



metro  
Málaga



# Sustainability

## Report 2019/21





GIUGIARO  
DESIGN



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## LETTER FROM THE CHAIRMAN



**FRANCISCO J. GAMBERO  
CASTRO**

Chairman of the Boards  
to Directors

At Metro de Málaga we are committed to sustainability and to achieving the Sustainable Development Goals (SDGs) of the 2030 Agenda, implementing actions aimed at promoting the economic, social and environmental development of the city of Málaga, its citizens and visitors.

In line with this commitment, our Company's strategy, approved by the Board of Directors, incorporates sustainability as the framework where our **ethical, environmental and social principles** are established, with a long-term vision and, in turn, is the basis for the development of different corporate policies, responsibilities and action plans to ensure their effectiveness and compliance and to commit to a **sustainable organisational culture**, with profitable growth and which contributes **value to society**.

For us at Metro de Málaga, the challenges of sustainable development and the 2030 Agenda transform our competitive environment and, at the same time, drive our aim to offer the people of Málaga and its visitors **safe, high quality, value-added mobility**, with our desire to continually provide innovative solutions that combine business profitability with social commitment. Sustainability is the tool that allows us to establish a roadmap based on environmental, social and governance (ESG) criteria and to disclose our results through this sustainability report.

We thank you in advance for your interest in following our evolution, and in the context of transparency in which we work, I invite you to see the details of our initiatives and the results of our projects carried out in this area in recent years and their evolution since the previous report published.

“ The challenges of sustainable development and the 2030 Agenda transform our competitive environment and, at the same time, drive our aim to offer the people of Málaga and its visitors safe, high quality, value-added mobility.



## LETTER FROM THE MANAGING DIRECTOR



**FERNANDO LOZANO RUIZ**  
Managing Director

In 2019 we published our first sustainability report in accordance with the **Sustainability Reporting Standards** of the **Global Reporting Initiative** (GRI standards), in which we disclosed information on the impact of our activity on environmental, social and labour aspects, respect for human rights and matters related to the prevention of corruption and bribery, among other material issues.

This initiative was initially promoted, not only with the aim of taking stock of our organisation's performance in all aspects related to sustainability, in its broadest sense, but also to provide a more comprehensive view, so that action planning could be as far-reaching as possible. In addition, this document has proved to be a magnificent channel of communication with our stakeholders, as it provides information on Metro de Málaga's activities in a transparent manner.

It is in this same spirit that we have drawn up this report, which covers the period from 2019 to 2021, a frankly complicated period. After 2019, a year in which we consolidated sustained traffic growth of close to 10 %, at the beginning of 2020 the COVID-19 pandemic broke out,

with a significant impact on both public transport and the economy as a whole. Although mobility in cities gradually recovered during 2021, the effects of the pandemic are still lingering at the time of writing.

The pandemic has only further highlighted major global challenges such as climate change, resource scarcity and social and geopolitical instability. However, thanks to the extraordinary work of our team and providers, we have been able to revalidate the trust of our users, practically recovering this year the levels of demand prior to the pandemic.

Since our beginnings, we have been committed to **sustainable mobility**, with a safe, accessible, reliable, regular and fast public transport service, innovating every day to provide the best possible service. For this reason, the opinion of **our users and other stakeholders** is of particular importance to us in order to achieve **their satisfaction**. Our activity **has achieved carbon neutrality, "zero carbon footprint"**, by participating in the United Nations carbon offsetting programme within the framework of the Clean Development Mechanism (CDM).

Following this line of work, I would like to share with you our satisfaction at obtaining the highest rating in **the GRESB sustainability index**, one of the world's leading sustainability indices, which assesses ESG performance indicators, highlighting our commitment to sustainability. With the arrival of lines 1 and 2 in the city centre, our sustainable transport model will soon be able to reach many more Málaga residents, and we hope to contribute to making Málaga a benchmark for sustainability in terms of mobility.



**We have been committed to sustainable mobility, with a safe, accessible, reliable, regular and fast public transport service, innovating every day to provide the best possible service.**

1



# INTRODUCING METRO DE MÁLAGA





## 1.1

## Our Activity

Metro de Málaga S.A. (hereinafter Metro de Málaga) is dedicated to the commercial operation of lines 1 and 2 of the Málaga metropolitan railway, which bears the same name. Our company headquarters are located at Camino de Santa Inés s/n, where the Central Control Centre (PCC) and the workshops and depots are also located.

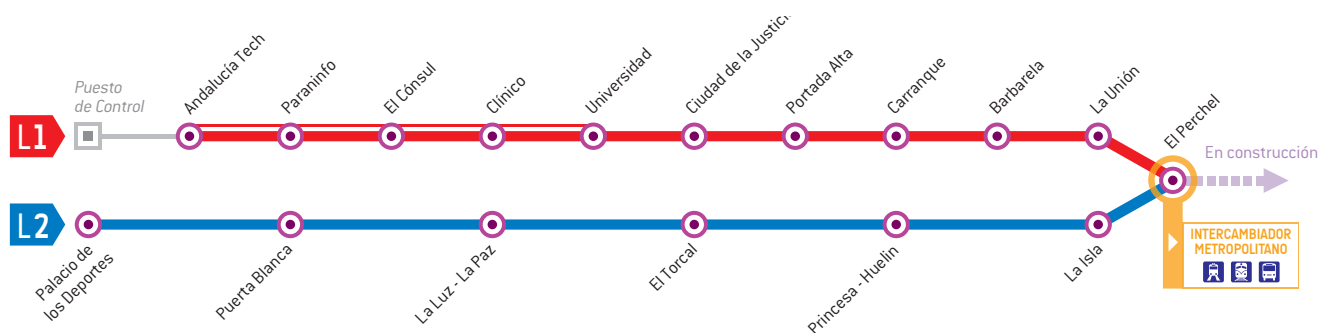
We are a public limited company in whose capital there is a public shareholding of 23.69 %, through the Public Works Agency of the Andalusian Regional Government (AOPJA). The rest of the capital is currently owned by the Vauban Infrastructure Partners group. Our main activity is the provision of public transport services by metro in the city of Málaga.

With our sustainable transport system we respond to the demand for mobility of the citizens of Málaga. In this way, we have become a benchmark for public transport in the city, as shown by the 39.5 million passengers transported since the start of commercial operation on 30 July 2014. We are modern in our design, with technologically advanced features. We are comfortable and safe, fast, reliable and 100 % accessible.

Our history is that of a company committed to society that has managed to grow and evolve, remaining true to our values, thanks to the efforts of all our employees and the trust of our customers.

For the development of our activity we use 100 % renewable electricity, in line with our premise of being a sustainable and environmentally friendly transport.

The Málaga metro, which began to be built in 2006, started running in July 2014, with the first convoys of the first two lines from the vicinity of the José María Martín Carpena Sports Palace to El Perchel station, located next to the María Zambrano railway station, and from there to the extension of the Teatinos university campus. Our fleet consists of 14 CAF Urbos 3 model train units. The metro currently has two lines in service, linking different parts of the city and interacting with the other transport services of the Málaga.



	SECTIONS	LENGTH	NUMBER OF STATIONS	TOTAL TRAVEL TIME
Line 1	Andalucía Tech - El Perchel	6.55 km	11, of which 1 is shared with L2	16 min 12 s
Line 2	Palacio de los Deportes - El Perchel	4.25 km	7, of which 1 shared with L1	9 min 33 s
				Total Time 26 min 45 s *

\* Includes 1 minute stop at El Perchel

Area Metropolitan Transport Consortium, with a length of 10.8 km, of which 8.56 km are underground and 2.24 km are above ground. The route crosses the most densely populated districts, such as Carretera de Cádiz and Cruz del Humilladero, as well as points of interest such as the María Zambrano modal interchange, the University, the City of Justice and the Virgen de la Victoria (Clínico) and Regional de Málaga (Carlos Haya) university hospitals.

Total lines 10.8 km	Underground 8.56 km	Aboveground 2.24 km
------------------------	------------------------	------------------------

Our **commitment to development and innovation** leads us to lead projects in alliances with the public and private sector, with the aim of advancing the contribution to sustainable mobility in the city of Málaga.

**At Metro de Málaga** we present annual accounts for the calendar year from 1 January to 31 December, which are prepared in accordance with Order EHA/3362/2010, of 23 December, approving the rules for adapting the General Accounting Plan to public infrastructure concessionary companies in Spain.

As of **31 December 2021**, we have a total of **150 employees**, of which 122 are **men** and 28 are **women**. Our work is carried out within the framework of a collaborative culture where teams throughout the organisation share common objectives. We work in accordance with good practices and integrated quality, occupational health and safety and environmental management systems, certified according to international standards **ISO 9001:2015, ISO 45001:2018, ISO 14001:2015**, among others mentioned below.

MAIN FIGURES FOR METRO DE MÁLAGA			
	2021	2020	2019
Net income	64,025,787.4 €	56,000,560.31 €	57,779,538.32 €
Employees	150	141	141
Salary costs	6,441,418.63 €	6,282,725.20 €	6,462,015.59 €

Our perspective is to be a company that wants to continue growing and consolidating its position in the city of Málaga.



**1.2**

## Our Organizational Structure

At Metro de Málaga we have the firm intention of continuing to steadily strengthen our governance framework for the development of our business strategy, focused on the achievement of a strategic plan, whose main objective is the significant and sustainable growth of the current business volume, positioning it at the forefront of the sustainable public transport sector.

Metro de Málaga's organisational structure allows us to consolidate a flexible and agile organisational model that is fully oriented towards the Company's strategic challenges.



### Board of Directors

The Board of Directors is the highest administrative and governing body of the Company and has full authority to direct, administer and represent the Company in the development of the activities that make up its corporate purpose and delegates some of its powers to the executive chairman and chief executive officer of the Company. The Board of Directors receives direct information on each and every area from the chief executive officer. The Board of Directors takes decisions on all relevant matters relating to both day-to-day management and the definition of strategic lines of action.

The Board of Directors is made up of nine directors, seven men and two women:

- D. Francisco J. Gambero Castro (Chairman)
- D. Rafael Candau Rámila
- D. Mario Muñoz-Atanet Sánchez
- D. Ramón Parra Gutiérrez
- D<sup>a</sup>. Gwenola Chambon
- D. Javier González de Lara y Sarria
- D. Fernando Práxedes García
- D<sup>a</sup>. Anne-Sophie Marie Leurent
- D. Maxime Timothee Buisson

In addition, we have a **non-director secretary**, a position held by Mr. José Luis Palma Fernández, counsel of the law firm Gómez Acebo & Pombo Abogados, S.L.P.



## General Management

The Board of Directors entrusts the day-to-day management of Metro de Málaga to the General Management. The General Management is headed by **Fernando Lozano Ruiz**, who assumes the highest management functions, and is responsible for achieving the objectives set annually, as well as implementing the Strategic Plan, in accordance with the Company's values and policy, and periodically reporting the results to the Board of Directors.

The General Management is supported by the directors of the different areas of the organisation, whose mission is to develop and implement the strategic plan of each of their areas of responsibility, so as to enable the achievement of the goals, objectives and approved budgets, through the leadership of their teams and in accordance with the values and principles of the Company.

The management structure is made up of:

- D. Fernando Lozano Ruiz, General Manager.
- D. Ignacio García Giménez, Director of Administration and General Services.
- D. José Miguel de Frutos Pérez, Director of Engineering and Maintenance.
- D. Ramón Madero Sillero, Director of Operations and Integrated Management System.

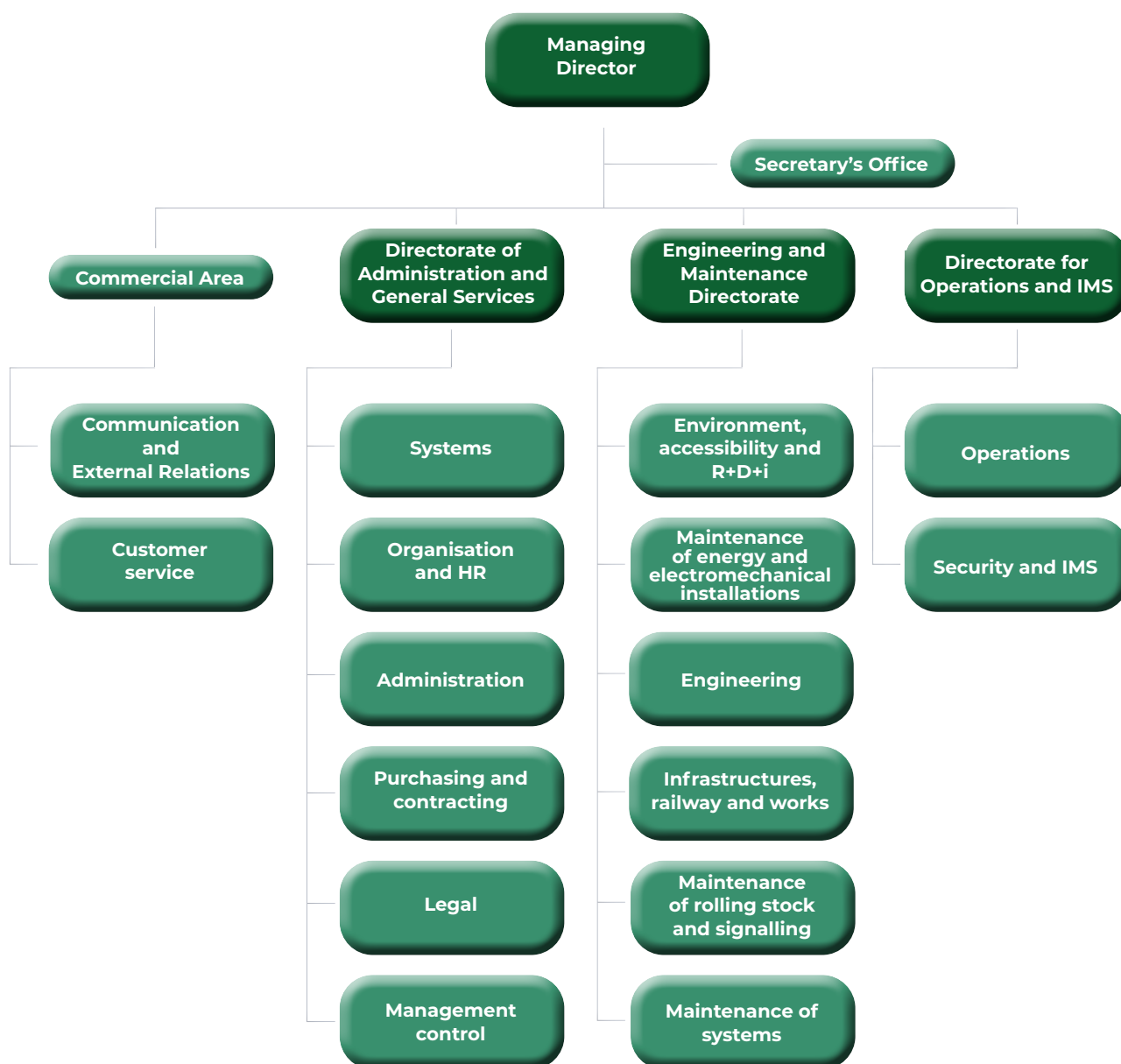
## Organisation

In 2021, Metro de Málaga will have 150 employees.

