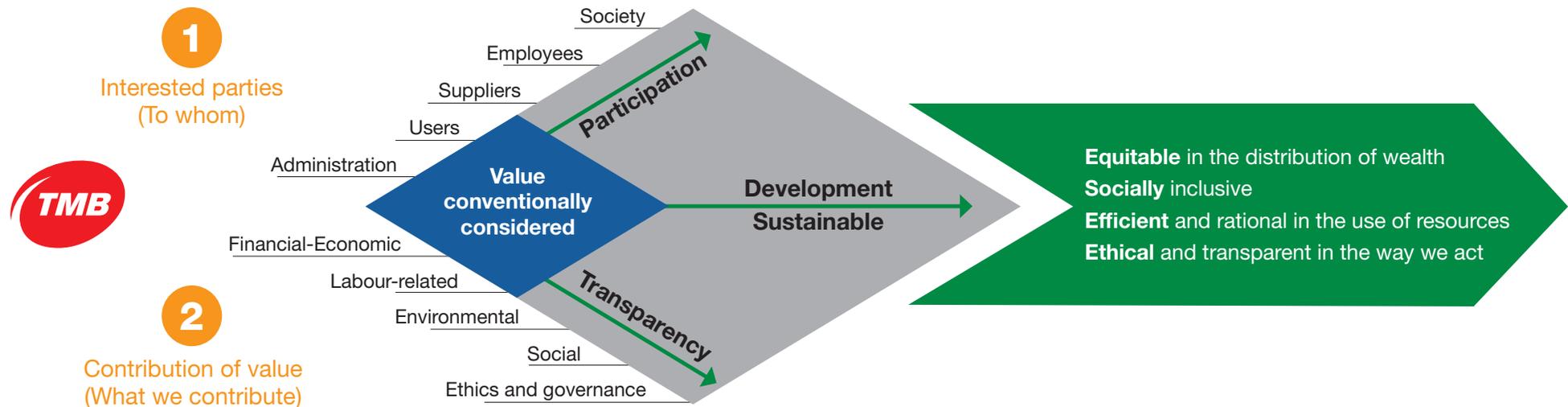
This is a summary of the main pillars that govern our actions. The milestones reached in each management cycle, with our sights set on 2030, will be shared on a daily basis in direct interaction with all stakeholders, and periodically through different business channels and our Social Responsibility and Sustainability Report, which will be made available to all.

**Social responsibility
and sustainability plan**

TMB's contribution to the
SDGs and the 2030 Agenda

Therefore, as the leading mobility services operator in our region, we are committed to contributing to the sustainable development model and to a society that is more:

- **Equitable** in the distribution of wealth.
- **Socially** inclusive.
- **Efficient** in the use of resources.
- **Ethical** in governance and in the way we act.



This Plan contains the strategic, conceptual and operational framework, the management model and the mechanisms for monitoring and evaluation, as well as the dashboard showing the areas of impact, objectives, indicators and targets distributed between the different areas of TMB.

The Plan was developed based on the TMB 2025 Strategic Plan and a set of international and local trends, norms and standards for sustainability, including the following:

- The sustainable development goals and the goals contained in the UN's 2030 Agenda.
- Law 11/2018, of 28 December, on the disclosure of non-financial information and diversity.
- The *Global Reporting Initiative* (GRI).

Additionally, a set of references is given in section 2.4.3 of this document.

1.4 What the Social Responsibility and Sustainability Action Plan Brings to TMB

With this RSiS Plan, TMB seeks to take a qualitative leap forward, strengthening the principles that guide our actions through ethical, transparent, responsible, inclusive and efficient management of the services offered by the company.

Therefore, the RSiS Plan is part of the TMB 2025 Strategic Plan, is in line with new trends, and adds value to different areas:

- **It aligns people with the purpose of TMB.** Confirmation, under the common denominator of social responsibility, of TMB's purpose, of what we want to be as an organisation, and the consolidation of our collective culture, contributing to a more ethical, humane and sustainable society.
- **It adapts TMB strategy to fit the sustainable development model.** Feedback on TMB's strategy and objectives from the perspective of sustainability, identifying the investments necessary to adapt to the new expectations of society, the public and all stakeholders.
- **It integrates financial and non-financial aspects into the dashboard.** The consolidation of an integrated management system that includes financial and activity aspects and indicators as well as non-financial ones - environmental, social and ethical and governance.

- **It puts the focus of the RSiS on management.** The inclusion of social responsibility in the management approach of all areas of the company, through the establishment of their respective objectives, monitoring indicators and achievement targets, in order to achieve the commitments and milestones set.
- **It promotes mainstreaming and participation.** Cross-cutting coordination of collective efforts to make progress in sustainability, making social responsibility an integral part of management through common objectives for different areas and business units.
- **We are oriented towards innovation and responsible transformation.** The implementation of new lines of action and the promotion of technology and innovation to improve TMB's alignment with the values and new trends in sustainable development, providing more value to society and minimising our impact on the environment.
- **It boosts trust, and our reputation for being a benchmark in sustainable mobility.** Strengthening the trust and reputation of TMB, increasing consistency between [what we say] in our institutional statements and [what we do] on a day-to-day basis, to become a benchmark company in the field of mobility. The voluntary contribution to the ethical, social, economic and environmental improvement of companies has a positive impact on society and on the brand image and reputation of the organisation.

1.5 General Objectives of the Social Responsibility and Sustainability Action Plan

The RSiS Action Plan is the reference framework for developing social responsibility and sustainability in TMB in the coming years, and allows us to clearly define:

- **'Where we are'**. Identify the actions that the different areas of the company are currently carrying out with RSiS, analysing the current situation.
- **'Where we want to go'**. Define lines of action and achievable objectives that promote the integration of RSiS in TMB's activities and that are integrated and aligned with the corporate strategic plan.
- **'What we are going to do'**. Develop the objectives into initiatives that will position TMB as a benchmark in the sector by 2030, while at the same time identifying the investments needed.
- **'How we are going to do it'**. Establish a participation structure that encourages the involvement of the organisation as a whole to integrate the RSiS into TMB culture, management and daily activity, defining systems ensuring transparency, engagement and accountability. This structure of participation and commitment also extends to TMB stakeholders.





The Strategic Framework

2. The Strategic Framework

'The Social Responsibility Plan is one of the strategic bases for facing the future challenges presented by a more responsible, sustainable, inclusive and changing mobility'.

2.1 Social Responsibility and Sustainability within TMB's Strategic Framework

The Social Responsibility Plan forms part of the strategic bases that TMB has set out to meet the future challenges presented by a more responsible, inclusive and changing mobility.

The commitment to social responsibility and sustainability is an explicit part of the TMB 2025 Strategic Plan, and is closely linked to its *raison d'être* since the public transport infrastructures and services we manage are a cornerstone in terms of quality of life for local residents and the provision of essential services throughout the territory.

This contribution is not justified by the mere fact that we exist and fulfil our function as a company providing an essential service; we must demonstrate our desire to move towards sustainability, establish a clear commitment as part of the TMB's strategy, and specify it in the operational framework through the implementation of projects that reflect this commitment.

Therefore, the RSiS and this Plan contribute core value to TMB's strategy and vision of the future with the aim of strengthening the confidence of our interlocutors, achieving and overcoming the major challenges already posed by sustainability, such as: consolidating ethical standards in all our actions, maintaining and improving our high levels of quality and safety, protecting the environment, managing resources efficiently, guaranteeing universal accessibility and ensuring the inclusive mobility that promotes social cohesion.

All this while reinforcing the commitment of all the people who work in the company to the values and principles of social responsibility, in order to respond in a balanced way to the expectations of all the groups that have legitimate interests in TMB.

The organisation has recently approved the **Strategic Plan 2025**, identifying and defining the strategic lines of action of TMB's various activities for the period 2021-2025. In this context, this RSiS Plan is to be one of the key elements that will contribute to its development, making TMB a **benchmark public company in sustainable and inclusive mobility**.

The TMB 2025 Strategic Plan defines the following strategic pillars as guiding principles for the coming years:

- **Metro and bus network improvements.** To increase efficiency, along with the quality of service throughout the metropolitan area, improving infrastructures and promoting intermodality with the incorporation of new shared personal mobility services, in the first and last mile, making the most of the benefits and advantages of new technologies.

- **To achieve alternative sources of income** and complementary sources, re-enforcing non-fare revenues linked to TMB products, fostering participation in international businesses.
- **To create a new TMB corporate culture** in which people are at the heart of TMB's activity, fostering teamwork and the talent of its staff.
- **TMB's total commitment to society and to the environment** with special emphasis on social responsibility, sustainable development and the 2030 Agenda, as well as universal accessibility, civic-mindedness, coexistence and increased safety.
- **Sustainability and the environment** are a priority area of TMB's actions, implementing energy saving policies and promoting sustainable fleets and infrastructures.
- TMB must be **a benchmark for responsible public management and control**.
- **Digitalisation** is needed in order for TMB to improve public transport services in all internal and external areas, such as operation and maintenance, as well as the management of internal processes and customer care and service.
- TMB must promote **transparency as a key institutional pillar**; a culture of assessment and performance, improvement of autonomy and the assumption of responsibilities, a culture in which the values of equality, integrity, honesty and respect prevail, with a vocation and commitment to public service.
- **TMB's good reputation** has to be managed, and active participation in mobility decision-making bodies is needed, putting forward proposals, encouraging or creating research projects with other partners and institutions, and fostering international contacts.

2.2 TMB's Contribution to the Sustainable Development Goals (SDGs)

This social responsibility plan and the TMB strategic plan are based on **the sustainable development goals** set out in the UN's 2030 Agenda.

The sustainable development goals represent the most ambitious programme in history for tackling the main social and environmental problems facing humanity and the planet.

In our urban context, this challenge particularly affects those who operate in cities, such as TMB. Today over half the world's population live in urban areas, and the UN forecasts that by 2050 the figure will be 68%. It is not possible to achieve sustainable development without transforming the way we conceptualise, plan and manage cities, and more specifically mobility within them.



Sustainability is a paradigm for thinking and acting in a present and future where the decisions we make anticipate **environmental, social, labour-related, economic, ethical and governance impacts** in a balanced way, in pursuit of a better quality of life for all.

The final link in a long chain of reflection, commitment and actions on the path towards a development model that is more humane and sustainable is the approval of the 17 **sustainable development goals (SDGs)** in August 2015. An initiative promoted by the United Nations and signed by 193 countries. This is what is known as the **2030 Agenda**.

This is a present and future issue that challenges and commits us all - governments, companies, individuals and organisations of all kinds - to implement the measures necessary to work steadily towards achieving the SDGs by 2030.

The content of the 2030 Agenda focuses on the protection and improvement of the environment, the struggle to reduce inequalities, economic development, commitment to integrity and alliances between the different stakeholders.

TMB is committed to achieving a form of development that is truly sustainable for the next generation and beyond. This demands a rethink of values and priorities by all institutions and social stakeholders, as well as structural changes that will require an extensive commitment of human, organisational and financial resources.

However, the overwhelming evidence of climate change and other alarming phenomena, such as the growing inequality of income and life opportunities, have reinforced awareness of the need for a radical and fair transition towards a more sustainable world.