Responsibility for sustainability management lies with the Operations and Integrated Management Systems Director, periodically reporting its results to the General Management.



## Organisation chart



## 1.3

## Our Mission

Our mission is to be a sustainable transport system, with a human team committed to the client and enthusiastic about their professional development, supported by advanced, modern and safe technology and 100 % accessible facilities and in connection with other public transport, making Málaga a better communicated city.

## 1.4

## Our Values

At Metro de Málaga we carry out our mission to provide a transport service that meets the sustainable mobility needs of the Málaga area, based on our values:



2



## COMMITMENT TO SUSTAINABILITY



At Metro de Málaga, since our origins, we have had a strong commitment to progress and to the communities in which we operate.

Sustainability is incorporated into our business strategy as a basic pillar to contribute, with a long-term vision, to the development of the business and sustainable development, integrating environmental, social and ethical criteria into our decision-making process, in addition to economic variables.

Our purpose is aimed at generating shared value for society and the planet and is governed by consistency with our values and based on the ESG issues identified as important in the materiality matrix, framed within our four management pillars: responsible business; health and well-being; employment and development; and the environment.

Our organisation is assessed in terms of sustainability by the **GRESB index**, one of the world's leading sustainability indices, used as an evaluation and comparison tool by private and institutional investment funds to

measure and assess ESG performance indicators.



“

The result obtained in 2020 puts us in first place within our comparison group with other companies in the same sector and in third place in the ranking of public-private companies.

The result obtained in 2020 puts us in first place within our comparison group with other companies in the same sector and in third place in the ranking of public-private companies, placing us in the top 20 % of business entities that have obtained the best results, giving rise to the recognition of “5 GRESB stars”.

Metro de Málaga's achievement of this rating highlights the Company's long-standing commitment to sustainability, implementing actions aimed at balancing economic, social and environmental development.

In addition, every year we provide ESG information to our shareholders through the **Reporting 21** platform, which specialises in non-financial reporting.





## 2.1

## Dialogue with stakeholders

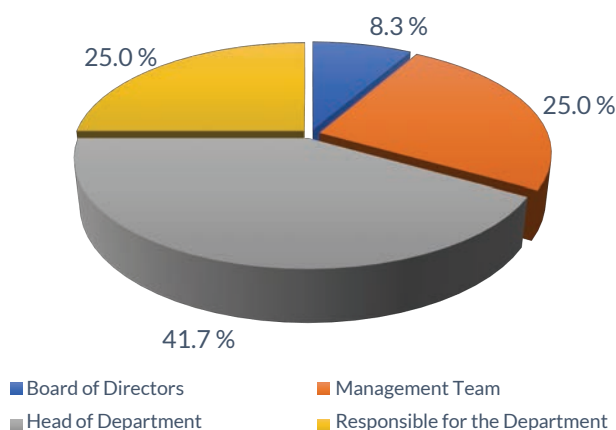
At **Metro de Málaga**, we identify our strategic priorities taking into account the concerns and expectations of our stakeholders, obtained through dialogue via different channels, depending on the stakeholder group.

**Main stakeholder groups identified:**

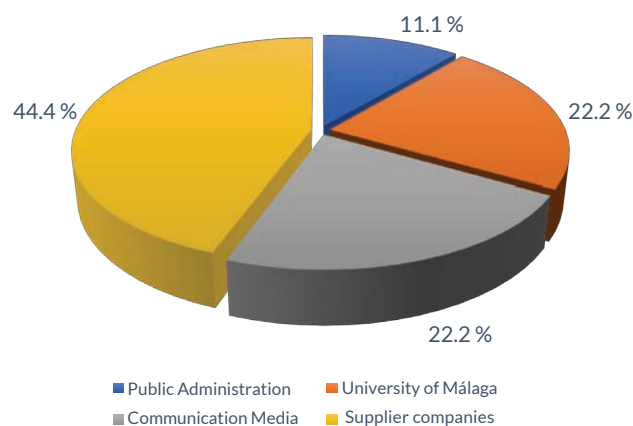


During 2021, we conducted 18 surveys of different groups within our organisation to ascertain **internal relevance**, and 23 surveys of different **external stakeholders**, as well as an exhaustive **benchmarking and analysis of sustainability trends**, to identify and prioritise the most relevant sustainability-related issues and disclose the results of these in this report. Internal participation was 66.66 % and external participation 78.26 %.

**INTERNAL RELEVANCE**



**EXTERNAL RELEVANCE**



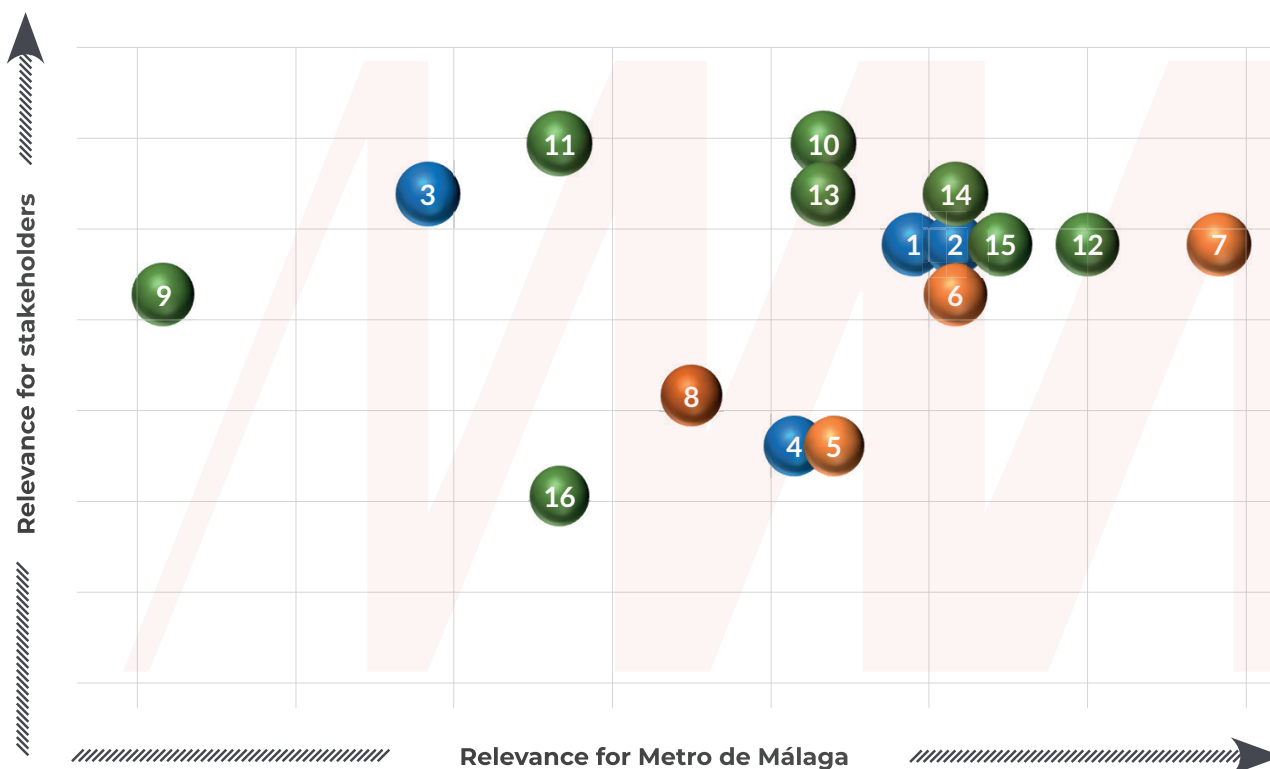
## 2.2 Materiality Analysis

For the preparation of this report, we have conducted our first materiality analysis involving a representation of our stakeholders. **Materiality** is one of the most important requirements for sustainability reporting according with the international accountability standards of the Global Reporting Initiative “GRI”.

The materiality analysis has allowed us to identify 37 sustainability issues with the most significant potential economic, social and environmental impacts of the Company, as well as to know how we and our different stakeholders assess these 37 identified issues.

The result of the materiality, based on this internal and external relevance, is a matrix that shows us the 16 strategic priorities for the effective integration of sustainability as a lever of competitiveness and generation of value for all stakeholders, with the aim that we continue in the right direction in our work to be leaders in sustainable mobility in Málaga.

### Materiality matrix: relevant aspects



## Description of material aspects identified

ETHICAL AND GOVERNANCE ASPECTS	
1	To ensure legal compliance and good practices in the sector.
2	Promote compliance with the Code of Ethics and ensure ethical management among employees in relation to stakeholders (prevention of corruption, bribery, money laundering, etc.).
3	Respect and protect human rights and manage risks related to human rights violations.
4	Manage risks in an integrated manner (not only economic, but also social and environmental risks).

SOCIAL ASPECTS	
5	Maintain relations, provide very good customer service and know the degree of customer satisfaction.
6	Guarantee the efficiency, safety and quality of the services that we offer.
7	To ensure the health and well-being of the workers.
8	Guarantee universal accessibility.

ENVIRONMENTAL ASPECTS	
9	To ensure the health and well-being of our users.
10	To minimise the environmental impact of our activity.
11	To prevent pollution: atmospheric, acoustic and light pollution.
12	Contribute to sustainable mobility.
13	To minimise the consumption of resources (raw materials, energy and water).
14	Optimising energy consumption.
15	Acting against climate change and reducing CO <sub>2</sub> emissions.
16	Manage and minimise waste at source (reduction and revalorisation of waste).

As a result of materiality 2021, we also identified four aspects prioritised by our stakeholders, which we will analyse how to be considered in management in the coming years.

- Innovate to provide services that respond to the needs of users and sustainable development.
- Create sustainability projects (climate change, sustainable public transport, sustainable consumption) with our stakeholders and most immediate environment (Alliances).
- Advance in technological transformation and digitalisation.
- Digital training to avoid cybersecurity risks.

## 2.3

## Our contribution to the SDGs

(Sustainable Development Goals)

In this context of sustainability, since the United Nations approved the 17 Sustainable Development Goals (SDGs) in 2015, at Metro de Málaga we have integrated these goals into our commitments as part of our responsibility, contributing to their achievement and aligning ourselves with the international sustainability agenda.

The 17 SDG's group together 169 concrete targets and constitute a common sustainable development agenda for governments, civil society and the private sector. Our activities contribute directly to the achievement of the following SDGs that we have identified as priorities and that respond indirectly to the other SDGs:

### Our Priority SDGs:

# SUSTAINABLE DEVELOPMENT GOALS



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

We contribute to this goal with high quality and safe services that meet the mobility needs of Málaga's population and its visitors.

- Quality and safety of our services.
- Innovation.
- Research.
- Collaboration.
- Inclusion.



#### SDG 11, Sustainable Cities and Communities.

We contribute to this goal of providing quality and accessible mobility infrastructures and services to the population of Málaga to achieve sustainable mobility for all citizens.

- Supporting governments in innovative solutions.
- Developing quality infrastructures.
- Joining forces with alliances that promote sustainable cities.
- Ethics, compliance and Code of Ethics.



**SDG 13, Climate Action.**

We contribute to this goal through appropriate risk and opportunity management and by incorporating climate change measures into the Company's policies, strategies and plans.

- Responsible use of consumption and resources.
- Promoting the circular economy.
- Collaboration with the value chain.
- Maximum efficiency and minimum negative impact.
- Care and protection of the environment.
- Transparency.

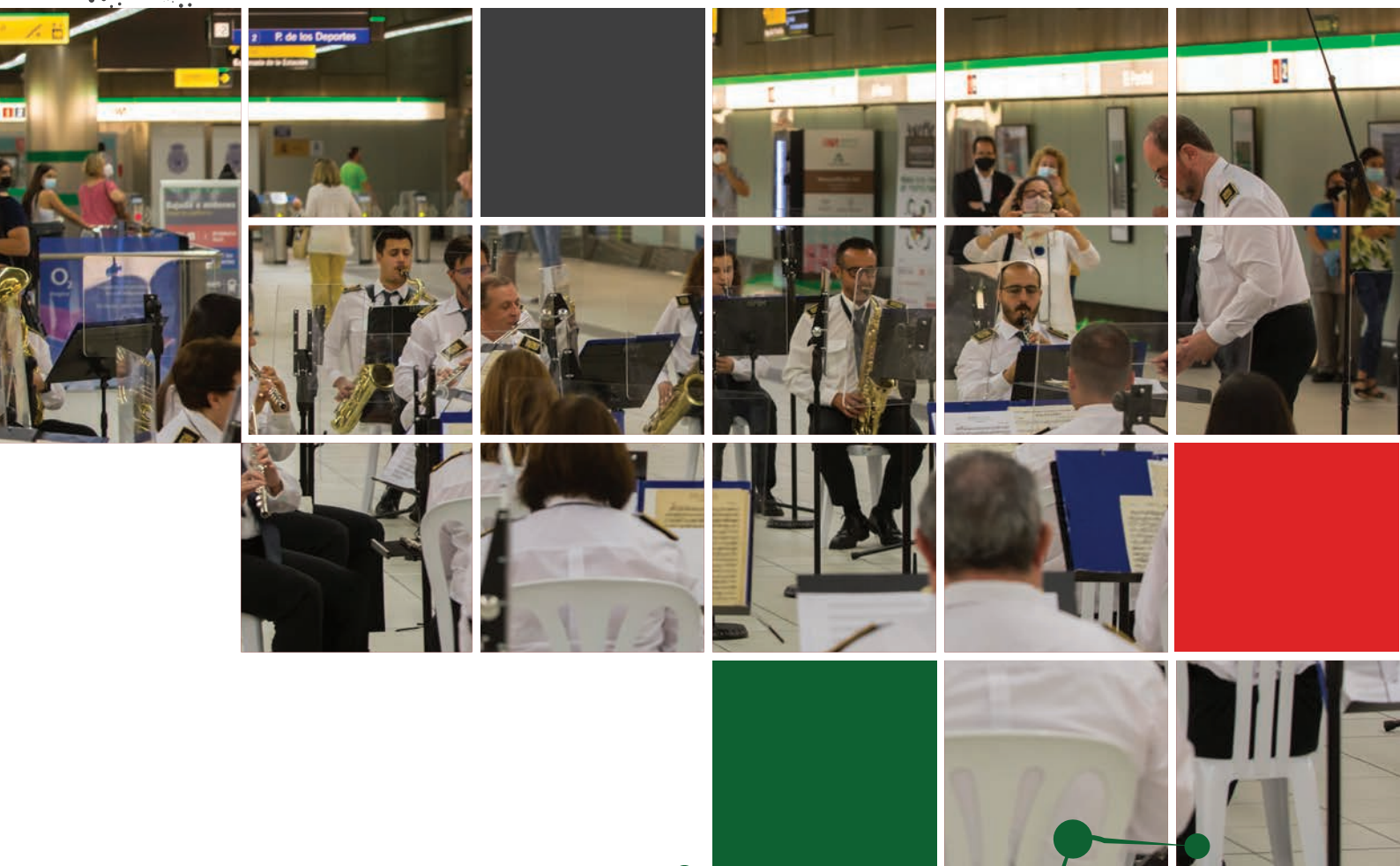
**SDG 16, Peace, Justice and Strong Institutions and SDG 17, Partnerships to Achieve the Goals.**

We contribute to these two goals through ethical and responsible management, and by fostering collaboration with partnerships that enable us to develop our commitment to sustainability. Being a responsible business is an integral part of our company culture, and includes the interests of our stakeholders, our customers, governments, educational institutions and the wider community.



3

## COMMITMENT TO RESPONSIBLE BUSINESS



At Metro de Málaga we are committed to maintaining a permanent dialogue that generates confidence in our stakeholders. We make decisions within a framework of good corporate governance, incorporating sustainability as a fundamental part of our long-term vision. We act in an ethical, responsible and transparent manner based on our Code of Ethics and extend this way of working to our entire value chain.

We understand the responsible and efficient management of Metro de Málaga as ethical, transparent and responsible behaviour towards stakeholders, respect for human rights and the fight against all types of corruption, all of which are fundamental to ensuring the Company's long-term sustainability.

Our Code of Ethics, as a whole, includes Metro de Málaga's standards and principles to guarantee responsible and efficient management.

To supervise the management of these principles, as well as the review and development of procedures and policies, a **Crime Prevention Committee** has been appointed, whose composition is as follows:

- One person from the Board of Directors.
- Engineering and Maintenance Management.
- Head of Legal Counsel.

In addition to the Code of Ethics, we have:

- Economic, ethical, social and environmental policies.
- Due diligence procedures, plans and initiatives.
- Risk control mechanisms.

In addition, we have various committees set up to ensure compliance with all these procedures and policies, and thus guarantee good corporate governance.

## 3.1 Risk identification and management

At Metro de Málaga we proactively manage risks, which allows us to identify, measure and manage them in order to ensure the achievement of business objectives, minimisation of impacts, protection of assets, people and the environment, and thus ensure the long-term sustainability of the Company.

All risks that may have a significant impact on the achievement of the Company's objectives are assessed on a regular basis. The risk factors to which the Company is subject include:

- **Regulatory risks:** arising from regulatory changes established by the various regulators or changes in social or environmental regulations.
- **Market risks:** relating to the exposure of results and equity to changes in prices and other market variables, such as interest rates, resource and commodity prices, financial asset prices and others.
- **Credit risk:** the possibility that a counterparty will default on its contractual obligations and produce an economic or financial loss for the company.
- **Business risks:** such as uncertainty regarding the behaviour of variables inherent to our business, such as the characteristics of demand or the supply of raw materials, among others.
- **Operational risks:** these refer to direct or indirect economic losses caused by inadequate internal processes, technological failures, human error or as a consequence of certain external events. Operational risks also include legal and fraud risks and those associated with information technology

and cybersecurity (cyber-attacks or security incidents that allow access to confidential information or cause an interruption of business activities or complaints from users).

- **Reputational risks:** which include the potential negative impact associated with changes in the perception of the company by our main stakeholders.

From the different areas and departments of the organisation, we continuously review the evolution and trends of the legal requirements that apply to us and the material issues identified in the materiality matrix, derived from social, environmental, human rights, anti-corruption and bribery, data protection, cybersecurity and those related to society in general. Non-legislated material issues are assessed and managed according to international frameworks.



**In line with the recommendations of the health authorities, We have worked hard to ensure the health of our teams and the continuity of our essential activity and thus maintain the best conditions of safety and sustainable mobility for users.**

In addition to the internal policies and procedures, and the control mechanisms established, Metro de Málaga has an **insurance programme** to cover certain risks that may affect workers or users, as well as property or third parties. In this respect, in addition to the compulsory policies required by the company's activity, we also have a civil liability policy to cover claims affecting third parties for an amount of up to 30,000,000 euros.

In these two years marked by the COVID-19 pandemic, our priority has always been to take care of our employees, our customers and the most vulnerable people in this crisis. In line with the recommendations of the health authorities, We have worked hard to ensure the health of our teams and the continuity of our essential activity and thus maintain the best conditions of safety and sustainable mobility for users.

Hygiene, prevention and distancing measures were implemented both during the confinement phase and afterwards, adapted to the situation of the so-called new normality. In July 2020, **AENOR certification was obtained for the COVID-19 Action Protocol**, following the auditor's analysis of all the procedures and

measures adopted by Metro de Málaga. This certification has been revalidated in subsequent audits to date.

We highlight the different policies, commitments and management instruments available in Metro de Málaga and the description of their management approach to ensure the control of the key ESG issues for the Company:



E

SCOPE	POLICIES, COMMITMENTS AND INSTRUMENTS	DESCRIPTION OF MANAGEMENT APPROACH
Commitment to the environment and the planet	<p>Environmental policy.</p> <p>Integrated management system in accordance with internationally recognised standards ISO 9001:2015 (Quality), ISO 45001:2018 (Health and Safety at Work), ISO 14001:2018 (Environment).</p> <p>Carbon footprint certificate verified by AENOR.</p>	<p>Metro de Málaga's commitment to compliance with applicable regulations, the prevention of damage to the environment and the responsible use of resources.</p> <p>To be registered with official bodies and to have the corresponding licences, authorisations or authorisations (registration of activities and waste treatment facilities, etc.).</p> <p>We have an integrated management system to manage various aspects of operations in line with standards relating to quality management, the environment, health and safety at work.</p> <p>Greenhouse Gas Emission Measurements.</p>

S

SCOPE	POLICIES, COMMITMENTS AND INSTRUMENTS	DESCRIPTION OF MANAGEMENT APPROACH
Commitment to employment, people and society	<p>Policy and Integrated management system in accordance with internationally recognised ISO standards (see previous row).</p> <p>AENOR's COVID-19 action protocol.</p> <p>Quality and reliability: Certified public passenger transport service, UNE-EN 13816:2003.</p> <p>Safety and emergency management:</p> <ul style="list-style-type: none"> <li>Emergency management certificate in accordance with ISO 22320:2013.</li> <li>Operational railway safety management certificate in accordance with AENOR standards.</li> </ul>	<p>Commitment to quality, health and safety at work, to facilitate the integration of ORP (occupational risk prevention) in all processes.</p> <p>The talent and development of our employees is a priority for the development of our business, which is why we develop all the necessary labour policies, initiatives and procedures to guarantee their good management and promote a safe and healthy environment, as well as developing actions that enable work-life balance, attention to diversity, equality and avoid discrimination of any kind.</p> <p>We have policies, procedures, certificates and protocols to guarantee the accessibility, quality, safety, privacy and health of our users, avoiding discrimination of any kind and guaranteeing respect for human rights.</p>



SCOPE	POLICIES, COMMITMENTS AND INSTRUMENTS	DESCRIPTION OF MANAGEMENT APPROACH
<b>Commitment to employment, people and society</b>	<p>Privacy and personal data protection policy.</p> <p>Code of conduct in the use of ICTs.</p> <p>Selection and promotion policy.</p> <p>Welcome plan.</p> <p>Training and development policy.</p> <p>Equality plan.</p> <p>Protocol for the management of situations of violence, harassment, aggression, discrimination or similar in the workplace.</p> <p>Training plan and training procedure.</p> <p>Competence assessment procedure.</p> <p>Universal Accessibility: Accessibility management system in accordance with the UNE- 170001-2:2007 standard.</p>	<p>Commitment to quality, health and safety at work, to facilitate the integration of ORP in all processes.</p> <p>The talent and development of our employees is a priority for the development of our business, which is why we develop all the necessary labour policies, initiatives and procedures to guarantee their good management and promote a safe and healthy environment, as well as developing actions that enable work-life balance, attention to diversity, equality and avoid discrimination of any kind.</p> <p>We have policies, procedures, certificates and protocols to guarantee the accessibility, quality, safety, privacy and health of our users, avoiding discrimination of any kind and guaranteeing respect for human rights.</p>

SCOPE	POLICIES, COMMITMENTS AND INSTRUMENTS	DESCRIPTION OF MANAGEMENT APPROACH
<b>Commitment to responsible business</b>	<p>Code of Ethics.</p> <p>Crime prevention programme.</p> <p>Crime prevention committee and ethical channel for anonymous complaints.</p> <p>Anti-corruption policy.</p> <p>Purchasing and contracting procedure.</p> <p>General privacy policy.</p> <p>ESG Questionnaires.</p> <p>Sustainability Report.</p>	<p>Corporate ethical principles and tools necessary for their implementation and control in the development of the activity and the promotion of an ethical culture.</p> <p>Mechanisms to prevent and fight corruption, bribery and money laundering.</p> <p>Transparency in the reliability of the information disclosed, both financial and non-financial.</p>

At Metro de Málaga we thoroughly analyse our relations with:

1) **Public administrations** for any reason related to the Company's activities, such as:

- Receipt and management of checks and inspections by different authorities.
- Obtaining authorisations and licences related to the Company's activities.
- Applying for subsidies and public funds.

2) **Management of contracting processes for works and services with third parties**, related to the activities carried out by the Company.

3) Conclusion of **collaboration agreements, donations, sponsorships or other alliances with public and private entities**.

We also encourage **membership and participation in sectoral initiatives and initiatives to promote sustainable management**, including those described below:

- **ATUC**: Association of Urban and Metropolitan Public Transport.
- **UITP**: International Association of Public Transport.
- **RIH**: Railway Innovation Hub.
- **Alamys**: Latin American Association of Metros and Subways.
- **Committee of Railway Communicators**.

We regularly update the evolution of impacts with the results of the different action plans developed in the different areas of responsibility.

The management structure is responsible for the good management and supervision of adequate risk management, as well as for identifying and discussing the weaknesses detected.

The **Board of Directors** is responsible for approving the risk management model and is regularly informed of the evolution of its results through the General Management by means of indicators related to this system.



## 3.2 Ethics, human rights and compliance

At Metro de Málaga we constantly promote and develop a culture of ethics and compliance. Since 2016, we have had a **Crime Prevention Programme**, an **internal control tool** that is constantly being revised and developed, which incorporates all of the Company's actions and activities, as well as anti-fraud, anti-corruption, computer crime and environmental crime control processes, among others. As a basic control mechanism of the system, there is a **channel for complaints**, incidents or queries, which are managed by the Crime Prevention Committee.

This programme consists of a set of protocols and procedures, developed and implemented with the collaboration of experts in the field, external to the Company, as a tool for the prevention and control of possible criminal or illegal activities in its sphere of action.



**The Code of Ethics sets out the principles and conduct we expect from all those who form part of Metro de Málaga and reflects the values by which the Company and its employees are governed.**

Likewise, in March 2017, the Company's Board of Directors approved our **Code of Ethics**, the highest level instrument within our regulatory structure and mandatory for all persons included in its scope, i.e. directors, executives, employees, contractors, suppliers and third parties linked in any other way to our activity.

Our actions, and those of each and every one of the persons linked to us, must be carried out in **strict compliance with the laws and regulations** in force at all times, whatever their objective scope, paying special attention to those that regulate fundamental rights, the principles of equal treatment and non-discrimination, protection against the exploitation of child labour and any other principles contained in the United Nations Conventions, the Universal Declaration of **Human Rights**, the Conventions of the International Labour Organisation, the Declarations on the Environment and the United Nations Convention against Corruption.

The Code of Ethics sets out the **principles and conduct** we expect from all those who form part of Metro de Málaga and reflects the values by which the Company and its employees are governed, in order to respect human rights and comply with the legal requirements and regulations applicable to our activity, as well as to transmit them to the main stakeholder groups.

The following channels are available to all employees of the Company for raising doubts, queries or reporting incidents related to breaches of rules, policies or procedures:

- The ethics channel (managed by the Crime Prevention Committee).
- Direct contact with the different Heads of the organisation.
- In the particular case of incidents related to cases of violence, harassment, aggression, discrimination or similar occurrences in the workplace, the specific channels as established in the protocol are the Organisation and Human Resources Department and the Legal Department.
- Likewise, for matters relating to confidentiality, privacy and personal data protection, a channel of communication is established with the Data Protection Committee and the Data Protection Delegate.

The risk of corruption to which we are exposed in our company is minimal, as it is subject to strict control. For this purpose, we have, as our main tool, the Purchasing and Contracting Procedure, as well as a structure of powers with both quantitatively and qualitatively limited influence, both conferred by the Board of



Directors. We can affirm that in the period under review there **has been no incidence of any alleged case of corruption.**

Crimes against **human rights** are totally prohibited and penalised in the geographical area in which we carry out our activity, so there is no intrinsic risk to our own activity.

Contractors and third parties that have any relationship with the Company are obliged to comply with our Code of Ethics.

All Metro de Málaga employees have received **specific training** on the Crime Prevention Programme in general, and on the **Company's Code of Ethics** and the rules and policies derived therefrom in particular.