Radical in the sense that models of economic, social and political organisation will have to be rethought in order to reduce the impact on the planet and to distribute its resources more equitably. More equitably and fairly, because the economic and social aspects of change need to be taken into account, so that no one is left behind.

With the aim of continuing to make progress in the approach to the objectives, indicators and targets, TMB has carried out an initial analysis of its contribution to the achievement of the SDGs in relation to its activities.

The key SDGs on which TMB's activity has an impact are shown below, together with a non-exhaustive summary of the initiatives, projects and initiatives carried out by the organisation in relation to these goals. The evolution of the initiatives and specific data can be followed through the TMB sustainability report, which is published on a regular basis. Following the 5Ps of the United Nations SDGs: **Prosperity, People, Planet, Peace and Partnership** - the initiatives can be grouped together as follows:



To ensure that cities and human settlements are inclusive, safe, resilient and sustainable

SDGs

11.2. By 2030, provide access to safe, affordable, accessible and sustainable transport systems for all, improving road safety, notably by expanding public transport, with special attention to the needs of those in vulnerable situations, women, children, people with disabilities and older people.

Examples of some of TMB's initiatives

- **Actions to guarantee universal accessibility:**
 - **Metro network:** 92% of the TMB metro network is accessible for people with reduced mobility. The target is to reach 100% in 2025-26.
 - **Bus network:** full accessibility since 2007.
- **Applus Covid-19 certification obtained;** this has made it possible to define specific measures to reduce possible channels of contagion.
- **Presentation of the plan for the prevention of sexual and gender-based harassment** on bus and metro networks.
- **Launch of the on-board video surveillance system** on two bus routes and all L5 trains.
- **Commissioning of new trains:** Four trains on L5, two on L3, one on L4 and two on L1.
- **Renewal of the bus fleet** within the framework of the 2019-2021 Bus Renewal Plan, which has led to the provision of 77 environmentally efficient vehicles.

SDGs

11.4 Redouble efforts to protect and safeguard the world's cultural and natural heritage.

11.6 By 2030, reduce the adverse per capita environmental impact of cities, paying special attention to air quality, and the management of municipal and other waste.

Examples of some of TMB's initiatives

- **Facilitating the use of public transport** among the most vulnerable groups.
 - **Improvements to the metro service 2021-2030:**
 - Implementation of the central section of Line 9/10.
 - Extension of the L1 in Badalona with 2 new stations.
 - Extension of the L3 in Esplugues de Llobregat with 2 new stations.
 - Extension of the L4 in Barcelona with 3 new stations.
 - Making 100% of stations and interchanges accessible.
-
- **Dissemination of the organisation's heritage collection** TMB Foundation.
 - **Promotion of the conservation** of historic vehicles, documentation, historic buildings and catalogued materials.
-
- **Progressive conversion of the TMB bus fleet into a more sustainable one**, based on the introduction of hybrid and electric vehicles.



Building of resilient infrastructures, promoting sustainable industrialisation and fostering innovation

SDGs

9.5 Enhance scientific research, upgrade the technological capabilities of industrial sectors in all countries, in particular developing countries, including, by 2030, encouraging innovation and substantially increasing the number of research and development workers per million people as well as raising public and private research and development spending.

Examples of some of TMB's initiatives

- **Boosting the TMB innovation area** with sustainability criteria as a basis for the implementation of new proposals for action.
- Development of a new **innovation management model** to systematise the process and guarantee a continuous contribution of value.
- **Creation of the TMBInnova platform** and extended hours of innovation training for all staff.
- **Participation in research, innovation and development projects** at European level, with the aim of creating synergies and sharing knowledge with organisations and associations in the sector.
- **Promotion of technology and digitalisation** as an element of efficiency and organisational transformation.



Planet



Ensuring access to affordable, safe, sustainable and modern energy for all

SDGs

7.2 Increase substantially the proportion of renewable energy in the global energy mix by 2030.

7.3 By 2030, double the global rate of improvement in energy efficiency.

Examples of TMB initiatives

- Since 2018, **all high-voltage electricity purchased by TMB comes from renewable sources**. Moreover, since 2016, this has also been the case for all low-voltage electricity.
- **An energy policy**, that allows the development of projects aimed at promoting energy saving and efficiency.
- **Notable objectives and actions on the metro network:**
 - Achieving an annual reduction of 17,000 tonnes of CO2 in emissions generated by TMB by 2025.
 - Reducing energy consumption on the metro by 6% by introducing technologies that recover the energy generated by our trains.

SDGs

Examples of TMB initiatives

- Using the electricity from the metro network to fuel bus charging, thus achieving cost savings.
- Incorporation of 96 new trains to extend the network and improve frequency, technological innovation and information available to users and the general public.
- **Notable objectives and actions on the bus network:**
 - Incorporation of 508 new clean technology buses, of which 233 will be electric and 46 hydrogen powered.
 - Commitment to green hydrogen promoting the construction and commissioning of a hydrogen station open to public use in Zona Franca.
 - New green depot for 550 vehicles in Zona Franca, digitalisation of management and operations, energy efficiency and the use of renewable energies.



Adoption of urgent measures to combat climate change and its effects.

SDGs

13.2 Integrate climate change measures into national policies, strategies and planning.

Examples of TMB initiatives

- Programme to promote **the powering of most vehicles by compressed natural gas, hybrids, and electric vehicles.**
- **Progressive reduction in greenhouse gas emissions** since 2017, by both Ferrocarril Metropolità de Barcelona and Transports de Barcelona.
- Since 2018, **all the high-voltage electricity purchased by the organisation comes from renewable sources, as does low-voltage electricity.**
- **Provision of electric chargers** for the auxiliary fleet of vans at metro workshops.
- **Participation of Transports de Barcelona in projects to combat climate change**, such as the European projects ASSURED, JIVE 2, and Life Nimbus.



Achieving gender equality, and empowering all women and girls

SDGs

5.1 End all forms of discrimination against all women and girls everywhere.

Examples of TMB initiatives

- Programme **to strengthen the culture of equal opportunities and non-discrimination** in all TMB processes.
- Preparation of **a comprehensive TMB map of equality, diversity and non-discrimination**.
- **Training** for all staff.
- Drawing up a **sexual and gender-based harassment prevention plan** for the metro and bus networks.
- Development **of initiatives to raise public awareness** of equal opportunities for men and women and to combat all forms of gender-based violence.

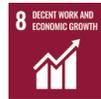
SDGs

5.2 Eliminate all forms of violence against all women and girls in the public and private spheres, including trafficking and sexual and other types of exploitation.

5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic, and public life.

Examples of TMB initiatives

- Drawing up of a **sexual and gender-based harassment prevention plan** for metro and bus networks.
 - Development of **initiatives to raise public awareness of equal opportunities for men and women** and to combat all forms of gender-based violence.
-
- **Analysis and monitoring of the composition of the workforce** from a gender perspective.
 - **Drawing up of equality plans for Ferrocarril Metropolità de Barcelona and Transports de Barcelona**, and starting the process of updating them in line with the latest regulations.
 - **Promoting the incorporation of women** into groups where they have less presence.



Promoting sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.

SDGs

8.3 Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage formalization and growth of micro-, small- and medium-sized enterprises including through access to financial services.

Examples of TMB initiatives

- **Training plan** aimed at providing ongoing training to all staff.
- **Continuous employability assistance programmes** with the GoodHabitZ platform.
- **Boosting the TMB innovation area** with sustainability criteria as a basis for the implementation of new proposals for action.
- **Development of a new innovation management model** to systematise the process and guarantee a continuous contribution of value.
- **Creation of the TMBinnova platform** and extended hours of innovation training for all staff.

SDGs

8.5 By 2030 achieve full and productive employment and decent work for all women and men, including for young people and people with disabilities, as well as equal pay for work of equal value.

Examples of TMB initiatives

- Programme to increase the number of people with **functional diversity** employed.
- Opening of a selection process through **job offers aimed at people with difficulties integrating** due to their intellectual or cognitive capacity.
- TMB ensuring **equal pay for men and women**. Programmes to reduce and put an end to the wage gap.
- Drawing up of **equality plans for Ferrocarril Metropolità de Barcelona and Transports de Barcelona**, and starting the process of updating them in line with the latest regulations.
- Specific measures **aimed at increasing the presence of women and other under-represented groups on the TMB workforce**.

SDGs

8.8 Protecting labour rights and promoting safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.

Examples of TMB initiatives

- Provision of **specific collective agreements** for metro and bus network staff.
- **Ongoing dialogue and communication** with the representatives of the organisation's employees, representatives on the respective works committees.
- **Occupational health and safety management system**, in accordance with international standard ISO 45001.
- Preventive activities carried out as part of the **occupational risk monitoring programme**.
- **Health and safety at work** training for **staff**.
- **Health support for staff** through different programmes.
- **Development of preventive measures** to guarantee health and safety in our facilities and on our vehicles.



Ensuring inclusive, equitable, quality education, and promoting lifelong learning opportunities for all.

SDGs

4.4 By 2030 substantially increase the number of youths and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship.

Examples of TMB initiatives

- Focus on the activities of **TMB Education and TMB Cultural programmes.**
- **Enhancing the focus on training** for employability and entrepreneurship.
- **Boosting *e-learning*.**

SDGs

4.7 By 2030 ensure all learners acquire knowledge and skills needed to promote sustainable development, including among others through education for sustainable development and sustainable lifestyles, human rights, gender equality, promotion of a culture of peace and non-violence, global citizenship, and appreciation of cultural diversity and of culture's contribution to sustainable development

Examples of TMB initiatives

- **Promotion of educational visits and activities to support educational research** through the TMB Foundation's TMB Education programme.
- **Pedagogical Coordination Council's seal of educational quality** awarded to TMB Education for their work.
- **Specific training for staff** on gender equality.
- **Linking of the TMB Historical Heritage programme** with social transformation and the SDGs.
- **Adaptation of the regulatory bases for the Foundation's collaboration with third parties** to reflect TMB's social responsibility and sustainability policies.



Promoting peaceful and inclusive societies to achieve sustainable development, provide access to justice for all, and develop effective, responsible and inclusive institutions in all areas.

SDGs

16.5 Substantially reduce corruption and bribery in all their forms.

Examples of TMB initiatives

- Introduction of the **programme for the prevention of criminal risks (Compliance)**.
- Review and update of the content of the **TMB Code of Ethics and Conduct**.
- Setting up of an **Ethics Committee and an ethics channel** for possible complaints.

SDGs

16.6 Develop effective, accountable and transparent institutions at all levels.

16.10 Ensure public access to information and protect fundamental freedoms, in accordance with national legislation and international agreements.

Examples of TMB initiatives

- **Ongoing updating of the TMB Transparency Portal** incorporating new sections and updating information.
 - **Coordination activities** between the organisation's good governance department Barcelona Metropolitan Area Transparency Agency.
 - **Creation and implementation of the Social Responsibility and Sustainability Plan**, in accordance with the TMB Strategic Plan 2025.
 - **Establishment and implementation of the TMB Advisory Board** to strengthen relations with our stakeholders.
 - **Strengthening relations with governmental bodies** and other mobility services in the area served by the TMB.
-
- **TMB provides access to corporate information that is actively publicised**, enabling the public to monitor public transport management in Barcelona.