During the reporting period, the channel has **not registered any complaints or substantiated allegations.** Likewise, we have not received **any fines or sanctions** in relation to incidents of non-compliance of any kind, whether of voluntary codes, human rights or legislation, including, among others, in the economic, labour, social and environmental spheres.



## 3.3 Sustainable procurement

At Metro de Málaga we have a **Purchasing and Contracting Procedure** that establishes our relationship framework and our criteria in the supplier selection and evaluation processes, based on our Code of Ethics, taking into account, in addition to technical and economic aspects, other aspects of a social, environmental and legal nature, in which the different departments of the Company collaborate closely:

- **Good governance:** regulatory compliance in a broad sense, with special attention to aspects such as personal data protection, crime prevention or any others depending on the nature of the good to be acquired or the service to be contracted.
- **Environment:** the supplier's environmental management system according to the type of activity carried out.
- **Social aspects:** respect for fundamental rights, principles of equal treatment and non-discrimination and protection against the exploitation of child labour, among others. Its contribution is also assessed through corporate social responsibility systems.

During the **contracting process**, the department that needs to make a purchase or contract is assisted at all times by other departments that provide relevant general services, so that both the initial selection of the supplier and the formalisation of the commercial relationship and its subsequent execution are carried out in a satisfactory manner for the parties and in accordance with the established rules.

We select our suppliers preferably from **the local, regional or national market**, so that the risk of affecting freedom of association, collective bargaining or infringement of fundamental rights is almost nil. In the case of working with foreign suppliers, we select them from the European Union or from countries with specific regulations and guarantees for fundamental rights.

In the 2019-2021 period, we are working with a total of 476 suppliers, mostly local suppliers, because we believe that national/local cooperation leads to more sustainable practices, both ethical, environmental and social, and contributes to the generation of value in nearby communities. Hence, we are committed to sourcing from local suppliers, wherever possible and where this does not undermine management efficiency.

Ensuring sustainable collaboration with our suppliers of goods and services is essential for our activity, which is why we strive to maintain **stable and quality commercial relations** that have an impact on the correct functioning of the Company, which ultimately benefits our employees, our users and the rest of the interested parties.

These aspects are especially relevant for those suppliers that provide services that are essential for the correct development of Metro de Málaga's activity, which are mainly:

- Customer Service Office management service.
- Supply and maintenance of rolling stock.
- Supply and maintenance of the railway signalling system.

**In the 2019-2021 period, we are working with a total of 476 suppliers, mostly local suppliers, because we believe that national/local cooperation leads to more sustainable practices, both ethical, environmental and social, and contributes to the generation of value in nearby communities.**

- Maintenance of:
  - Infrastructure, architecture and track.
  - Energy and electromechanical installations.
  - Systems and networks.
- Cleaning of installations.
- Private security: surveillance and cash-in-transit.

We strive to maintain long-term and stable business relationships with our suppliers and collaborate with them on continuous improvement to improve on the path to sustainability. One example is the selection of our supplier of private security services, where one of the fundamental aspects we value when selecting this service is that all the staff assigned to Metro de Málaga have specific knowledge of human rights, because for us, human rights and quality of service is an indisputable value, as we state in our Integrated Management Policy and in our Code of Ethics.

For the years reported in this report, the percentage of expenditure on local suppliers, understood as those whose registered office is in Málaga or who have a permanent delegation in the city, with respect to the total volume of supplier invoicing, is as follows:

% EXPENDITURE ON LOCAL SUPPLIERS			
	2021	2020	2019
Ratio	89 %	82 %	83 %

We emphasise that the relationship with suppliers is continuous, assigning each main subcontractor a single interlocutor for Metro de Málaga. In this way we ensure rapid communication and resolution of incidents.

In addition, we carry out planned visits and meetings every week and hold regular activity coordination meetings and audits with expert personnel.

## 3.4 Profits and taxes

Metro de Málaga complies with its commitments regarding the payment of taxes and transparency. Good corporate governance practices include policies, principles and values that govern the ethical behaviour of the company and affect all employees of the organisation.

Compliance with the provisions of the tax strategy is supervised by the company's governing bodies and is mainly reported in the annual accounts. Metro de Málaga presents its annual accounts for the calendar year from 1 January to 31 December.

The annual accounts have been prepared in accordance with the General Accounting Plan approved by Royal Decree 1514/2007, of 16 November, which has been amended several times since its publication, most recently by Royal Decree 1/2021, of 12 January, and its implementing regulations, as well as with other current mercantile legislation. In addition, the Company has prepared the annual accounts in accordance with Order EHA/3362/2010, of 23 December, approving the rules for the adaptation of the General Accounting Plan to public infrastructure concession companies.

INCOME TAX EXPENSE			
	2021	2020	2019
Taxation of profits	10,374,174.59 €	8,206,896.27 €	8,240,122.52 €

In addition to the Code of Ethics, the Company has implemented specific procedures to combat corruption, bribery and money laundering, as it identifies, depending on the type and value of the financial transaction, which employee or employees are responsible for contracting with third parties, authorising an expense to be made or ordering the disbursement of funds on behalf of Metro de Málaga.

In the Purchasing and Contracting Procedure, which defines the different transactions, as well as the levels of authorisation required to make them effective.

All our policies aim to maintain the integrity of accounting records and financial and non-financial statements.

## 3.5 Subsidies received

In accordance with the terms of the concession contract for the construction and operation of lines 1 and 2 of the Málaga metro, we have received public subsidies for our projects from the Public Works Agency of the Regional Government of Andalusia (AOPJA by its spanish acronym), which is a shareholder of the Company, holding 23.69 % of the share capital.

Since the start of operations, this Administration has been providing financial support to the Company through contributions to the operation which are calculated periodically and whose amounts are shown below:

SUBSIDIES RECEIVED			
	2021	2020	2019
Public Works Agency of the Regional Government of Andalusia	84M. €	75M. €	72M. €

In addition, in 2020 Metro de Málaga has been the beneficiary of subsidies to finance its regular collaboration with provincial sports entities. Specifically, and by virtue of the Order of 16 September 2020 of the **Ministry of Education and Sport of the Regional Government of Andalusia**, which regulates and calls for grants, on a non-competitive basis, aimed at companies and freelancers for the promotion of sponsorship of Andalusian sports entities and sports limited companies, we have received the following grants:

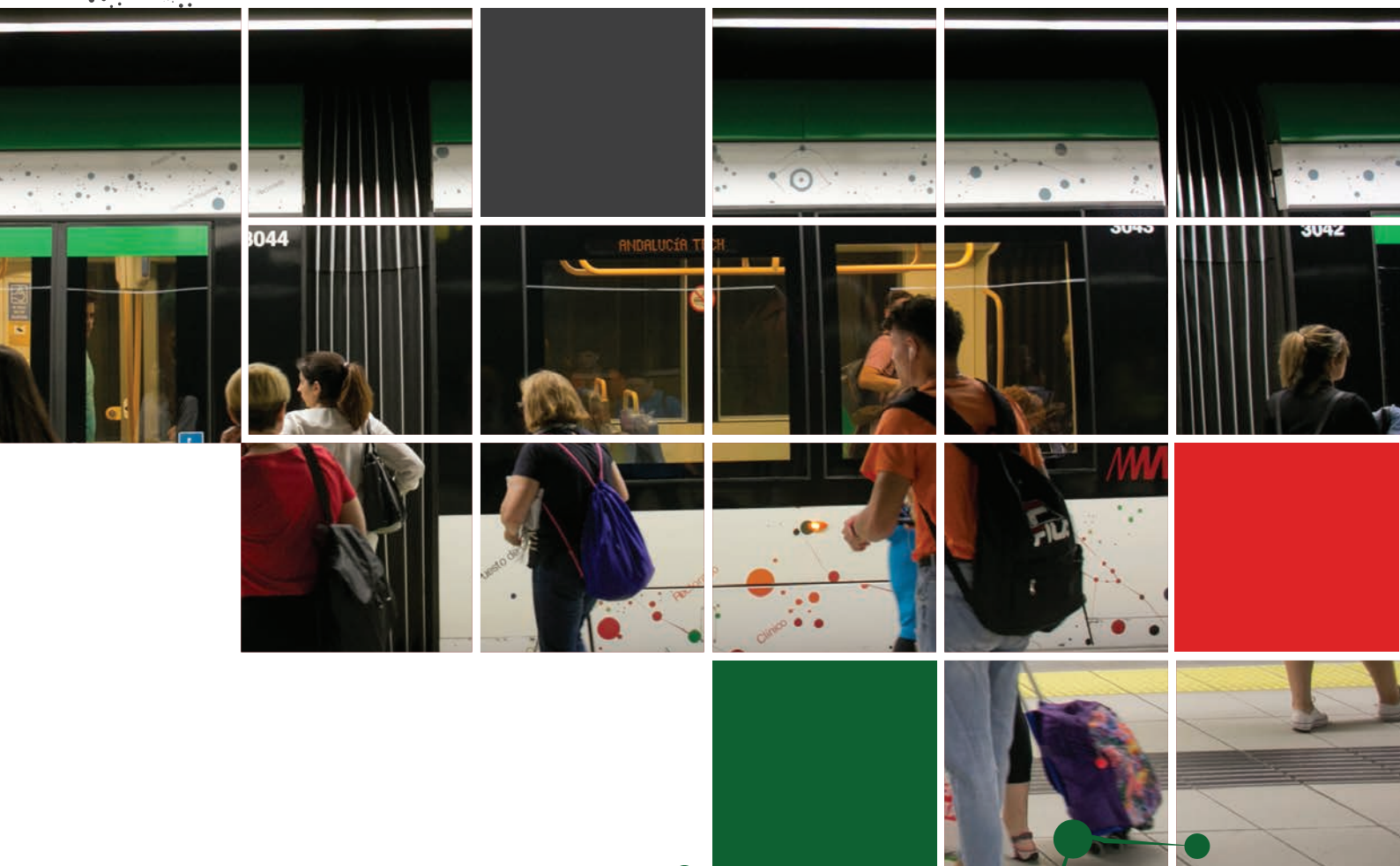
- a. A grant of 3,000 € for the sponsorship of the entity **CD ATLETISMO MÁLAGA**.
- b. Subsidy of 2,500 € for the sponsorship of the entity **BALONCESTO MÁLAGA SAD (UNICAJA BALONCESTO)**.

Section 7.2. of this report details these subsidies with respect to the total amounts of the sponsorship.



4

## COMMITMENT TO OUR USERS



Our commitment to our users is the utmost, they are our *raison d'être* and the object of our mission: to offer a public, safe, accessible, quality, punctual and sustainable mobility service, in economic, social and environmental terms, that connects people and connects the city of Málaga and its surroundings.

This commitment responds to the **2030 Agenda**, mainly **SDG 11, Sustainable Cities and Communities**, to which we contribute by providing the highest quality mobility infrastructures and services to the population of the Malaga area, in order to achieve sustainable mobility for all citizens.

Furthermore, at Metro de Málaga we support economic development and human well-being, emphasising accessibility and inclusion, developing reliable, sustainable, resilient and quality infrastructures, with innovation being our sustainability driver, thus responding to **SDG 9**.



With a length of 10.8 km, of which 8.56 km are underground and 2.24 km are above ground; 17 stations (12 underground and 5 above ground stops) that converge at the metropolitan interchange of El Perchel station, users of the network have direct access to all sustainable transport systems that make up the offer of the Malaga-Maria Zambrano railway station (commuter, Media Distancia, Larga Distancia and AVE), as well as intercity buses.

With an average distance between stations of approximately 600 metres, you can travel from Andalucía Tech to the Palacio de los Deportes in less than 30 minutes. In addition, we have a wide range of transport tickets, adapted to the needs of each personal situation: occasional ticket, Metro de Málaga and Consorcio de transportes travel card and large family travel card with the possibility of online recharging from the Metro Málaga website.

Through our infrastructure we promote progress, connecting people and making it easier for businesses and entrepreneurs to do business. We are proud of our almost 7 million journeys made in 2019, a figure that was substantially reduced in 2020 due to the special circumstances arising from the COVID-19 pandemic and which, in 2021, despite continuing in a pandemic situation, has progressively recovered.

In order to better adapt to the mobility needs of the population, we carry out quality and satisfaction surveys that allow us to better understand the profile of users.

The following is a detailed profile of users, taking into account gender, age, occupation and the reason for using our transport system:

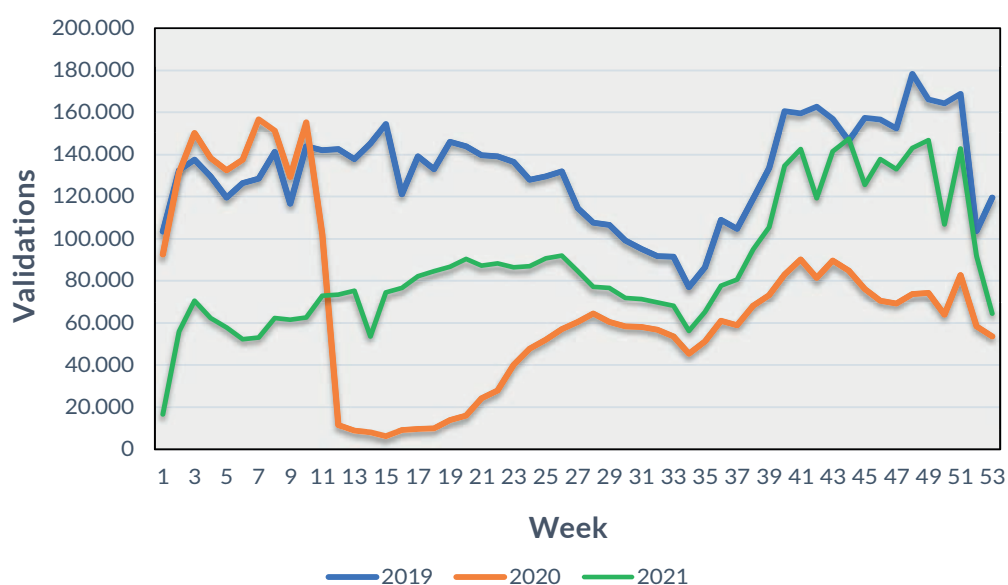
NUMBER OF METRO DE MÁLAGA USERS BY GENDER			
	2021	2020	2019
Women	64.00 %	64.30 %	55.60 %
Men	36.00 %	35.70 %	44.40 %
Total	4,624,746	3,626,084	6,877,296

MAIN REASON FOR TRAVEL			
	2021	2020	2019
Work	18.00 %	27.20 %	18.60 %
Doctor	5.10 %	11.20 %	11.70 %
Studies	45.00 %	30.70 %	19.70 %
Leisure	17.20 %	12.30 %	24.10 %
Shopping	7.30 %	8.20 %	11.20 %
Various formalities	6.00 %	7.00 %	14.70 %

OCCUPATION			
	2021	2020	2019
Student	61.00 %	44.80 %	32.10 %
Working women / men	29.40 %	39.50 %	46.20 %
Unemployed	4.40 %	7.10 %	14.70 %
Retired pensioner	1.70 %	4.70 %	6.20 %
Other situations	3.20 %	3.40 %	0.90 %

AGE			
	2021	2020	2019
Under 18 years old	2.43 %	2.37 %	0.54 %
18 to 26 years old	63.08 %	49.04 %	30.51 %
27 to 34 years old	10.89 %	10.83 %	35.04 %
35 to 54 years old	17.81 %	25.30 %	25.16 %
55 to 64 years old	4.44 %	9.55 %	6.70 %
Over 65 years old	1.36 %	2.91 %	2.05 %

### WEEKLY DEMAND 2021 VS 2020 VS 2019



## 4.1 Quality and transparent service

Our commitment to offering a service of the highest quality is formalised through compliance with the highest international quality standards for the service provided, aimed at maintaining the satisfaction of the people who use the Malaga metro:

- Certification of the Public Passenger Transport Service (PPT) in accordance with the UNE-EN-13816:2003 standard.
- Certification of the Integrated Management System based on the most demanding international standards for quality, health and safety, environment and accessibility:
  - Quality Management, in accordance with the ISO 9001:2015 standard.
  - Environmental Management, in accordance with the ISO 14001:2015 standard.
  - Occupational Health and Safety Management, in accordance with ISO 45001:2018.
  - Emergency Management, in accordance with ISO 22320:2013.
  - Railway Safety Management, in accordance with the Certification Standard for an Operational Railway Safety Management System.
  - Universal Accessibility Management, in accordance with the UNE 170001-2:2007 standard.
  - CO<sub>2</sub> verified in accordance with the ISO 14064-1:2006 standard.
  - AENOR's COVID-19 action protocol.

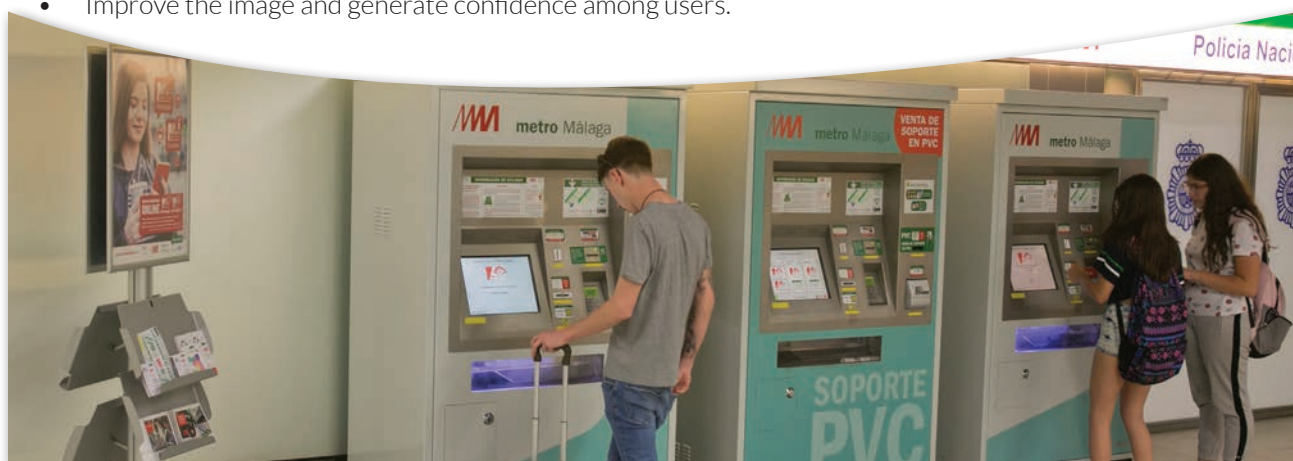


Our commitment to offering a service of the highest quality is formalised through compliance with the highest international quality standards for the service provided, aimed at maintaining the satisfaction of the people who use the Metro of Málaga.

All our certificates are audited on an annual basis.

We have defined objectives and established the appropriate procedures in the eight categories of the UNE-EN-13816:2003 Standard for the Public Passenger Transport (PPT) service, to measure the quality of our service, which allows us to:

- To have an objective view from the user's point of view.
- Facilitate the continuous improvement of service quality.
- Improve the image and generate confidence among users.







## 1. Service offered

In order to provide a service that meets demand and maintains a high standard of comfort on journeys, avoiding overcrowding on trains, Metro de Málaga undertakes to ensure that at least 90 % of its passengers enjoy a level of occupancy on trains that does not exceed four persons per square metre.

Along the same lines, and as far as service reliability is concerned, it undertakes to ensure that at least 97 % of its passengers benefit from all the services announced, except in extraordinary cases.

## 2. Accessibility

Universal Accessibility and Design for All is synonymous with equal opportunities, as established in Article 9 of the United Nations Convention on the Rights of Persons with Disabilities (New York, December 2006).

In this regard, Metro de Málaga undertakes to continue to maintain the best levels of Universal Accessibility, so as to maintain compliance and the corresponding certification by an external body of the UNE 170001 standard, achieved at the end of 2018.

In the area of accessibility, Metro de Málaga will maintain at least 10 % of seats on its trains reserved for people with reduced mobility, duly signposted.

Furthermore, to facilitate access for people with limited vision, 100 % of Metro de Málaga stations and stops have accessible routes marked with tactile paving.



### 3. Information

It is ensured that clear and updated information on the service is available at 100 % of stations and stops: network map, timetables, frequency, etc. Our objective is to obtain an information quality index of more than seven on a scale of zero to ten. In addition, 100 % of trains also have the necessary information available so that passengers can be adequately informed about aspects related to the use of the service, the destination of the journey, next stations, etc.

We undertake to inform our users immediately of any incidents that could lead to interruptions in the service, so as to obtain an information quality index of more than seven on a scale of zero to ten.

### 4. Frequency compliance

**Punctuality:** Metro de Málaga undertakes to comply with the published service start and end times, so that more than 90 % of the trains that start or end the service at each station each day are on time.

**Regularity:** More than 85 % of the trains that provide the service do so in accordance with the established frequency, except in exceptional and justified situations.

### 5. Customer service

**Customer relations:** Metro de Málaga undertakes to reply to 100 % of the complaints received within a period not exceeding ten working days.

**Surveys:** Metro de Málaga will carry out at least one passenger satisfaction survey every year, the results of which must achieve an overall satisfaction index of more than seven points on a scale of zero to ten points.

**Customer service:** Metro de Málaga has a Customer Service and Action Plan in place based on a vocation to serve its passengers and on courteous and respectful treatment of all passengers.

**Assistance:** Metro de Málaga will apply its internal Action Protocol in the event of an incident that causes the service to be interrupted, which will provide information to passengers by the means available for this purpose.

## 6. Comfort

**During the journey:** Metro de Málaga undertakes to take the necessary measures to ensure that the train journey is comfortable in such a way as to obtain a comfort quality indicator of more than seven out of ten in terms of the absence of sudden movements and temperature on the trains.

**Cleanliness conditions:** Metro de Málaga undertakes to maintain optimum cleanliness conditions in stations and trains, so that a cleanliness quality indicator of more than seven on a scale of zero to ten is obtained.

## 7. Security

Metro de Málaga undertakes to monitor and maintain the best levels of public safety so that there are no more than two incidents per 100,000 passengers.

100 % of the trains are equipped with the appropriate security systems to guarantee the safety of traffic.

Furthermore, Metro de Málaga undertakes to maintain adequate fire protection systems in 100 % of the stations and trains to guarantee the safety of users.

Metro de Málaga undertakes to ensure that 100 % of its users benefit from a service equipped with surveillance cameras in all stations and stops and on all trains.

## 8. Environmental impact

As part of its commitment to the environment, Metro de Málaga undertakes to continue working to comply with the requirements established in the ISO 14001 standard in order to maintain the external certification obtained in 2016.



## Satisfaction of our users

As part of our commitment to quality sustainable mobility, we carry out annual surveys of our users to measure the quality of our service, based on the eight categories of the UNE-EN-13816:2003 Standard for the Public Passenger Transport (PPT) service, and to find out how they rate it.

The level of satisfaction is excellent and has been maintained over the years, even in the exceptional circumstances of COVID-19, which encourages us to continue working along the same lines, in order to continue improving and to have the support and trust of our users.



*\* The fieldwork was carried out during 2019, 2020 and 2021 by the company Tema Grupo Consultor and involved 1,852 travellers, 1,099 and 1,699 responses, respectively, which is equivalent to a sampling error < 3 %, for a confidence level of 95 %.*

**SATISFACTION RESULTS FOR THE 2019-2021 PERIOD**

AVERAGE RATING PER ASPECT (SCALE 0 TO 10)	2021	2020	2019
Station and corridor cleaning	9.11	9.18	9.37
Information on disruptions	8.59	8.75	9.28
Sense of security	8.86	8.99	9.25
Train cleanliness	9.14	9.22	9.29
Cancelers and vending machines	8.85	8.88	9.15
Escalators/elevators	9.10	9.16	9.17
Convenience of connections	8.56	8.67	9.18
Train temperature	8.07	8.37	8.94
Signalling clarity	8.72	8.83	9.12
Platform/train congestion	7.44	8.25	8.96
No breakdowns/interruptions	9.20	9.27	9.14
Speed of arrival at destination	8.99	9.11	9.19
Accessibility of stations/trains	8.91	9.03	9.05
Comfort/ No sudden movements	8.25	8.65	8.94
Combination with scooter use (new aspect in the survey from 2021)	7.66	-	-
Customer service system	8.52	8.66	8.95
Combination with cycling	7.74	7.85	9.13
Absence of hazards	8.70	8.84	8.86
Treatment of employees	8.52	8.71	8.87
General information	8.46	8.70	8.74
Environmentally friendly means of transport (new aspect in the survey from 2020)	8.67	8.91	-
<b>AVERAGE OVERALL RATING OF THE SERVICE</b>	<b>8.59</b>	<b>8.79</b>	<b>8.78</b>

## 4.2 Attention and communication

Metro de Málaga has different communication channels where users can contact us:

- Customer service telephone number 952 06 16 16 42.
- Customer service office: located at El Perchel station.
- At any station or surface stop, through the complaint books of Metro de Málaga and the Junta de Andalucía (Andalusian Regional Government).
- E-mail: [info@metromalaga.es](mailto:info@metromalaga.es).
- Customer service form available on the website: <https://metromalaga.es/contacto/>.

The different communications received are incorporated into our “Claims, Complaints and Suggestions Management” system, which is centralised in the **Customer Service Office**, which prepares a **“Monthly Complaints Report”**, which is sent to the Administration.

All complaints are analysed and answered in writing with acknowledgement of receipt within a period of no more than ten working days.

The typology and number of complaints received in the reporting period are detailed below:

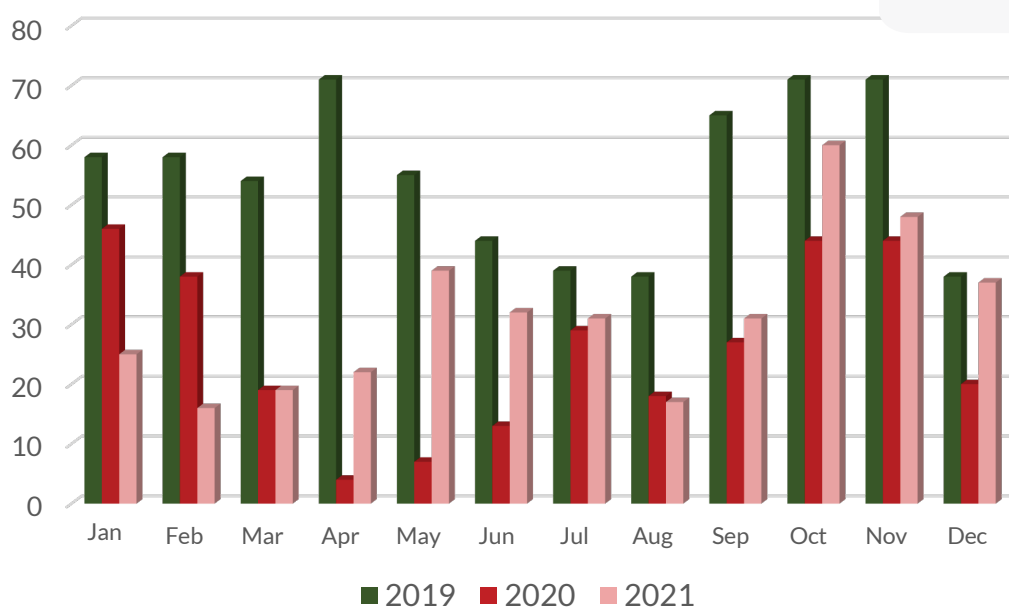
TIPOLOGY OF COMPLAINTS FOR THE 2019-2021 PERIOD			
TYPOLOGY OF COMPLAINTS / ACCUMULATED	2021	2020	2019
Access and ticketing	182	182	309
Service regulation (frequency, penalties)	115	89	251
Passenger accidents on the premises and damage to property	32	0	28
Service anomalies such as opening of locks and train doors	18	18	3
Equipment and facilities / Train cleanliness	6	4	3
Rolling stock (accessibility, air-conditioning, train equipment, etc.)	0	10	1
Information and customer service issues	19	18	40
Other complaints	5	4	4
<b>Total</b>	<b>377</b>	<b>329</b>	<b>639</b>

At the close of this report, 98 % of the complaints for the three reporting years are closed, while 2.65 % of 2021, 1.62 % of 2020 and 1.06 % of 2019 are still in the process of being closed. Our commitment is to resolve 100 % of the complaints received.



We highlight that the number of complaints and grievances received in 2021 represented almost half of those received in 2019.