Strengthening the means of implementing and revitalising the Global Partnership for Sustainable Development

SDGs

17.14 Enhance policy coherence for sustainable development.

17.15 Respect each country's policy space and leadership to establish and implement policies for poverty eradication and sustainable development.

Examples of TMB initiatives

- **Preparation of the Social Responsibility and Sustainability Plan** and analysis of TMB's contribution to achieving the United Nations Sustainable Development Goals (SDGs), in accordance with TMB's Strategic Plan 2025.
- **TMB co-operation and solidarity plan.**
- **Collaboration with the most vulnerable groups and with the third sector**, notably special bus services, collaboration with the Health Consortium, SEM and the Barcelona Fire Brigade in the transfer of patients affected by Covid-19.

SDGs

17.16 Enhance the global partnership for sustainable development complemented by multi-stakeholder partnerships that mobilize and share knowledge, expertise, technologies and financial resources to support the achievement of sustainable development goals in all countries, particularly developing countries.

Examples of TMB initiatives

- **Introduction of a stakeholder relations framework/ management system** with interest groups.
- Consolidation of the **responsible and sustainable procurement policy**.
- **Updating of TMB's corporate identity** with the criteria of social responsibility and sustainable mobility as essential and differentiating attributes of the TMB brand.

All this is a reflection of TMB's ongoing desire to remain **alert** to the continual changes and to social, environmental, cultural and political trends. For this reason, we want to maintain a **proactive role** in contributing to sustainability for the purpose of:

- on the one hand, **increasing internal mainstreaming** - in the conviction that this approach to our actions further reinforces pride of belonging and the commitment of the entire TMB team to the construction of a more sustainable society - and
- on the other hand, **strengthening the confidence** of all our stakeholders and of society, by working together and engaging in an ongoing dialogue with all those making a contribution to mobility in line with the 2030 agenda.

2.3 Integration of the RSiS in TMB's Mission, Vision and Values

To imbue TMB's culture with the principles of social responsibility and sustainability; these should also be reflected in the key statements that shape the company's identity as well as our commitments to all our stakeholders and to society in general. These identity signs are reflected in our mission, vision and values:

Mission

TMB's mission is to provide comprehensive mobility services, including the metro and buses, which:

- Contribute to the improvement of citizen mobility and to sustainable development.
- Guarantee the provision of an excellent service to the general public.
- Strengthen equal opportunities and social responsibility policies.
- Efficient use of public resources.

Vision

TMB aims to be a world-leading citizen mobility company:

- For its integrated management of services to the general public, of metro and buses and other mobility modes and services.
- For its commitment to urban sustainability and the environment.
- For the technical quality it provides and for the quality perceived by the general public and their stakeholders.

- For the efficiency of its processes and the optimization of its use of resources.
- For the innovation and efficient application of technology as a lever to improve service.
- For the values that employees project with their behaviour and the excellence of their work.
- For its commitment to society, to the general public, to stakeholders and to its own workforce.

Values

The values that guide TMB's activities are essential for fulfilling its commitment to society: workers, citizens and stakeholders:

- Vocation of public service, and excellent service.
- Efficient management.
- Socially responsible behaviour.
- Values of equal opportunities, diversity, integrity, honesty and respect.
- Transparency.
- Commitment.
- Leadership and teamwork.
- Recognition, equality and personal and professional growth.
- Innovative ambition, technological avant-garde and constant improvement.

2.4 TMB Interest Groups. Materiality and Commitments

2.4.1 Identification and Commitment

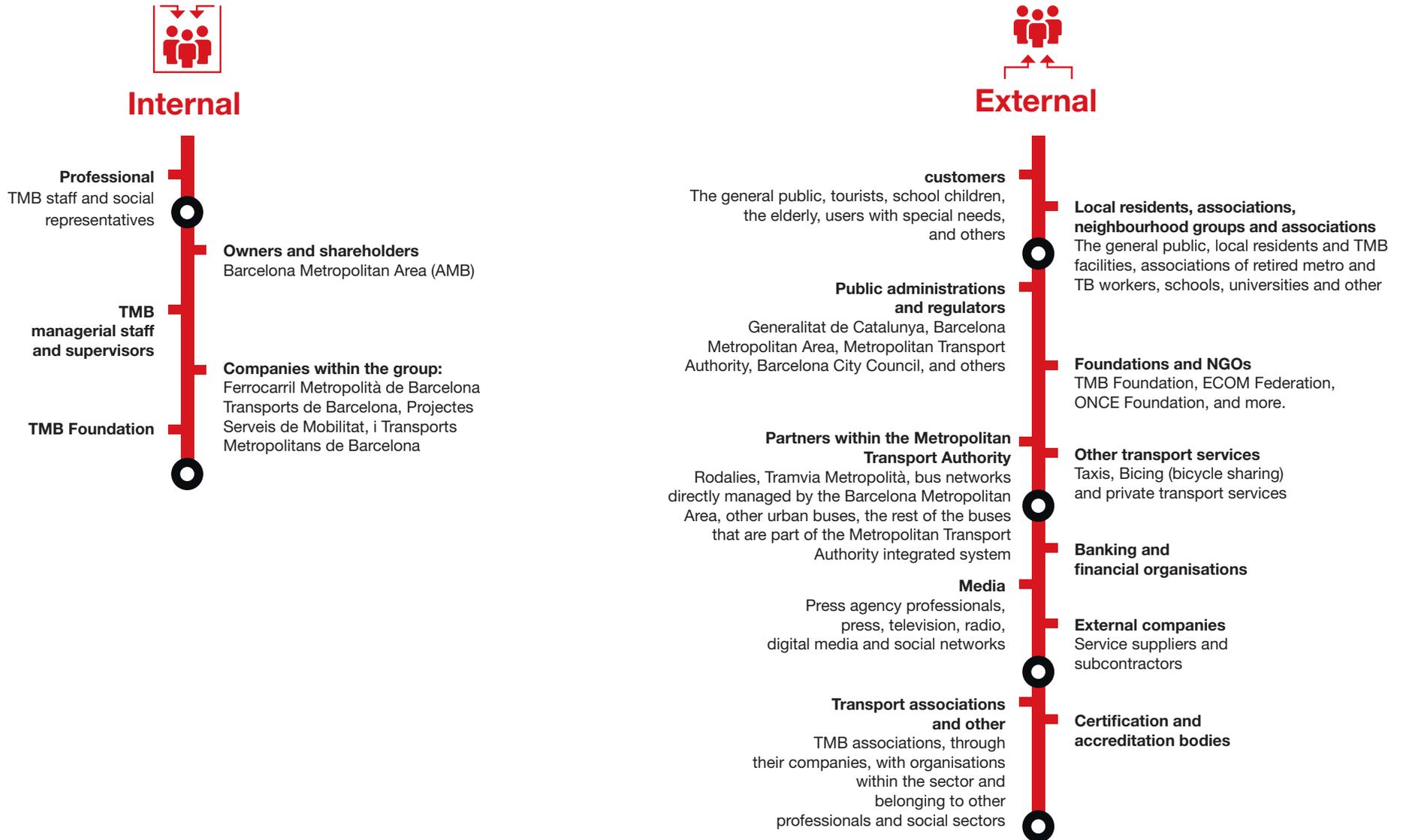
At TMB we focus our actions on balancing and satisfying the needs and expectations of all stakeholders who have a legitimate interest in our activity. This allows us to move forward on the path of sustainability, and therefore towards the fulfilment of all our responsibilities in economic, environmental, social and ethical and governance matters in a balanced way.

TMB stakeholders are all those groups that to a reasonable extent affect, are affected by, or may in the future be affected by the company's activity.

TMB's key stakeholders can be classified in two areas, internal and external. They are namely the following (latest identification and classification included in the 2020 Sustainability Report):

Social responsibility and sustainability plan

TMB's contribution to the SDGs and the 2030 Agenda



This constantly updated process is based on our history of communication and direct relationship with our environment, the ongoing promotion of dialogue and collaboration with all the institutions, entities and organisations that interact with TMB, the analysis of internal processes, the communication channels at the service of the different stakeholder groups and the impact of our activities, products and services on the environment in which we operate.

Inspired by the sustainable development goals, and in the context of the preparation of this Social Responsibility Plan, we have set out over the coming years to make progress in updating and implementing new mechanisms and procedures to increase the 'Inclusion of stakeholders' in our strategies, management processes, and in TMB's commitment to transparency and accountability. An initial example of this commitment is the recent creation of the TMB Advisory Board.

In this way, we will be able to progressively increase stakeholder participation and collaboration, with a view to implementing measures that will provide the best possible response to their ongoing needs and expectations with regard to our activities, products and services, in a balanced way.

2.4.2 The Stakeholder Relations Framework. The Management Cycle

Given that satisfying the mobility needs of all those people and groups who have a legitimate interest in TMB's activities in a balanced way is one of the things that lies at the heart of our corporate responsibility. Over the coming years we propose to redefine and reorganise the framework of TMB's relations with all stakeholders, structure communication and dialogue with all of them, and integrate that into the management cycle of our company. We therefore plan to periodically and systematically introduce and update the following:

- 1. Stakeholder map.** Identification, updating, and where appropriate prioritising, stakeholder groups.
- 2. Analysis of materiality and the sustainability context.** Updating of their needs and expectations, and their evolution over time on an ongoing basis. At the same time, we will consider future changes and trends from a sustainability perspective, at both the sectoral and the general level: legal, social, environmental, political, economic, ethical, good governance, etc.
- 3. Commitments.** Explicit and formal establishment of the commitments that we assume as a company, in order to respond in a balanced way to these needs and expectations.

4. **Relationship framework.** Concretisation of the relationship framework, i.e., generating the necessary infrastructure - levels of communication, channels/media, relational competencies, collaboration programmes, alliances, etc. - to be able to provide the best possible response to the changing expectations of our stakeholders.
5. **Resources.** Allocation of necessary resources, establishment of management and participation bodies, inclusion in the TMB Social Responsibility and Sustainability Plan, and incorporation into to the company's processes, products and services.
6. **Learning and improvement.** Specific learning mechanisms to gradually improve and increase the level of excellence in terms of sustainability in each successive management cycle.
7. **Communication and accountability.** Communication and accountability in line with the criteria set out in local and international standards, both in terms of the content of important aspects - stakeholder inclusion, the sustainability context, material aspects, thoroughness - and in terms of the quality of the information provided - transparency, clarity, comparability, reliability, timeliness, etc.

2.4.3 Materiality: The Important Aspects

With the aim of improving this procedure in the coming years, in the process of drawing up this Plan we have considered the following aspects with a view to specifying the material issues:

- The **sustainable development goals** established by the UN's 2030 Agenda.
- **Law 11/2018**, of the 28 December, regarding **non-financial information and diversity**.
- **Law 7/2021**, of the 20 May, on **climate change and the energy transition**, which aims to ensure compliance with the objectives of the 2015 Paris Agreement - limiting the rise in temperature to 1.5° C, recognising that this would significantly reduce the risks and effects of climate change. The transport sector has a major impact on the environment due to emissions of polluting gases. It is therefore crucially important for TMB to try to mitigate the negative effects on the environment.
- The strategic pillars and objectives of the **TMB 2025 Strategic Plan**.
- **The challenges, mission, vision and values** of TMB.
- The **reasonable economic, environmental, social and ethical and governance impacts** identified in cross-sectional interviews with the people responsible for the different areas of TMB.
- The **interests and expectations** of TMB's various stakeholder groups: we have asked users to assess the development of our activities through surveys and studies. We have anticipated the needs and expectations of the main associations and groups involved in the

projects undertaken. We have actively listened to them through the various channels that allow us to maintain constant and fluid bilateral and multilateral communication, such as social networks, the TMB website, the TMB mobile app, the 010 telephone line, Punts TMB and JoTMBé.