### EVOLUTION OF COMPLAINTS





## 4.3 Commitment to privacy

At Metro de Málaga we are committed to the protection of privacy and this is reflected in our Code of Ethics. We comply with the General Data Protection Regulation (GDPR), and to this end we have developed specific policies and procedures. We have also drawn up an impact assessment in relation to the processing of data captured by the video surveillance system.

In accordance with the provisions of **Metro de Málaga's General Privacy Policy**, requests to exercise personal data protection rights are handled by **Metro de Málaga's Data Protection Committee**, a procedure detailed in the policy itself. Requests associated with complaints or other requests addressed to the Customer Service Office, related to this aspect, are sent to the Committee for appropriate analysis and response.

In addition, we have implemented the following actions:

- Reinforcement of employee training, with information sessions and notes.
- Reinforcement of information to the Board of Directors, with an annual report from the Data Protection Committee.
- Appointment of Data Protection Delegate and Internal Data Protection Committee.

During the reporting period, the following requests have been addressed:

EXERCISE OF THE RIGHTS OF THE PERSONS CONCERNED			
	2021	2020	2019
Access	2	4	1
Deletion	1	0	0
Opposition	1	0	0
<b>Total</b>	<b>4</b>	<b>4</b>	<b>1</b>

Metro de Málaga **has not received any complaints regarding non-compliance with regulations on personal data protection, violations of these rights or information leaks.**

## 4.4

## Universal accessibility

At Metro de Málaga we believe that public transport should facilitate mobility for everyone and allow everyone, regardless of their abilities, to move around without limitations. Universal accessibility at every point of contact with users is therefore one of our main objectives.



To this end, Metro de Málaga designed a first Accessibility Plan that was developed between 2018 and 2020, with the implementation of different operational actions.

We respond to **SDG 11**, specifically **target 11.2**, which calls for providing access to safe, affordable, accessible and sustainable transport systems for all and improving road safety, including through the expansion of public transport, paying particular attention to the needs of people in vulnerable situations, women, children, persons with disabilities and older persons.

To this end, Metro de Málaga designed a **first Accessibility Plan** that was developed between 2018 and 2020, with the implementation of different operational actions related to improvements in our facilities, stations and Customer Service Office, as well as training actions for our staff as a result of regular meetings with the social groups involved. Most of these actions were carried out during the first year of the Accessibility Plan (in 2018), although in the period that applies to us we can highlight the following:

1. **Installation of floor number identification plaques in Braille and high-relief on lifts:** on each of the floors of the lifts in our stations.
2. **Inclusion of accessibility criteria** (in accordance with the AA standard) on the Metro de Málaga website.
3. **Provision of transparent masks in the Customer Service Office (CSO):** in order to facilitate communication with people with hearing disabilities during the pandemic, each CSO employee was provided with approved transparent masks, and the associations involved were informed of this fact. In addition, a small number of such masks were provided free of charge to hearing-impaired people who requested them.



Various moments during the visit of representatives and technicians from ONCE and the Agrupación Málaga Accesible to Metro de Málaga, together with the Managing Director, Fernando Lozano, and the Regional Minister for Development, Infrastructures and Territorial Planning, Marifrán Carazo.

In 2021 the **Second Accessibility Plan** was launched, applicable to the **period 2021-2023**. So far we have implemented the following actions:

1. **Training in accessibility:** for new people who have started their professional careers with Metro de Málaga in recent years, applicable both to metro staff and to the staff of contracted companies who work with users (CSO, security and cleaning staff).
2. **Adequacy of refuge areas:** appropriate sizing according to the average number of users in the stations and reassigning them to a more favourable location in the event of a possible emergency evacuation.
3. **Actions on protruding elements at emergency exits:** so that any prominent element can be detected by the cane of a visually impaired person.
4. **Improvements to reduce the slipperiness of the stairs at the emergency exits of the stations:** the original flooring is class one, and it was decided to carry out corrective actions on it to achieve a class three. This is a long-term action, which will take at least two years, due to the large number of staircases affected.
5. **Planning of the Navilens System:** in the last quarter of 2021, a study was carried out to implement this system that facilitates mobility for visually impaired people, who can obtain contextualised information by scanning visual codes with the camera on their mobile phone.



Apart from these actions, we have consolidated communication with the social agents involved, setting up regular meetings and technical visits, both with the “Accessible Malaga” Development Group and with ONCE, with the involvement of Metro de Malaga management, which has taken part in some of the meetings.

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The territorial representative of the ONCE, Cristóbal Martínez; the Regional Minister of Development, Infrastructures and Territorial Planning, Marifrán Carazo; the Managing Director of the AOPJA, Julio Caballero; the Managing Director of Metro de Málaga, Fernando Lozano; and the Head of Environment, Accessibility and R+D+i of Metro de Málaga, Rafael Varo.



## 4.5

## A metro of trust

The safety of people is a key element in our management. As part of the measures aimed at ensuring that best practices are applied to guarantee the best management, we have in place:

- **Emergency management process** established and certified according to ISO 23320.
- **Operational railway Safety Management System (SMS)**, certified in accordance with AENOR standards.
- **Metro de Málaga self-protection plan.**

We carry out emergency drills that allow us to make a real evaluation and check the adequacy of the human and technical resources foreseen in the event of an emergency situation. The main objective of this type of practice is to test the effectiveness and integration of the plans, at the same time as evaluating the coordination and response capacity of the operatives involved in the event of an incident.

In 2021, the Government Delegation of the Andalusian Regional Government in Malaga organised an accident and fire drill on a train in which around 130 people took part. This was the eighth drill carried out by Metro de Málaga, within the framework of our Self-Protection Plan, and the first to take place during commercial service hours, a circumstance that required a greater effort on the part of all the personnel involved.

In the Malaga metro we have **18 defibrillators**, located in each station and in the offices, to be used in the event of a user or worker suffering a cardiorespiratory arrest.

All Metro de Málaga staff are trained in first aid, including Cardiorespiratory Resuscitation (CPR) manoeuvres and the use of a defibrillator.

The defibrillators are connected to the Central Control Point (CCP) and from this point we can communicate directly with 112.



*Images of the emergency drill*

## 4.6 Initiatives to improve the service

At Metro de Málaga we are at the service of the needs of the Malaga area and its citizens. Our commitment to constant improvement leads us to adapt the service throughout the year on the occasion of celebrations or events that attract larger crowds, in order to adapt to the circumstances and continue to offer the best quality standards.

Below are the most important milestones for the 2019-2021 period:

### MILESTONES 2019

- **Reinforcement of the service** during Easter Week: extension of the commercial service hours and the opening hours of the Customer Service Office.
- In May, **USB devices** for charging mobile phones began to be installed in several train-units. This installation was gradual until this equipment was installed on all trains.
- In June a **new ticketing software** was implemented, operating both in the CSO and in the stations - in this case centralised through the CCP. This new tool enables real-time resolution of ticketing incidents that can be verified at stations, improving the quality of service and reducing the number of complaints. In addition, in the CSO, this software allows the reunification of the remaining balances of several tickets on a single support, an option that was in great demand.
- On 31 July the **new Metro de Málaga application** will be implemented. In addition to incorporating a simpler and more intuitive interface, it has new services, such as real-time information on the arrival times of the next trains from a previously selected station. It also allows users to find out, through the geolocation of a mobile phone, which is the nearest metro station, as well as the route of both lines on "google maps". With regard to the top-up system, the new app includes this option integrated into the tool itself, eliminating the redirection to the website. It also incorporates the **contactless system** to find out the balance of a fare option or to start the top-up process by simply holding the card up to the mobile phone (only for Android devices). And in the event of an incident in the service, the new mobile application can inform of a possible readjustment in the timetables by means of warnings sent by the central control post, being managed as another teleindicator.
- In September, with the start of the university year, an **information campaign** is carried out for users on the surface section with metro guides, who explain the mandatory validation system before accessing the unit.



- In October, an information campaign was carried out to present the functionalities of the new mobile application.
- In November, during **"Black Friday"**, the CSO's opening hours were extended.
- Training for CSO staff on accessibility and functional diversity, in line with the previous year's certification in the UNE 170001:2007 standard.

## MILESTONES 2020

- Given the exceptional situation caused by COVID-19, the necessary measures were implemented to ensure the safety and health of users, workers and suppliers, which are described at the end of this chapter.
- New website <https://metromalaga.es/>. This is a real interactive website, which incorporates 360-degree navigation through its facilities and virtual reality.

## MILESTONES 2021

- The first **car park with electric charging point** at El Perchel station.
- The Metro de Málaga application incorporates a new functionality to provide real-time information on the **occupancy level** of the next train.
- In October, the contactless payment system was implemented in all ticket machines, both with bank cards and with any device on which the passenger has a virtualised bank card, such as mobile phones and smart watches.
- **Hygiene, prevention and distancing measures** continue throughout the year in the facilities, adapted at all times to the health alert level of the city of Malaga, in order to continue to guarantee health and safety in the face of COVID-19.
- **Training in accessibility** and functional diversity for CSO staff.





## 4.7

# Measures against COVID-19

Protecting the health and safety of our users and employees is a priority for Metro de Málaga, and even more so in exceptional circumstances such as the COVID-19 pandemic.

As an **essential service, during the health crisis** we have been committed to protecting the health and safety of our users and workers. We have also had to realign our entire operation to ensure quality of service in exceptional circumstances.

At the beginning of the crisis, we identified four areas of action to deal with the containment of COVID-19:

1. Organisation and adaptation of the service.
2. Occupational health and safety.
3. Disinfection and cleaning.
4. Communication and customer service.

The main actions carried out have been:

- The creation of the **Technical Monitoring Committee**, made up of a multidisciplinary team of professionals, with the aim of coordinating the health crisis (see Commitment to our people).
- The certification of the **COVID-19 action Protocols by AENOR**, an international reference organisation.
- The **adaptation of the sized service** always following the instructions of the Health and Labour Administration. It is important to note that at the times when mobility was most restricted, the passengers were mainly healthcare and hospital workers. The timetables were also adapted in accordance with the state of alarm, taking into account the situation at any given time and providing the necessary coverage.
- The **essential staff in the Operations area was also adapted to the service**, while maintaining their working conditions at all times. In addition, the CCP made all the **necessary adjustments** to avoid driver rotations on the same train and managed the rotations so that they took place at the cab cleaning points.
- To promote **natural ventilation on the train** and **avoid the use of pushbutton panels** by users, we established the centralised opening of doors at each station.
- We suspended fraud control, so that there would be no direct contact between workers and users.
- We promoted **online payment**, as opposed to payment at ticket vending machines.
- We avoided any type of **event** that brought together a large number of people.
- We **limited the capacity** of the different rooms, the use of lifts, the suspension of the catering service in the office, etc.
- In order to allow sufficient **cleaning** time to be available on the trains, a cleaning train has been integrated. The inclusion of this train at the head of the Palacio de los Deportes allows us the



*Disinfection work by COVID-19 in one of the stations*

necessary time to **disinfect all trains on each complete route**. This measure, which is carried out alternating the departure platform, and which has been implemented by the cleaning brigade, has generated confidence in both users and our workers.

- We supervised that users complied with the obligation to wear masks, through the surveillance service, and we gave masks to those who did not have them.
- The implementation of a **cleaning Protocol**, in full compliance with sanitary requirements, and promoting it in public areas. In addition to the aforementioned disinfection of trains at the head of the line, the cleaning of CCP workstations and driver's cabs at shift changes has been reinforced, as well as all contact elements in stations and trains.



*Disinfection work on the platforms*

implemented by CAF and a subsequent testing phase on a unit, which was carried out in September 2020. This ratio is one of the highest in passenger rail transport.

- We implemented a communication plan aimed at transmitting recommendations to users on the measures implemented in the metro, in order to minimise the risk of infection by COVID-19 and to **transmit confidence** and safety in our transport system. To this end, we are using and reinforcing all the **channels available** to us: public address system, information screens, tele-indicators, posters, website, app and social networks.

- We installed **hydroalcoholic gel dispensers in all stations**, which are continuously maintained by the cleaning service. This measure has been very well received by customers and has enabled us to generate greater levels of confidence.

- We adapted the **ventilation system** in the 14 train units that make up the fleet to facilitate greater air renewal inside the trains. **This new procedure allows the air to be renewed every two and a half minutes**, twice as often as before the pandemic. The action has been possible thanks to a technological development process



*Signage on seats to ensure separation between users*

Despite the exceptional circumstances we have experienced, there have been no significant incidents in terms of the health and safety of our users. Complaints of minor damage caused by the normal operation of the service (falls on stairs or other installations, collisions with steps, falls inside train units, etc.) represent a residual percentage of the total number of complaints received. In most cases, these are situations that occurred either by chance or as a result of a lack of diligence on the part of the user. In those cases in which the incident was caused by an event attributable to Metro de Málaga, we have the corresponding insurance policies in force to cover the user and to meet any possible compensation for damages that may have to be paid.

**No breaches of regulations or procedures have been recorded in relation to the health and safety of users,** nor have any fines or penalties been imposed on the Company in this area.





5

# COMMITMENT TO THE PLANET



At Metro de Málaga we show our commitment to the environment, preservation and care of the surroundings through our **integrated management policy** and the implementation of a certified **Environmental Management System (EMS)**, based on the criteria of the international standard **ISO 14001:2015**.

Our EMS has **procedures** that establish the system for identifying and evaluating compliance with legal requirements and other requirements related to environmental aspects. Likewise, the Company's premise is to adopt, whenever possible, the precautionary principle or approach to environmental risks identified, referred to as the adoption of protective measures in a situation of uncertainty, supporting actions to foresee and avoid environmental damage. We have a civil liability policy with coverage in case of environmental damage.



We conduct **internal and external audits** on an annual basis to monitor the performance of the system. During the reporting period, six audits of the management system have been carried out, the last one in November 2021 to monitor the ISO 14001 certification, with satisfactory results.

We carry out our activities in a responsible manner, considering risks, minimisation of environmental impacts and regulatory compliance, with the aim of contributing to **sustainable development** in its three areas of action: economic, social and environmental.

We are **committed to reducing CO<sub>2</sub> emissions** and improving **sustainable mobility**, providing a service based on quality, safety and care for the environment based on circular economy criteria, **achieving carbon neutrality** through participation in the United Nations carbon offsetting programme within the framework of the Clean Development Mechanism (CDM).

Metro de Málaga's activity does not affect any protected natural areas, as it is carried out in an urban environment, so our impact on biodiversity is not relevant.