- **The strategy for promoting the 2030 Agenda** in the city of Barcelona and the Compromís Ciutadà per a la Sostenibilitat de la Ciutat de Barcelona.
- The **Metropolitan Urban Mobility Plan (PMMU) 2019-2024**.
- The **Mobility Master Plan 2020-2025 (PdM)**, drawn up by the Metropolitan Transport Authority.
- Commitments from the **Generalitat de Catalunya** which form part of the National Plan to implement the 2030 Agenda in Catalonia.
- Several benchmark studies and publications in the field of sustainability and social responsibility, which analyse **future trends and challenges** both in the sector and in general.
- The **sustainability and social responsibility reports** of public transport operators in cities such as Paris -*Financial and CSR report, RATP Group* - Madrid - *Management report. Non-financial reporting*, EMT Madrid, Berlin - *DB's corporate social responsibility, Deutsche Bahn* - and London - *corporate social responsibility, Transport for London*.
- The **Global Reporting Initiative (GRI) standards** to determine the content of the report and the principles of accountability, in order to assess the communication channels and the relationship with stakeholder groups.

Taking all these factors into account, we have identified the material issues that are reflected in this Social Responsibility and Sustainability Plan, grouped into the following blocks:

Responsible management, ethics and good governance:

- TMB commitment to the sustainable development goals.
- Transparency.
- Accessibility to information.
- Regulatory performance. Compliance.
- Ethical management, culture based on values and sustainability.
- Alliances.
- Prevention of corruption.
- Economic value generated and distributed.
- Efficient and equitable use of economic resources.
- Responsible procurement.
- Prevention of financial and non-financial risks.
- International business.
- Social responsibility.
- Stakeholders.

Safe, innovative, quality service:

- Customer service: attention given to needs and expectations.
- Universal accessibility.
- Innovation and research.
- Passenger health and safety.
- Data protection.
- Technology.

Environmental protection

- Environmental risk prevention.
- Climate change: reduction of emissions.
- Minimisation of resource use: water and energy.
- Waste.
- Promoting sustainable mobility.

Commitment to staff:

- Jobs.
- Training.
- Talent development.
- Pay.
- Social Relations.
- Internal communication.
- Equal opportunities and non-discrimination. Diversity and inclusion.
- Health and safety at work, and emotional well-being.

Social commitment:

- Sustainable TMB. Contribution to sustainable mobility (SDGs).
- TMB Educa.
- TMB Cultura.
- TMB Solidari.
- Heritage.
- Communication and responsible marketing. TMB brand.
- Public spirit.
- Sustainable tourism.

Other aspects of sustainability, such as: human rights, have been considered less significant, given that the company operates within the metropolitan area of Barcelona, where there are no significant risks of infringement of fundamental human rights; the protection of biodiversity, as the company carries out its activity in an urban environment or industrial area, or taxation, because this forms part of the detailed information in the duly audited annual accounts for the financial year.

In the coming financial years, and in line with this Plan, we want to develop a methodology and specific process to analyse the materiality that systematically includes the participation of stakeholder groups, in order to continue adjusting the materiality analysis to meet the future challenges we face as a company, and to satisfy the needs and expectations of all parties with legitimate interests in TMB.

All this gives us legitimacy to act, increasing trust in, and the reputation of, TMB, which has an impact on our results, and on the positive impact of our activities on all our stakeholder groups and on society in general.



**The TMB Framework for
Social Responsibility and
Sustainability Management**

3. The TMB Framework for Social Responsibility and Sustainability Management

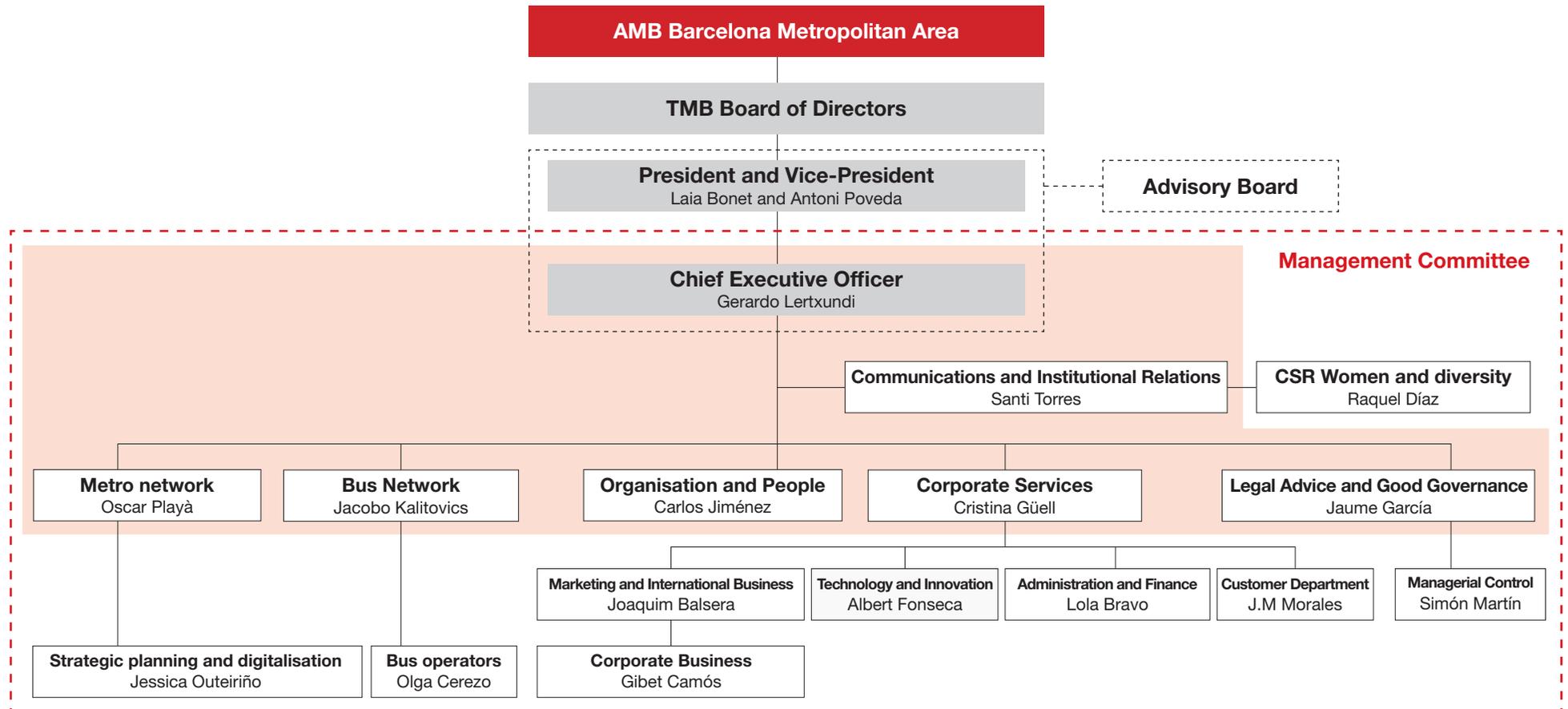
*'The purpose, principles and values define the company we want to be.
The way we manage it on a day-to-day basis sets the path for achieving it'.*

The operational and management content of this plan is the result of the work carried out in cross-cutting coordination and collaboration between the social responsibility team and the functional and technical managers of the different areas that constitute the company.

These efforts reflect the desire that social responsibility should not be the work solely of a single department that carries out its activities in parallel with the rest of the organisation, but rather should form part of the day-to-day management and activity of each and every area within TMB. All of them have identified and committed themselves to making their contribution to the Social Responsibility Plan. Consequently, the RSiS objectives are distributed among the different areas in accordance with TMB's new organisational and governance model.

TMB Organisation

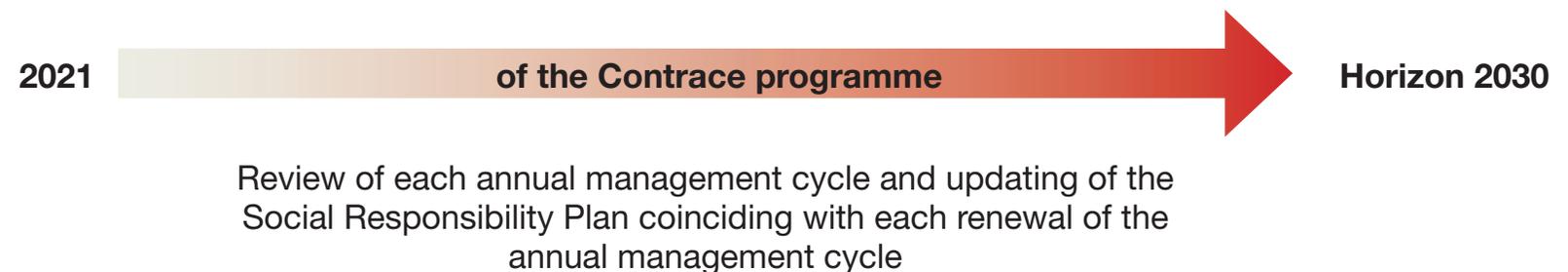
To respond to **future challenges** facing TMB and define the course it wants to set looking ahead to **2025**, the organisational structure of the governing bodies has been designed with the support of an Advisory Board.



In line with this approach, each of TMB's divisions has specified its contribution to the Social Responsibility Plan, identifying:

- Its **areas of impact** and its contribution to TMB's social responsibility and sustainability.
- The **objectives, indicators and goals** that each area has set with a view to progress and improvement.
- Three key points of reference have been adopted:
 - **Aspirational** : the Sustainable development goals and the 2030 agenda.
 - **Technical**: the GRI Guide, an internationally accepted standard for establishing social responsibility/sustainability indicators.
 - **Regulatory**: Law 11/2018 on the dissemination of non-financial information and diversity.

In this way, from the perspective of achieving maximum participation by all areas, we view the RSiS Plan as a framework of reference enabling each area to set its own objectives, indicators and targets incrementally in each successive annual management cycle, within the context of the TMB Strategic Plan, and in cross coordination with the other areas.



3.1 Objectives and Areas of Impact for Each TMB Area

Below is a list of the areas of impact of RSiS and the objectives for each functional area within the organisation, which are developed in line with the pillars, lines, global objectives and projects of the TMB 2025 Strategic Plan.

Management and monitoring will be carried out in accordance with the structure of participation and distribution of roles set out in section 3.2 of this plan, 'Management Mechanisms'.

The annual social responsibility and sustainability report publicly reports on progress made in achieving these objectives, through the respective indicators and targets established in the internal management system.

Legal Advice and Good Governance

Areas	Areas of impact	Aims
Legal Advice and Good Governance	1. Ethics and good governance	1.1 Generate a culture of compliance with the code of ethics and its principles.
		1.2 Develop mechanisms to prevent, control and minimise regulatory and ethical compliance risks.
		1.3 Ensure the ethical quality and traceability of decision-making processes, introducing an ethical perspective. Streamline processes and their implementation.
		1.4 Strengthen the knowledge and skills of members of government bodies, and of all staff, with regard to TMB's ethics, integrity and social responsibility
		1.5 Set up and implement a TMB Advisory Board to strengthen relations with our stakeholders in civil society and add value to their contributions.
	2. Transparency	2.1 Publicise information about the management of the company to the general public.
		2.2 Improve the response time to SAIPS (requests for access to public information).
	3. Responsible procurement and supply chain	3.1 Generalise the inclusion of financial and non-financial criteria in the supplier approval system.
		3.2 Involve the supply chain in the continuous improvement of social responsibility and sustainability, through awareness-raising, support, mentoring and auditing, and monitoring of the improvements put in place.
		3.3 Promote purchasing from social and cooperative economy companies (cooperatives, worker-owned companies, special work centres, integration companies, etc.).

Legal advice and good governance. Managerial Control

Areas	Areas of impact	Aims
Managerial Control	1. Management control of financial and non-financial aspects	1.1 Consolidate the incorporation of social responsibility/sustainability and non-financial ESG indicators in the integrated management system into the TMB dashboard.
	2. Management and mitigation of financial and non-financial risks (internal audit)	2.1 Integrate into internal audit systems the identification, measurement, evaluation and mitigation of non-financial and sustainability risks.
	3. Environmental impact management	3.1 Ensure that environmental protection is pursued by setting targets and creating specific behavioural guidelines in all areas of the company's activity.
		3.2 Ensure environmental awareness in the entire team, and motivate them so that this is reflected in their work.
		3.3 Support the different areas by providing tools and resources for the processes of evaluation, management and monitoring of environmental factors, and for the implementation and maintenance of existing ISO 14001 and 50001 certifications.
		3.4 Promote the circular economy and prevent and manage waste.
		3.5 Fight against climate change.
		3.6 Prevent and minimise the environmental impact of the TMB supply chain.
	4. Sustainable mobility	4.1 Continually adapt and transform TMB's networks in line with new sustainable mobility proposals and needs, ensuring that they are integrated, and that they complement each other and the rest of the transport networks.
		4.2 Identify new proposals and needs for sustainable mobility in collaboration with the public and the different parties involved and/or affected.

Organisation and People

Areas	Areas of impact	Aims
Organisation and People	1. Quality employment and organisation of work. Putting the focus on people	<p>1.1 Reflect the central value of people and their commitment to meeting the challenges facing TMB in the context of sustainable development in institutional declarations and policies.</p> <p>1.2 Enrich the quality of workplaces and work organisation systems to strengthen people's commitment to TMB.</p>
	2. Health, safety and physical and emotional well-being	<p>2.1 Foster a safe and healthy working environment.</p> <p>2.2 Ensure the physical and emotional well-being of workers.</p> <p>2.3 Plan and implement all the actions needed to eliminate or treat asbestos in TMB.</p>
	3. Equitable remuneration	<p>3.1 Ensure that salary policies guarantee that everyone receives an adequate salary in line with their contribution, one that is internally equitable and externally competitive within the sector, offering everyone the opportunity to achieve a dignified standard of living.</p> <p>3.2 Improve transparency and the perception of the fairness of the remuneration system in TMB, both internally and externally, generating spaces for information, training and participation linked to knowledge and understanding.</p>
	4. Flexibility, new uses of time and work-life balance	<p>4.1 Facilitate an appropriate work-life balance, promoting a culture of flexibility and the intelligent management of space and time.</p>

Organisation and People

Areas	Areas of impact	Aims
Organisation and People	5. Training and development	5.1 Offer the best opportunities for training and development of professional and personal talent to contribute to sustainable development.
		5.2 Develop behaviour in TMB employees that is consistent with the company's values as defined in the Strategic Plan and the RSIS Plan (culture of responsibility and sustainability).
		5.3 Establish a system to identify, assess and develop internal talent, both managerial and technical. Raise awareness of TMB's reputation as a leading company in job creation.
	6. Equal opportunities	6.1 Promote a culture of equal opportunities and non-discrimination in all TMB's organisational processes.
		6.2 Promote diversity and its management as an enriching part of TMB's organisational life.
		6.3 Establish specific practices to encourage the recruitment of women in TMB, along with the internal promotion of female talent.
		6.4 Incorporate a gender perspective in mobility design.
	7. Co-responsibility in labour relations	7.1 Promote a stable framework of collaboration in labour relations, based on trust, dialogue and mutual respect.
	8. Organisational model and management of objectives	8.1 Promote a system of governance, an organisational design and a new objective model that promotes commitment to the values and culture of social responsibility and sustainability in order to meet TMB's future challenges.

Corporate services. Customer Department

Areas	Areas of impact	Aims
Customer Department	1. Information and attention to the mobility needs of customers and the general public	<p>1.1 Analyse the best possible response to the needs of different types of TMB customers and the general public.</p> <p>1.2 Ascertain and continuously improve customer satisfaction and quality of service in response to complaints, claims and suggestions made by TMB customers.</p> <p>1.3 Improve frequency, technological innovations and user information.</p> <p>1.4 Promote sustainable, accessible mobility and the use of public transport among the most vulnerable groups and the general public.</p> <p>1.5 Focus all areas of the company on users, including the analysis of situations, needs and problems, the identification and evaluation of options/solutions and the taking of decisions: 'customer centric' training, co-creation and innovation with users, service culture and passenger satisfaction, decisions approached with the customer in mind, passenger needs and priorities, the complete QRS cycle, loyalty programmes, travel experience, knowledge of users and personalisation of services.</p>
	2. Travel experiences	<p>2.1 Improve the travel experience of the different user/customer group segments, from a cross-cutting perspective based on universal accessibility, intermodality and sustainability.</p> <p>2.2 Increase the number of TMB users, minimising the use of private transport, to contribute to more sustainable cities.</p> <p>2.3 Make a decisive contribution to the full development of T-mobilitat to improve the travel experience, and the efficiency and personalisation of services.</p> <p>2.4 Strengthen TMB as a provider of integrated sustainable mobility services: bicycles, shared vehicles, personal mobility, etc.</p>

Corporate services. Administration and Finance

Area	Areas of impact	Aims
Administration and Finance	1. Direct economic value generated distributed. Efficient and equitable use of economic resources.	<p>1.1 Show how TMB generates wealth (economic value), how it manages economic and financial resources to facilitate company activity, and how it is distributed among the different stakeholder groups.</p> <hr/> <p>1.2 Achieve stable funding frameworks and maximise the acquisition of resources.</p>

Corporate services. Technology and Innovation

Areas	Areas of impact	Aims
<p>Technology and Innovation</p>	<p>1. Responsible technology with financial and non- financial criteria</p>	<p>1.1 Develop a master plan for technological development based on responsibility and sustainability criteria to respond to global and local challenges such as climate change, the efficient use of natural resources, social cohesion and equitable economic prosperity.</p>
		<p>1.2 Ensure that technology maintenance contracts - both in-house and with external suppliers include social responsibility, sustainability, energy efficiency and digital transformation criteria.</p>
		<p>1.3 Integrate stakeholder participation into the analysis of the financial and non-financial impacts - environmental, social, ethical and governance - of technology decisions.</p>
		<p>1.4 Develop a model for the creation of a technology observatory, with networks for collaboration and information exchanges with companies, institutions, research centres and stakeholder groups to facilitate a better and rapid adoption of technologies that bring sustainable value to TMB.</p>
		<p>1.5 Develop a comprehensive plan for responsible digitalisation as a key factor in operation, maintenance, people, training, prediction, improvement of processes etc.</p>

Corporate services. Technology and Innovation

Areas	Areas of impact	Aims
Technology and Innovation	2. Ethical, responsible and sustainable innovation culture and infrastructure	<p>2.1 Develop an innovation culture in TMB aligned with social responsibility and sustainability criteria as a way of responding to new future challenges and the progress of people, the organisation and society.</p> <p>2.2 Incorporate a responsible innovation perspective in the achievement of TMB's present and future challenges in all areas of impact:</p> <p>a) The value proposition - what do we offer?</p> <p>b) Responsible innovation in the approach to sustainable mobility needs - 'the market'; who do we target and how? -: new marketing channels, new ways of relating to third parties (transparency, ethics, co-creation, open access, ICTs, etc.), new business models, new added value mobility services, new markets, new customer types, new technologies, etc.</p> <p>c) New management and organisational systems - how we organise ourselves -: new ways of working, new mechanisms and channels for internal co-creation, new technologies applied internally, new alliances, etc.</p> <p>2.3 Ensure that there is the necessary investment, structures and resources to promote responsible innovation.</p>
	3. Partnerships and participatory processes for innovation	<p>3.1 Integrate social, environmental and economic needs into innovation processes through alliances and participatory processes of collaboration and cooperation with different stakeholder groups to meet the challenges of the future.</p> <p>3.2 Actively participate in the generation of sustainable mobility solutions in the municipalities within the Barcelona metropolitan area.</p> <p>3.3 Play an active role on the boards of the administrative bodies (City Council, Metropolitan Transport Authority, Barcelona Metropolitan Area) to contribute to the application of RSiS criteria in urban planning policies and in the drawing up of mobility plans.</p> <p>3.4 Promote, facilitate and establish collaboration frameworks (agreements, plans, projects and programmes) aimed at strengthening TMB's relations with institutions, the general public, public and private bodies and companies that reinforce TMB's reputation, values and mission.</p>

Corporate services. Marketing and International Business

Areas	Areas of impact	Aims
Marketing and International Business	1. Advertising, corporate identity and responsible marketing	<p>1.1 Ensure that the criteria and messages associated with social responsibility and sustainable mobility are essential and differential attributes of the TMB brand, as a reflection of its corporate identity.</p> <p>1.2 Position Barcelona as a world benchmark for mobility with the organisation of the UITP Global Public Transport Summit in 2023.</p> <p>1.3 Organise an ambitious programme to celebrate the centenaries of the bus network (2022) and the metro network (2024).</p> <p>1.4 Promotion of responsible and sustainable tourism through the Hola Barcelona programme in order to provide our own mobility services and those of third parties for non-residents, incorporating the offer into an app with a MaaS philosophy.</p>
	2. Social responsibility and sustainable mobility at the heart of our international business	<p>2.1 Take into account the perspective of social responsibility and sustainable mobility in the strategy for strengthening TMB's international business and projects.</p> <p>2.2 Systematically integrate a social responsibility and sustainable mobility perspective into the processes of participation in international projects.</p> <p>2.3 Promote lines of business in services outside the Barcelona Metropolitan Area (consultancy, bus operations, etc.) to make TMB's services profitable, provide professional development opportunities for staff, and position TMB and Barcelona as a point of reference in the international market. Provide it with its own organisational structure.</p>