**5.1**

## Optimisation of consumption

Consumption management is an important issue for Metro de Málaga, as part of the control and monitoring of its environmental performance. We apply best practices and carry out improvements and investments aimed at achieving an efficient and responsible use of natural resources. We are committed to the best available technologies, the promotion of renewable energy and raising the awareness of all those involved.

Given the nature of the activity we carry out, from an environmental point of view, the main resource consumed is **electrical energy**, which since the beginning of 2018 has come exclusively from **renewable sources**, with a **guarantee of origin certificate** (GO).

In the period covered by this report, 2019-2021, we have continued to develop various actions with the aim of reducing electricity consumption, achieving a reduction of up to 17.40 % in the last three years (2021 compared to 2018), which represents a total reduction of 21.80 % since the start of commercial operation.



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The **consumption of fossil fuels** is very limited in our organisation, accounting for less than one percent of the total energy used. These consumptions are due to diesel and petrol, mainly for company vehicles, as well as propane gas for the heating system of the paint booth in the rolling stock maintenance workshop. In line with our objective of reducing the consumption of fossil fuels, vehicles with combustion engines have been progressively replaced by electric vehicles.



With regard to **water consumption**, all of it comes from the municipal network, being supplied through different connections. Water is mainly used for cleaning the facilities, trains and in toilets and showers. We use **highly efficient systems** that reduce the amount of water used, contributing to responsible consumption, such as, for example, the train washing tunnel, which recycles approximately 70 % of the water used in each wash.

The consumption of these resources during the reporting period is shown below:

CONSUMPTION 2019 - 2021			
	2021	2020	2019
Electricity (kWh)	10,789,507	10,867,827 (*)	12,886,172
Propane (kg)	16	218	514
Diesel (litres)	2,989	2,918	4,098
Petrol (litres)	300	503	732
Water (m³)	5,713	4,795	6,792

*\*NOTE: the 2020 value is slightly affected by the effect of the COVID-19 health crisis; it is estimated that 2020 consumption without taking this effect into account would amount to 11 051 MWh, without affecting the calculated 17.40 % reduction (2021 compared to 2018).*

Considering total energy consumption, both electricity use and fossil fuels, and the number of passengers using the service for each year, the following energy intensity data is obtained:

ENERGY INTENSITY			
	2021	2020	2019
Total energy consumption (kWh)	10,822,315	10,904,421	12,940,628
Demand (passengers)	4,624,746	3,626,084	6,877,296
Energy consumption per passenger using the service (kWh/passenger)	2.34	3.00	1.88
Energy consumption per km travelled by each passenger (kWh/passenger-km)*	0.468	0.600	0.376

*(\*) this ratio has been calculated by estimating an average distance travelled by each passenger of 5 km.*

Given our activity, we have not identified any processes that have a particularly significant consumption of other raw materials.

## 5.2 Climate change and energy efficiency

Our commitment to reducing greenhouse gas (GHG) emissions to combat climate change is implicit in the way we operate our activities and forms part of our objective to contribute to creating a more sustainable city, reducing GHG emissions, and contributing to improving Málaga's air quality. In this way we link to **SDG 13** Climate Action and **SDG 11** to contribute to the achievement of sustainable cities and communities, as part of the **2030 Agenda** for Sustainable Development.

Our main **lines of action** on which all actions aimed at reducing greenhouse gas emissions are based on:

1. Investments aimed at **improving energy efficiency** in facilities.
2. **Optimisation of processes** to reduce consumption.
3. Progressive plan for the incorporation of **renewable energies**.
4. Promotion of **responsible behaviour** related to the use of energy, fuels and water.
5. **Compensation** of emissions.

The main actions we have carried out to adapt to the consequences of climate change and achieve our emission reduction targets are:

- Acquisition of **green energy**: for the fifth consecutive year, all the electricity used comes exclusively from renewable sources, guaranteed through the corresponding Guarantee of Origin (GO) certificates issued by the National Commission for Markets and Competition, thus avoiding indirect emissions due to electricity consumption.
- **The train units are energy efficient** and have been specially designed to achieve a significant reduction in energy consumption: they are made of lightweight materials and equipped with braking energy recovery systems, using regenerative brakes, which enable savings of up to 20 % by returning the energy recovered during braking to the grid.
- **Photovoltaic installation** on the roof of the rolling stock maintenance workshop with 218 solar panels, with a maximum power of 47 kW and a production of around 80,000 kWh each year (80,407 kWh in 2021). In order to increase the generation of renewable energy, the construction of a new photovoltaic plant is planned in the short term in the workshop and depot area with an estimated production capacity of around 700,000 kWh/year.
- Solar thermal installation with nine panels with a total surface area of 19.26 m<sup>2</sup> and an average production capacity of 1,875 litres of domestic hot water (DHW) per day.
- Monitoring and control of our processes and auxiliary systems with the improvement of measuring equipment and analysis of energy consumption data. In this way, we have managed to optimise their performance and improve energy efficiency. Knowledge of the most important process parameters and their variation during operation allows us to design and develop actions aimed at increasing efficiency.
- **Internal generation of heating and cooling** in the organisation from electrical energy from renewable sources. There is no external supply of other forms of energy for heating or cooling.
- Optimisation of the efficiency of **ventilation systems**.



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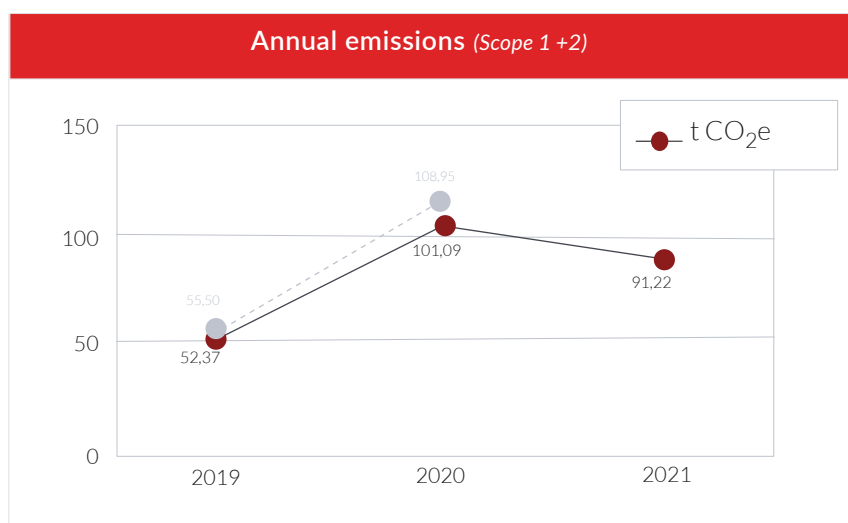
- **Improvements in lighting** with the optimisation of the lighting timetable of the stations, progressive changeover to LED technology.
- Installation of **user detection systems on escalators** to optimise their operation.
- **Reduction of consumption and improvement of energy efficiency** of auxiliary systems.
- **Replacement of company vehicles with combustion engines with electric vehicles.**
- **Installation of charging stations for electric vehicles** at the head office.
- Implementation of a **system of electric bicycles** to facilitate the transfer of employees from the head office to the lines where the service is provided.
- Promotion of **electric mobility** also among **subcontracted companies**.

Since 2019, the carbon footprint calculation process has been externally verified in accordance with ISO 14064, ensuring the accuracy and completeness of our greenhouse gas inventory.

We show graphically the overall results of the 2019-2021 carbon footprint.

GHG emissions in t CO <sub>2</sub> e			
	2021	2020 *	2019 *
Scope 1	91.22	101.09	52.37
Scope 2	0	0	0
<b>Total emissions</b>	<b>91.22</b>	<b>101,0.</b>	<b>52.37</b>

(\*) NOTE: 2019 and 2020 direct emissions recalculated considering the changes included in the documentation published by MITERD during the preparation of this report (May-2022): Global Warming Potential (GWP) values according to the "IPCC AR5" report and emission factors (EF) for CH<sub>4</sub> and N<sub>2</sub>O emissions associated with the use of fossil fuels. These recalculated results have also been recently reviewed and verified by an external accredited entity, together with the verification of 2021 emissions. The direct emissions values originally calculated, verified and certified were: 55.5 t CO<sub>2</sub>e for 2019 and 108.95 t CO<sub>2</sub>e for 2020.



In the period covered by this report, **87.40 % of GHG emissions came from occasional leaks of refrigerant gases from refrigeration/air conditioning equipment**. Although we have and rigorously apply a maintenance plan, in accordance with applicable legislation and regulations, refrigerant gas leaks in this type of installation are **difficult to avoid**. These emissions can vary from year to year depending on the number of specific leaks that occur and have a large weight in the organisation's total emissions (scope one and two).

The next largest source of direct emissions, although much lower than the previous one, is associated with the use of **company vehicles with combustion engines** (petrol and diesel consumption). To mitigate these emissions, we have developed a **programme to replace vehicles** with combustion engines with electric vehicles, thereby reducing these emissions by almost half. At the moment, we have only two vehicles with combustion engines left in the company's fleet: a two-wheel-drive truck and a high-capacity van, with Euro 5 and Euro 6 emission levels respectively, both used for maintenance work.

Responding to our objective of achieving and maintaining a neutral CO<sub>2</sub> balance, once the minimum level of emissions (scope 1 and 2) has been reached, for those emissions that we have not been able to avoid, we offset emissions with organisations that have accredited projects for this purpose.

By the end of 2021, at Metro de Málaga we have achieved this goal by becoming a **carbon neutral organisation by offsetting our own unavoidable emissions** through participation in the Climate Neutral Now climate action initiative promoted by the Secretariat of the United Nations Framework Convention on Climate Change. Specifically, we have voluntarily cancelled 275 CERs (Certified Emission Reductions), equivalent to 275 tonnes of CO<sub>2</sub> avoided or eliminated from the atmosphere, **thus offsetting the GHG emissions generated by the organisation during 2019, 2020 and 2021**.

Metro de Málaga also plays an important role in terms of sustainable mobility, promoting **intermodality** and facilitating the use of public transport as opposed to private transport.

Furthermore, the use of the metro contributes to **reducing road traffic**, improving air quality in the city and achieving more sustainable urban and interurban mobility. To this end, we participate in the Málaga Area Metropolitan Transport Consortium, together with other means of public transport, to ensure that metropolitan public transport is perceived as an integrated and unitary network.

We are convinced that promoting the use of public transport, and specifically the **use of the metro**, is the great solution to **decarbonise cities** and extraordinarily reduce CO<sub>2</sub> emissions, one of the main gases causing the greenhouse effect, as it is a transport based on movement with 100 % electric energy, as opposed to the use of private vehicles or other transport systems with combustion engines.

“  
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## 5.3

## Atmospheric emissions

Metro de Málaga complies with the legal requirements applicable to emissions. Our aim is to reduce atmospheric emissions of any type of pollutant, including light and noise pollution, not only on the basis of legal emission limits, but also as an objective of continuous improvement in relation to the environmental impact of the organisation itself.

As we have already mentioned, Metro de Málaga provides a **low-emission urban transport service**. The movement of the trains is based on electric traction and, therefore, does not generate any type of polluting emissions.

Furthermore, since the beginning of 2018, **100 % of the electricity used by Metro de Málaga comes exclusively from renewable sources**, thus avoiding indirect GHG emissions from the electricity generation process, the main source of emissions identified. In this way, we contribute to combating climate change, SDG 13, and to keeping the city's air cleaner.

With regard to light and noise pollution, taking into account that most of the route of the lines is underground, the impact of the organisation on the city is minimal.

## 5.4

## Circular economy

Circular economy is part of our environmental management. We make the most of available resources by applying the multiR rule, promoting Reduction, Reuse and Recycling, among others.

Whenever possible, we are committed to the reuse of materials, considering as waste only that which can have no other use.

As a result of our commitment to **circularity**, we have implemented different initiatives aimed at the reuse, recycling and valuation of materials that can be used, so that only that which can no longer be useful is eliminated as waste.

### Waste management

At Metro de Málaga we use resources responsibly, generating as little waste as possible. This is fundamental to the Company's environmental management.

We prioritise waste minimisation at source and focus on optimising segregation, reuse (whenever technically possible) and recycling. In particular, special attention is paid to the management of waste obtained from the repair and maintenance work carried out in our workshops, entrusting its treatment to a manager authorised by the Andalusian Regional Government. Similarly, waste generated in offices (paper, printer toner, etc.) is treated by specialised waste managers.

The waste generated is managed taking into account its typology. We encourage the selective collection of all recoverable materials generated in the course of our activities.

The waste declaration is made annually, in compliance with the legislation in this area, which is reported to the competent administration. Likewise, this management is periodically audited within the scope of our Environmental Management System, in accordance with the ISO 14001:2015 standard.

Below is a summary of the data on waste generation and type of treatment for the period 2019- 2021:

CLASSIFICATION			
	2021	2020	2019
Hazardous waste (kg)	8,323	9,982	35,530
Non-hazardous waste (kg)	39,575	47,857	44,609

Regarding the type of treatment:

TYPE OF TREATMENT (kg)			
	2021	2020	2019
Disposal	9,292	16,997	10,032
Recycling	32,689	34,192	62,905
Recovery	5,917	6,650	7,202

At Metro de Málaga we promote different initiatives to improve the **treatment and management of waste**, through direct contact and collaboration with the different authorised waste managers with which the company works.

In relation to the use of waste, as a measure of good practice, we have established objectives to **improve the ratio of recycled paper consumption** to total consumption. Although the switch to 100 % recycled paper (A4 office paper) has been underway for years, we have set a target of 75 % recycled paper use by 2021. Thanks to the criteria established and the cooperation of all employees, the ratio has improved every year, and we have exceeded the target of 75 % in 2021, achieving 84.11 %, as shown below.

AMOUNT OF PAPER CONSUMPTION IN OFFICES (Office paper Din A4)			
	2021	2020	2019
Office paper consumption Din A4 (kg)	524	571	797
% of recycled paper used	84.11 %	50.60 %	49.10 %

Paper consumed in offices, which is not 100 % recycled, comes from sustainable forests and production processes, with PEFC or similar certification.



6

# COMMITMENT TO OUR PEOPLE



At Metro de Málaga we are firmly committed to people and to the creation of quality employment in a safe, healthy, inclusive, supportive and respectful work environment.