Corporate services. Marketing and International Business

Areas	Areas of impact	Aims
<p>Marketing and International Business</p>	<p>3. Universal accessibility</p>	<p>3.1 Guarantee universal accessibility to public transport for all social groups by structuring a cross-cutting organisational model aimed at the continuous improvement of infrastructures, vehicles and services, based on a 360° vision of 'customers with diverse needs'.</p>
		<p>3.2 Promote the training of staff in universal accessibility to foster cultural change and the elimination of attitudinal barriers.</p>
		<p>3.3 Progress in the elimination of physical barriers to accessibility on TMB's networks with the participation of organisations and users.</p>
		<p>3.4 Improve accessibility for people with visual and/or hearing disabilities.</p>
		<p>3.5 Adapt and make TMB's networks accessible to people with intellectual or cognitive disabilities.</p>
		<p>3.6 Promote innovation in the use of new digital tools, and improve the usability and accessibility of existing digital ones.</p>
		<p>3.7 Improve the processes of dialogue with the groups concerned to involve them in the continuous improvement of infrastructures and TMB service vehicles.</p>

Bus Network

Areas	Areas of impact	Aims
Bus Network	1. Quality of service and accessibility	1.1 Improve customer satisfaction.
		1.2 Promote universal accessibility on the networks.
		1.3 Extend the on-demand and proximity bus service - proximity bus services, last mile bus services - (presence in 50 neighbourhoods), improving personalisation of the service and gaining in efficiency.
	2. Comprehensive health and safety on the network	2.1 Encourage a safe and healthy environment for TMB customers and minimise risks.
		2.2 Encourage a safe and healthy working environment on the TMB transport network to minimise risks.
	3. Civic behaviour on public transport	3.1 Foster civic behaviour, responsibility and coexistence on public transport networks.
	4. Well-being of staff on the network	4.1 Monitor working conditions, professional development and the physical and emotional well-being of employees on the network.
	5. Management and minimisation of environmental impact	5.1 Reduce the impact of TMB network activity in terms of pollution, and establish measures to minimise the impact on climate change.
		5.2 Progressively increase the use of the best available technologies and the most environmentally friendly fuels. (Environmentalisation of the fleet)
		5.3 Promote the circular economy and prevent and manage waste.
		5.4 Make sustainable use of resources.

Bus Network

Areas	Areas of impact	Aims
Bus Network	6. Renewal and expansion of the bus fleet	6.1 Renew and expand the bus fleet based on criteria of sustainability, energy efficiency and digital transformation. 6.2 Adapt and improve infrastructures and systems for the effective provision of the bus service, ensuring efficiency in maintenance, energy efficiency and sustainability.
	7. New sustainable service models	7.1 Promote new service, operation and maintenance models that maximise the quality of the bus service and of intermodality, with a view to sustainability.

Metro network

Areas	Areas of impact	Aims
Metro network	1. Quality/provision and accessibility of services	1.1 Improve customer satisfaction.
		1.2 Promote universal accessibility on the networks.
		1.3 Carry out support activities together with the Generalitat with a view to achieving 100% accessible stations.
		1.4 Develop a comprehensive, responsible digitalisation plan for the metro network.
	2. Comprehensive health and safety on the network	2.1 Encourage a safe and healthy environment for TMB customers, minimising risks.
		2.2 Encourage a safe and healthy working environment on the TMB transport network, minimising risks - facilities, vehicles, cybersecurity, etc.
	3. Civic behaviour on public transport	3.1 Foster civic behaviour, responsibility and coexistence on the networks
	4. Well-being of staff in the network	4.1 Monitor the working conditions, professional development and physical and emotional well-being of the network's employees.

Metro network

Areas	Areas of impact	Aims
Metro network	5. Management and minimisation of environmental impact	5.1 Reduce the impact of TMB network activity on pollution by establishing measures to minimise the impact on climate change.
		5.2 Progressively increase the use of the best available technologies and the most environmentally friendly fuels. (Environmentalisation of the fleet).
		5.3 Promote the circular economy and prevent and manage waste.
		5.4 Make efficient and sustainable use of resources.
		5.5 Use electricity from the metro network to charge buses, achieving cost savings (bus-metro electrical infrastructure synergy).
	6. Renewal and expansion of rolling stock/railway infrastructures	6.1 Renew and extend rolling stock based on the criteria of sustainability, energy efficiency and digital transformation, in line with the TMB 2025 Strategic Plan.
		6.2 Adapt, improve and extend railway infrastructures and systems to provide an adequate service, efficient maintenance, energy efficiency and sustainability, in line with the TMB Strategic Plan 2025.
		6.3 Digitalise services and operations in stations (conceptual station model 2025), making stations sustainable, sensorised, connected, safe and integrated within the city, offering a range of services adapted to users' needs.
		6.4 Promote the development of Generalitat projects aimed at the extension of the metro network.
	7. New sustainable service models	7.1 Promote new service, operation and maintenance models that maximise intermodality and the quality and safety of the metro service, based on responsible business practices.

Communications and Institutional Relations

Areas	Areas of impact	Aims
Communications and Institutional Relations	1. Responsible corporate communication	1.1 Ensure that the criteria and messages associated with social responsibility and sustainable mobility are essential and differential attributes of the TMB brand, as a reflection of its corporate identity.
	2. Internal communication and commitment.	2.1 Promote transparent, proactive and understandable internal communication to encourage employee involvement and interest in the evolution of TMB, together with a commitment to meeting the challenges of the future and contributing to sustainable development.
	3A. Management of TMB's social responsibility.	3A.1 Ensure the implementation and coordination of the Social Responsibility and Sustainability Plan in a timely and appropriate manner, strengthening the culture of social responsibility in all TMB's actions and areas of influence, both internal and external.
		3A.2 Establish a system of RSiS indicators to monitor the impact of the implementation of the RSiS Plan.
3A.3 Ensure the quality of the communication of TMB's social responsibility and Statement of Non-Financial Information to all stakeholders, both in form (quality) and in substance (content).		
		3A.4 Establish a system of communication and monitoring of the evolution of the Social Responsibility and Sustainability Plan to be shared with the stakeholder groups that have participated in its preparation.

Communications and Institutional Relations

Areas	Areas of impact	Aims
Communications and Institutional Relations	3B. Women and diversity	3B.1 Promote a culture of equal opportunities and non-discrimination in all TMB's organisational processes.
		3B.2 Support diversity and its management, as well as the promotion of internal female talent, as something that enriches TMB's organisational life.
		3B.3 Incorporate a gender perspective into the design of mobility.
	4. Trust and reputation with stakeholder groups.	4.1 Strengthen confidence in relations with different stakeholder groups as a differential asset of TMB.
	5. TMB's contribution to sustainable development and to the 2030 Agenda.	5.1 Ensure coherence between the TMB 2025 Strategic Plan, the objectives of the Social Responsibility Plan, the Sustainable Development Goals and the targets in the 2030 Agenda.

Communications and Institutional Relations. TMB Foundation

Areas	Areas of impact	Aims
TMB Foundation	1. TMB Educa: education for sustainable mobility	1.1 Focus TMB's educational programme on promoting a change in the way we get around in line with sustainable mobility criteria: public-private, ownership-use, energy efficiency, renewable energies, universal accessibility, use of new technologies, climate change, alignment with social responsibility and the Sustainable Development Goals (SDGs), etc.
	2. TMB Cultura and social transformation	2.1 Ensure that TMB Cultura projects are geared towards social transformation, in line with the Sustainable Development Goals (SDGs), and with a view to promoting innovative content, tools and spaces for co-creation so that cultural projects linked to TMB improve people's lives through mobility.
	3. Civic awareness, citizenship and responsibility	3.1 Encourage civic-mindedness, responsibility and coexistence in the field of public transport.
	4. Cooperation, solidarity and volunteering at TMB	4.1 Reactivate co-operation and solidarity policies, encouraging voluntary work at TMB, and making it possible for workers to participate in social programmes.

Communications and Institutional Relations. TMB Foundation

Areas	Areas of impact	Aims
TMB Foundation	5. TMB's historical heritage	5.1 Nurture and disseminate TMB's heritage, ensuring that it is preserved as a testimony to the history of public transport in Barcelona, and as a focus for reflection to assess its impact on social transformation and how it can be adapted to new needs for sustainable mobility.
		5.2 Collaborate with institutions, historians, researchers and the general public on the history of the company, facilitating the consultation of historical documentation when requested.
		5.3 Make the TMB FOUNDATION HISTORICAL BACKGROUND exhibition project a reality.
		5.4 Celebrate the BUS centenary in 2022, bearing in mind that this year also marks the 150th anniversary of the Tramway, and that 2024 will be the centenary of the arrival of the Barcelona metro.
	6. TMB Foundation collaborations with third parties	6.1 Align the TMB Foundation's collaborations with third parties with the company's criteria for social responsibility and sustainability.
		6.2 Manage collaboration with third parties regarding dissemination with quality and social responsibility criteria.

3.2 Management Mechanisms

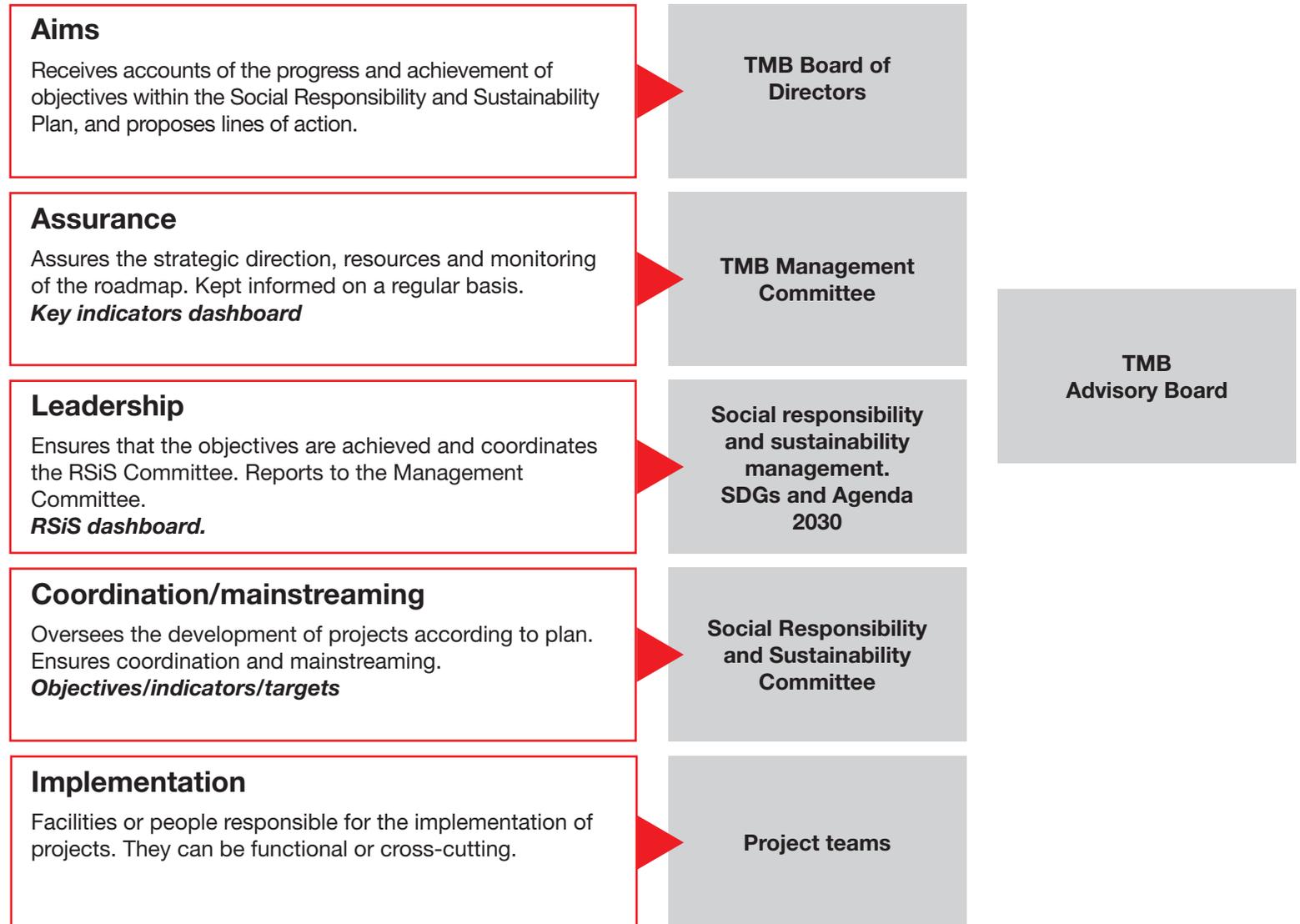
3.2.1 Management, Participation and Monitoring Bodies

The management of the Social Responsibility and Sustainability Plan is integrated into TMB's existing management structures, and therefore does not require the creation of any specific participation structure, since it is understood as a way of thinking, doing and understanding TMB that affects the culture of the whole organisation in a cross-cutting way.

Therefore, based on TMB's organisational structure, the following model of governance and participation has been established, with an indication of the specific functions assumed in relation to this plan.

Social responsibility and sustainability plan

TMB's contribution to the SDGs and the 2030 Agenda



3.2.2 Definition and Distribution of Roles and Responsibilities

For each management/participation body defined in the table above a description is given below of:

- Its functions in relation to the Plan.
- Its composition.
- The frequency with which it deals with the projects and initiatives arising from the RSiS Plan.

TMB Board of Directors

Functions

- **Get to know and validate the general lines of action of the RSiS Plan** and the proposals of the CEO in this respect.
- Periodically **briefed** by the CEO.

Composition

- **Chaired by** the person stipulated in the **statutes**, and is formed by the members of the TMB Board of Directors.

Frequency

- Includes **TMB's social responsibility and sustainability** on the agenda at least once a year. At the proposal of the CEO, matters related to this subject are included on the regular agenda if applicable.

TMB Management Committee

Functions

- **Promotes and supports the RSiS Plan**, and oversees its integration into TMB's Strategic Plan, in the company's culture, and in the integrated management system.
- **Monitors the road map** and receives regular updates on progress.
- **Validates lines of action** and proposals from the RSiS management.
- Empowers RSiS Management and the RSiS Committee to **put forward programmes, projects and initiatives** included in the RSiS Plan to the various TMB areas/directorates.
- **Approves the structure and composition of the RSiS governing bodies**, at the request of the RSiS management.
- **Promotes the values and culture of social responsibility and sustainability internally**, and in a cross-cutting way throughout the organisation, and also externally, within its sphere of influence.

Composition

- **Chaired by** the CEO and made up of the members of the TMB Management Committee.

Frequency

- At least one **monographic meeting per year is dedicated to RSiS**. At the request of the RSiS management, it includes relevant issues in its ordinary agenda, if applicable.

Management of the Social Responsibility and Sustainability Plan

Functions

- Ensures the **timely implementation and coordination of the Social Responsibility and Sustainability Plan**, and works to extend the RSiS culture across the board in all TMB's actions, and all its spheres of influence.
- **Promotes the development of policies to strengthen RSiS**, and of online action plans in line with the changing expectations of stakeholder groups, general trends and the reality of the company.
- **Leads and coordinates the RSiS Committee**, provides support and follow-up, ensuring the involvement of its members and the mainstreaming of projects.
- **Coordinates the different participation bodies**, stimulating commitment and resolving problematic situations.
- **Ensures adequate definition and implementation of the framework of relations with interested parties and stakeholder groups**, maintaining dialogue channels open in order to guarantee high standards of communication and mutual trust.
- **Represents TMB** on forums, conferences and RSiS bodies.
- **Identifies and assesses RSiS risks and opportunities**, promoting innovation and facilitating the necessary channels for continuous improvement.
- **Defines** the system for periodically evaluating and monitoring the key RSiS indicators **in the different areas** and puts forward proposals for improvement in collaboration with the RSiS Committee.

- **Promotes TMB's participation, commitment,** and, where appropriate, **leadership** in external collaborative initiatives promoting the RSiS culture within its sphere of influence at both national and international level.
- **Coordinates with communication departments** (internal and external), ensuring that communication is consistent with RSiS values.
- **Reports** to the TMB Management Committee.

Composition

- The person that holds this position at TMB with the **support of the people on their team and the RSiS Committee.**

Frequency

- Their **dedication is ongoing and exclusive, and the aim** is to roll out and implement the RSiS Plan, and ensure that the RSiS culture is reflected in all TMB's actions, and in all its spheres of influence on a permanent basis.

Social Responsibility and Sustainability Committee

Functions

- **Collaborates with the RSiS management** in the planning, coordination, implementation, monitoring and improvement of the RSiS Plan.

- **Coordinates, promotes, supports and monitors RSiS projects** in the different areas of action with the departments responsible for their implementation. The members of the RSiS Committee are the internal RSiS referents/correspondents; all RSiS projects have at least one identified referent.
- **Promotes and disseminates the culture and values of social responsibility and sustainability** in a broad, cross-cutting manner within the company.
- **Helps RSiS management** identify new opportunities, present them to the TMB Management Committee and implement them once they have been approved.
- Together with RSiS management, takes part in the **implementation of the framework of relations** with interested parties, and in achieving and maintaining high levels of trust with all of them.
- Cooperates with RSiS Management in **identifying and assessing RSiS risks and opportunities**.
- Ensures the **mainstreaming of the RSiS Plan in everyday practices**.
- **Reports to RSiS Management**.

Composition

- **Chaired by RSiS Management** and made up of the people responsible for each functional and operational area of TMB designated for this purpose by the respective directorates.

Frequency

- Meets every **six months**, and whenever the RSiS Management so requires.

Social Responsibility and Sustainability Plan Teams

Functions

- **Implement the projects and actions** included in the RSiS Plan.
- **Regularly collaborate and report on the progress of projects** to the correspondent/ referent on the RSiS Committee.
- Actively participate in the **analysis of risks and opportunities**.
- Submit proposals and recommendations for improving TMB's performance to the RSiS Committee.
- **Work in coordination with other TMB departments and areas of activity** to ensure the success of the RSiS Plan across the company.

Composition

- **People, or teams of people, from each functional,** business or cross-cutting area, with specific competencies to implement the projects deriving from the objectives set in the different areas to strengthen TMB's RSiS. They are proposed and agreed by the people concerned, their managers and RSiS management. They report to the heads of the directorates most directly related to their respective projects.

Frequency

- **This depends on the specific planning carried out for each project,** and its corresponding duration.

TMB Advisory Board

The internal participation structure defined is complemented by the TMB Advisory Board as a consultative body and a forum for dialogue with stakeholders. It is conceived as an instrument for representing the different stakeholder groups and stimulating the participation of society and its agents in decision-making and, as far as this document is concerned, in matters relating to TMB's RSiS.

Its functions, composition and the frequency of its meetings, as well as the rules of operation and organisation, have been developed in the context of the implementation of the TMB 2025 Strategic Plan. Its functions in relation to the RSiS Plan are as follows:

Functions

- **Helps TMB to define and monitor the criteria,** objectives and strategic planning of the TMB's RSiS.
- **Contributes to the monitoring of the RSiS Plan** and provides ideas so that TMB can respond in a balanced way to the expectations of TMB's different stakeholder groups.
- **Receives regular information on the evolution of TMB's RSiS Plan.**

- Contributes to **identifying and establishing dialogue mechanisms** for dialogue with each of TMB's stakeholders.
- **Receives regular information on the results of consultations and dialogue initiatives with stakeholders** - their needs and expectations, their assessment of TMB's response to these, their ideas for improvement and the evolution of trust indicators.
- Puts forward **proposals regarding the highest priority programmes and projects** to provide guidance and adapt them to fit with stakeholder expectations and the priorities on the social agenda that TMB can have an impact on.
- **Promotes the culture and values of social responsibility and sustainability** among TMB stakeholders and in society in general.
- **Collaborates with TMB, from the point of view of an external and collective vision**, in the identification and evaluation of its risks and opportunities in terms of RSiS, contributing to innovation and continuous improvement.

Composition

- **Chaired by the President of TMB.** The deputy chair is the CEO. It is made up of representatives from TMB's main stakeholder groups and, where appropriate, from the RSiS management.

Frequency

- **It meets annually** at the request of TMB's President and CEO.

**Social responsibility
and sustainability plan**

TMB's contribution to the
SDGs and the 2030 Agenda

3.3 The Reporting System. Social Responsibility and Sustainability Report

The management of social responsibility requires an explicit commitment in two areas:

- a) **In the way of thinking** about the company; that is, the way TMB is understood as a company, building its culture and identity through institutional statements - for example on its purpose, mission, vision and values - and in its strategic approach. All these represent the guiding principles behind the initiative.
- b) **In the way of acting**, that is the day-to-day RSiS management, expressed in the case of TMB through the objectives, indicators and targets that each of the areas in particular, and all of them as a whole and in a cross-cutting manner, assume in order to progress towards the achievement of the SDGs, looking ahead to 2030.

Commitment in these two areas is necessary, but it is not enough. A commitment to accountability and transparency is also needed with regard to the objectives set and the milestones reached by all parties and groups with legitimate interests in TMB.

To this end, TMB undertakes to draw up and to publish an annual Social Responsibility and Sustainability Report, in which it publicly presents the company's economic, environmental, social, ethical and governance impacts, and therefore also its contributions (positive or negative) to the sustainable development objectives.

**Social responsibility
and sustainability plan**

TMB's contribution to the
SDGs and the 2030 Agenda

To structure the report, TMB follows *the internationally accepted* GRI standards, as the main point of reference. The GRI standards create a common language for organisations and interest groups, one that enables the economic, environmental, social, ethical and governance impacts of organisations to be communicated and understood.

The standards were designed to promote the quality and comparability of information on these impacts and to facilitate greater transparency and accountability on the part of organisations.

Using these standards, TMB aims to provide a balanced and reasonable representation of both positive and negative contributions to enable internal and external stakeholder groups to form opinions and make informed decisions about TMB's services and its contribution to a more ethical, humane and sustainable society.





The road map

*'The horizon is the homeland of the human being'.
Eduardo Chillida*

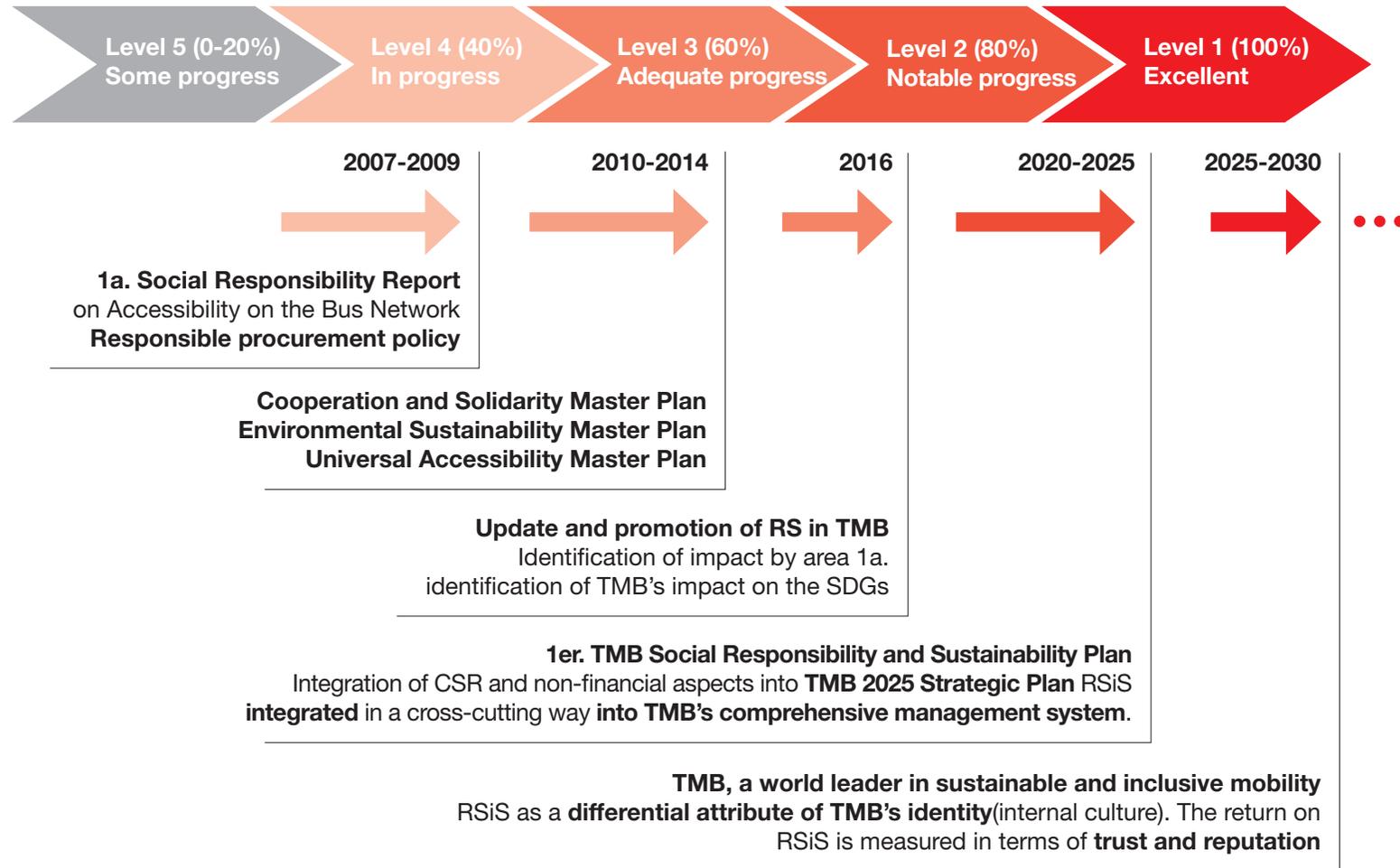
4.1 Panoramic View. Horizon 2030

The following is an overview of the evolution of RSiS in TMB since the first social responsibility report was drawn up in 2008-2009, and looking ahead to 2030.

With this Social Responsibility and Sustainability Plan, the aim is to take a qualitative leap forward and consolidate the return involved in TMB's commitment to social responsibility, internally, in terms of the commitment of the people working with the company and, externally, in terms of increased reputation and trust on behalf of all stakeholders and interlocutors with whom TMB has relations. All of this with the aim of focusing on a firm and radical commitment to contribute to the achievement of the Sustainable Development Goals and to meet the demands of the 2030 Agenda.

Social responsibility and sustainability plan

TMB's contribution to the SDGs and the 2030 Agenda



From 0% to 20%: No evidence of any activity, or some isolated activity.

From 25% to 40%: evidence does exist, but without integration in TMB's policies/ management/strategies

45% or 50%: evidence is integrated into TMB management/ policies/ strategies, but there is significant room for improvement.

From 65% to 80%: evidence included in TMB management/ policies/ strategies, but there is some scope for improvement.

From 85% to 100%: the evidence extends over several years, forming a coherent whole that makes TMB a benchmark in CSR and sustainability.

4.2 Key Monitoring Indicators

The cross-cutting work we have carried out with all parts of the company reflects the areas of impact and the specific objectives, indicators and targets that we have agreed to progress in the first phase of implementation of the Plan.

However, as part of this same process, we will be defining, in collaboration with our stakeholders, the more generic and synthetic indicators that will help us to assess and monitor our overall level of progress in contributing to full, sustainable, inclusive mobility with 2030 in mind.

In this context, we include the following considerations in relation to the most global of the indicators that synthesise and represent the overall management of TMB's social responsibility.

Considerations

An initial point of reference for obtaining global indicators of social responsibility management is the current **Law 11/2018 on non-financial information and diversity**, which obliges TMB to publish a '**Statement of non-financial information**'. This law marks a before and after in the history of social responsibility, as for the first time it establishes the legal obligation to publicly report on non-financial issues (environmental, social and ethical and governance).

Included in the suggestions of Law 11/2018 itself, is a point of reference for establishing the indicators at the internationally recognised Global Reporting Initiative (GRI) standards. This standard has been widely used since 2000 to prepare social responsibility and sustainability reports, which, in terms of the Law, are **Non-Financial Information Statements (NFIs)**.

In addition to these two previous considerations, one of the main functions of corporate social responsibility is to ensure that the indicators included in sustainability reports - or in the non-financial information statement, in legal terminology - must meet certain quality standards in order to achieve two objectives:

- a) To be useful for the company, in terms of the internal management of its own financial and non-financial impacts; and
- b) To be a tool that fulfils information needs and ensures accountability with respect to stakeholders.

To achieve this it is essential that the information and the indicators are developed **in accordance with the 'Reporting Principles' set out in the 'Fundamentals'** section of the GRI. These principles are of two types:

- On the one hand, **there are the principles relating to the definition of the contents** of the report, such as the materiality analysis, the sustainability context (2030 Agenda), stakeholder engagement and thoroughness.

- On the other hand there are **those that relate to the quality of indicators**, such as accuracy, balance, comparability, clarity, reliability and timeliness.

Core social accountability indicators

On the basis of these considerations, and given that:

- the consideration of non-financial impacts and their incorporation into the integrated management system is of growing importance for TMB, and that
- the specific indicators and their respective targets regarding compliance with financial and non-financial aspects - environmental, social, ethics and governance - will be reported by the different areas of TMB.

Below is a description of 5 indicators that could be broadly representative of TMB's social responsibility management, and could be included in the company's integrated management system, in addition to others that may also be taken into account. They are grouped together in line with the two types of principles for the preparation of GRI sustainability reports.

Indicators related to the principles for defining the contents of the NFI (according to GRI)

The following indicators reflect the impact of TMB's actions on the perception that stakeholder groups have on the ethics and integrity of TMB, its reputation and confidence in the company.

Indicator 1

Name: Confidence index (overall and by stakeholder group)

Measurement: Level of confidence, based on a confidence questionnaire on a scale of 1 to 10.

Data source: responses to the confidence questionnaire from TMB's different stakeholders.

Frequency: a quarterly, six-monthly or annual analysis of confidence can be alternated between different interest groups.

Indicator 2

Name: Perceived coherence index (overall and by stakeholder group)

Units of measurement: perceived level of coherence between [what we say] in institutional declarations and [what we do] on a day-to-day basis, on a scale of 0 to 10.

Data source: responses from TMB's various stakeholders to the perceived coherence/importance questionnaire.

Frequency: the analysis of perceived coherence with the different interest groups can be alternated every quarter or six months.

Indicator 3

Name: Reputation index (overall and by stakeholder group)

Unit of measurement: Reputation level, based on data from the *RepTrak (Reputation Institute)* study on a scale of 0 to 100, and other sources.

Origin of the data: responses of TMB's various stakeholder groups to the *RepTrak* study.

Frequency: the reputation study with the different stakeholder groups can be alternated quarterly, half-yearly or annually.

Relative to the quality principles of the NFI indicators (according to GRI)

These are two indicators that are related to compliance with the quality requirements of the information published in the sustainability report, and on the other hand, to the level of achievement of the targets set for the total.

Indicator 4

Name: quality index of sustainability report indicators.

Units of measurement: number and percentage of indicators on the total of indicators of the EINF that meet quality requirements, according to the GRI; classified by quality level: high, medium or low.

Data source: TMB's system of social responsibility management indicators. Quality analysis of the indicators included in the report. Frequency: quarterly, six-monthly or annual, depending on the availability of data.

Indicator 5

Name: **Level of achievement of objectives/ targets** with regard to the objectives/ targets established for the year.

Units of measurement: number and percentage of targets achieved over the total goals to be reached with respect to the RSiS objectives established for the year; classification is by level of achievement: high, medium or low.

Data source: TMB's system of objectives/ targets and social responsibility management indicators. Analysis of the achievement of the targets set in relation to the RSiS objectives for the year, broken down by directorate/area.

Frequency: quarterly, six-monthly or annual, depending on the availability of data.

4.3 Launch and Roll Out Actions

Effective implementation of the RSiS Plan requires special attention to the resolute promotion of a series of actions that are particularly important for successful implementation. If sufficient care is not taken, delays may occur that generate inefficiencies and a loss of commitment and engagement on the part of those people in the different areas of TMB who have actively participated in developing the plan.

Listed below are a series of actions designed to ensure the correct implementation of the Plan:

1. **Presentation of the TMB Social Responsibility and Sustainability Plan** to the Management Committee and the Board of Directors.
2. **Implementation of the participation structure:** the first meeting of the RSiS Committee, to begin the allocation of roles and tasks, and to operationalise implementation.
3. **Review and prioritisation of each area's objectives, indicators and goals** and the assignment of responsibilities.
4. **Design and implementation of an awareness-raising, and internal communication campaign**, with regard to the new RSiS and sustainability plan.
5. **Definition of the actions required for the integration of non-financial aspects** into TMB's integrated management system.
6. **Design and implementation of a dissemination, awareness and external communication campaign** about the new RSiS and sustainability plan.

7. **Calendar of priority actions in each area** and initial project meetings.
8. **Provision of the necessary resources for the implementation of the RSiS Plan:** empowering the people involved and providing them with time, space and tools, as well as the necessary investment or payment of associated expenses in the projects where this is required.
9. **Initial steps in analysing and monitoring the progress of the implementation of the Plan:** identification of strengths, weak points, barriers, corrective actions, *preliminary report*.



**Transports
Metropolitans
de Barcelona**