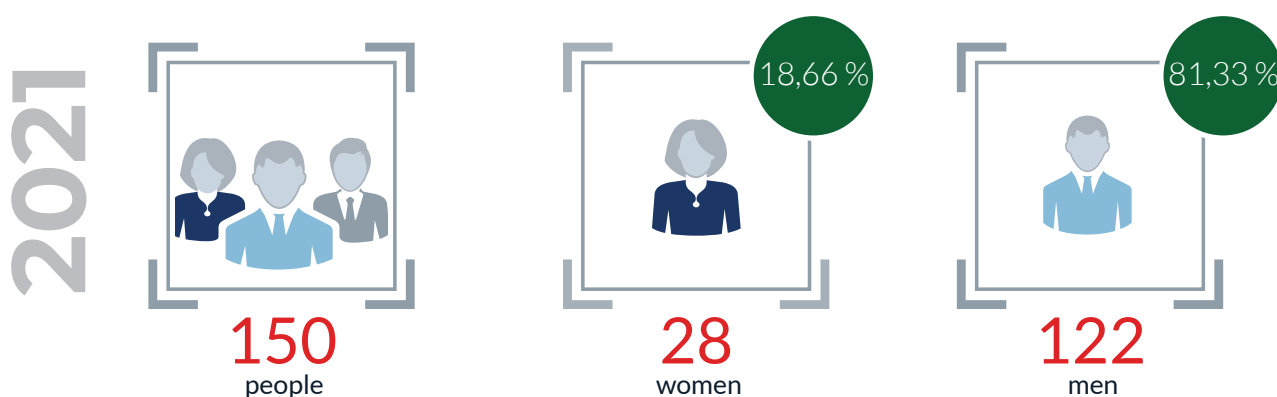
Through this commitment we contribute to **SDG 8: Promote inclusive and sustainable economic growth, employment and decent work for all**. We are convinced that inclusive and sustained economic growth can drive progress, create decent jobs and improve living standards.

The workers are the protagonists of this exciting project that is Metro de Málaga; it is the people who make it possible for our service to be a benchmark for quality, innovation and sustainability on a daily basis.

We rely on a people management policy driven by our values, where talent and leadership are promoted within an innovative framework, where digitalisation plays a fundamental role in the transformation towards new forms of organisation and work in order to advance the work of the future in companies.

At Metro de Málaga we have a comprehensive vision of people management, which has an impact on a team of people committed to the customer and enthusiastic about their professional development, supported by advanced, modern and safe technology.

Our workforce in 2021 is 150 people, of which 81.33 % are men and 18.66 % are women.



TOTAL NUMBER OF EMPLOYEES BROKEN DOWN BY GENDER			
	2021	2020	2019
Men	122	115	115
Women	28	26	26
<b>Total</b>	<b>150</b>	<b>141</b>	<b>141</b>

Number of people with disabilities in 2021: Two.

Number of nationalities in 2021: Four, in addition to Spain, France, Argentina and Morocco.

Our main commitments to our employees are:

- To create a safe and healthy working environment.
- To reject any kind of discrimination.
- Guarantee the working hours and rest periods of our employees.
- Encourage staff participation in matters related to the organisation and the working environment.
- Professional development through training.
- Reconciliation of personal, family and professional life.

At Metro de Málaga we reject any discrimination based on sex, religion, race, nationality, sexual orientation or age, as set out in our Code of Ethics and in our policies on the selection, hiring and working life of our employees.

## 6.1 Our team. We create employment

At Metro de Málaga we support the creation of quality employment through permanent contracts and we pay special attention to stable employment relationships. We promote a healthy, safe and healthy working environment through the implementation of management systems that are regularly audited.

Equal opportunities and respect for diversity are part of our values and the principles of our Code of Ethics. We promote equal opportunities and non-discrimination of any kind in all of the Company's human resources management processes.

This commitment allows us to strengthen the pride of belonging to a company like ours, committing ourselves to our employees, both our direct team and our closest collaborators, and to our suppliers, being responsible with the community and our environment.

We have a Welcome Manual for new people joining the Company, as well as the aforementioned Code of Ethics, which governs the entire organisation.

Although 81.33 % of our staff are men, it should be noted that in Group I, where the management and advisory positions are classified, the proportion of women is 50 %.

It should be noted that 93 % of our employees are employed on a full-time, permanent basis. In the case of women, 100 % have a full-time contract and 89 % have an indefinite contract. Furthermore, in the reporting period of this report, a total of fifteen women and eleven men have been hired.

NEW RECRUITMENTS AND STAFF TURNOVER			
	STAFF ADDITIONS		
	MEN	WOMEN	TOTAL
Year 2021	8	4	12
Year 2020	0	2	2
Year 2019	3	9	12
<b>Total</b>	<b>11</b>	<b>15</b>	<b>26</b>

**TOTAL NUMBER AND DISTRIBUTION OF CONTRACT TYPES AND WORKING HOURS**

Type of contract	2021		2020		2019	
	Men	Women	Men	Women	Men	Women
Temporary Full Time	7	3	0	0	0	1
Indefinite Full Time	114	25	115	26	115	25
Internship	1	0	0	0	0	0
Other (training grants, etc.)	0	0	0	0	2	0
<b>Total</b>	<b>122</b>	<b>28</b>	<b>115</b>	<b>26</b>	<b>117</b>	<b>26</b>

**TOTAL NUMBER AND DISTRIBUTION OF WORKERS BY SEX, AGE AND OCCUPATIONAL CLASSIFICATION**

Gender, age and occupational classification*	MEN			WOMEN		
	Under 30	Between 30 and 50	Over 50	Under 30	Between 30 and 50	Over 50
Board	0	2	2	0	0	0
Group I	0	5	0	0	5	0
Group II	0	13	1	0	4	0
Group III	1	21	4	1	8	0
Group IV	0	54	17	0	8	0
Group V	0	2	0	0	2	0
<b>Total</b>	<b>1</b>	<b>97</b>	<b>24</b>	<b>1</b>	<b>27</b>	<b>0</b>

(\*) Data corresponding to 2021

LEAVES BY GENDER, AGE AND OCCUPATIONAL CLASSIFICATION (FROM 2019 TO 2021)						
Professional classification	MEN			WOMEN		
	Under 30	Between 30 and 50	Over 50	Under 30	Between 30 and 50	Over 50
Group I	0	1	0	0	0	0
Group II	0	0	0	0	0	0
Group III	0	0	0	1	0	0
Group IV	1	2	0	0	6	1
Group V	0	0	0	0	0	0
<b>Total</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>6</b>	<b>1</b>

There are currently no part-time staff employed by Metro de Málaga. The benefits for employees are detailed below:

- Medical insurance: 75 % of the medical insurance for staff and their immediate family is paid by the Company.
- The remaining 25 % is included in flexible remuneration. Flexible remuneration for restaurant and childcare vouchers.
- Life insurance policy.

## Our partners

In this section on Commitment to our people, we would like to recognise the people who work in the contracting companies on which Metro de Málaga relies every day to offer the best quality service, as part of our commitment to society. We establish relationships of trust with them and encourage them to form part of the values that distinguish us.

A total of 146 people participate in essential tasks for the smooth running of Metro de Málaga through the contracting companies, with which we coordinate to ensure that they meet the standards we demand of ourselves.

The main tasks are listed below:

- Customer service office.
- Cleaning.
- Public safety.
- Train maintenance.
- Maintenance of energy and electromechanical installations.
- Systems maintenance.
- Maintenance of signalling.
- Maintenance of track, infrastructure and architecture.



Maintenance work on the Ticketing System



## 6.2

## Labor Relations

At Metro de Málaga we are committed to respecting human rights, the labour rights recognised in national legislation and collective agreements, as well as those that form part of the conventions of the International Labour Organisation (ILO). We promote and respect the right to freedom of association, unionisation and collective bargaining in the workplace. We are also committed to respecting the activities that, within the framework of their functions, may be carried out by organisations representing workers in compliance with legally established rights.

Throughout the period covered by this Report, the 2<sup>nd</sup> Collective Bargaining Agreement, which was agreed with the Elected Works Council, has been in force until the end of 2021. At the date of publication of this Report, an agreement between the parties has been signed and is pending registration with the Labour Authority.

Metro de Málaga's Collective Bargaining Agreement regulates relations between the Company and the Elected Works Council with the aim of maintaining fair working conditions.

Through the **Works Committee**, in addition to the formal meetings established by law, specific meetings are held on specific topics such as working shifts, holiday schedules, etc., with the aim of better adapting working conditions.

Collective bargaining has played a crucial role throughout the young life of our organisation and we are sure that it will continue to do so, as it is an effective means of tackling together the new challenges of our company for sustainable recovery and mobility and retaining the talent that makes Metro de Málaga a committed and competent team.

The remuneration of Metro de Málaga staff is set out in the Collective Bargaining Agreement in force. All Metro de Málaga employees' salaries are above the minimum interprofessional wage (MIW) set by the Spanish Government.



**We are committed to respecting human rights, the labour rights recognised in national legislation and collective agreements, as well as those that form part of the conventions of the International Labour Organisation.**

## RATIO OF SALARY TO MINIMUM WAGE

	2021	2020	2019
Ratio of the lowest salary in Metro de Málaga to the minimum wage	1.68	1.67	1.44



## Voluntary availability 365 days a year

At Metro de Málaga we provide an essential service to society 365 days a year, which requires meticulous planning. To this end, a large number of our staff work shifts, with an Annual Service Plan (ASP), which includes work shifts, training, breaks and holidays for a full year. This plan is published in December of the previous year and the actual implementation starts within three to four weeks of its delivery. Apart from this, shifts are confirmed five days prior to a current calendar week in case any adjustments are made to cover possible incidents affecting the organisation of the service.

In order to improve coverage and staff participation, “voluntary availability” has been introduced. Thus, in the event that a shift is uncovered, a worker can voluntarily cover that shift, receiving an economic complement depending on whether it is a working day, weekend or public holiday.



## Communication and participation

In order to encourage collaboration, participation and transparent information, Metro de Málaga has an intranet, called “Conecta”, with a dual purpose:

- To provide information and manage internal procedures.
- To raise awareness of important aspects for the organisation.

It is a two-way channel, as employees have a communication space to share with the rest of the organisation.



## 6.3

# Safety, health and well-being

The safety, health and well-being of our staff has always been a priority as part of our commitment to people and the quality of the service provided. Occupational health and safety management, included in the Integrated Management System, is certified in accordance with ISO 45001. The performance of the system is reviewed annually through internal and external audits. The latest audit was carried out in November 2021 and the result was satisfactory.

As part of our Occupational Health, Safety and Welfare Policy, a risk assessment is carried out at least once a year. Our Health and Safety Management System has a policy that is integrated with other management systems, and numerous procedures to avoid hazards and prevent risks, both for our own staff and for third parties working with us. We regularly review access to specific areas and for the performance of work involving special risks, all of which are published in the library of our **business activity coordination platform**.

We also have an insurance policy for all our staff for professional risk in the event of total and absolute professional incapacity, major disability or accidental or non-accidental death.



*Track maintenance work*

## Workplace accidents

We have a specific procedure for reporting, recording and investigating work related injuries. We must highlight that in the period 2019-2021 the accident frequency rate has decreased, we have had no serious accidents of any nature, nor have any occupational illnesses been reported.

All accidents have been investigated and the necessary corrective measures have been implemented to avoid their repetition.

The accident rate data for Metro de Málaga is presented below, as part of our commitment and responsibility to transparency and responsible management:

**WORKPLACE ACCIDENTS INVOLVING SICK LEAVE AMONG METRO DE MÁLAGA EMPLOYEES**

	2021 *		2020 **		2019 ***	
	Men	Women	Men	Women	Men	Women
Number of accidents without sick leave	2	0	3	0	1	1
Number of accidents with sick leave	1	1	1	1	3	0
Frequency rate	8.0		4.1		8.1	
Severity rate	0.31		0.05		0.23	
Average duration of sick leave (days)	38.5		12		28	
Number of absences due to occupational diseases	0		0		0	
<b>Total</b>	<b>4</b>		<b>5</b>		<b>5</b>	

\* In 2021 we did not count any accidents in itinere.

\*\* In 2020, of the total of 5 accidents, 3 were in itinere (all men). These data are incorporated in the total number of accidents reported, and in the calculation of accident rates in the case of sick leave.

\*\*\* In 2019, of the total of 5 accidents, 2 were in itinere (all men). These data are included in the total number of accidents reported, and in the calculation of accident rates in the case of sick leave.

**ACCIDENT RATE OF SUBCONTRACTORS**

Work accidents in service contracts	2021		2020		2019	
	with sick leave	without sick leave	with sick leave	without sick leave	with sick leave	without sick leave
Number of accidents	6	5	7	10	10	10
<b>Total</b>	<b>11</b>		<b>17</b>		<b>20</b>	

All accidents, both for own and contract staff, were classified as minor.

We have a **Health and Safety Committee (HSC)**, which is made up of three company representatives and three prevention delegates. The Committee meets quarterly or extraordinarily if required at the request of one of the parties. At the HSC meetings, issues related to the health and safety of the entire workforce are addressed in a cohesive manner, working for the health and safety of all employees.

The commitment and professionalism of our HSC has been reflected even more during the pandemic, where we have worked as a team, reaching a consensus on all the decisions taken by the Occupational Risk Prevention Department to respond to the needs arising from the health crisis caused by COVID-19, projecting transparency in communications between the company and the Elected Works Council based on our commitment to an essential public service.

This has been paramount to the success of this management and its positive impact on the workforce from which we have emerged stronger and more cohesive.

## 6.4

# Health protection during the COVID-19 crisis

The pandemic has been a challenge for all of us at Metro de Málaga. As an essential service we had to continue operating in an exceptional situation and we also needed to protect our staff, both for the sake of our own people and for the maintenance of the operation, as in many cases it was the health workers who used the metro.

For this reason, from the beginning of the health crisis with the Decree of the State of Alarm on 14 March 2020, we have been committed to protecting our workers by setting up an extraordinary system based on four **areas of action** (see section 4.7), in order to protect people and maintain this essential service for Málaga.

Throughout the pandemic, open and direct communication with workers and workers' representatives was very important in order to maintain constant and up-to-date information on current regulations and the pandemic situation. We provided continuous reminders about the importance of hygiene and distancing, continuous information on organizational measures, as well as general advice on how to cope with the confinement, and the company's presidency, management and middle management expressed their gratitude.

The first step was the creation of the **COVID-19 Technical Monitoring Committee**, made up of a multidisciplinary team of professionals, with the aim of coordinating the health crisis:

- General Management, Operations, Security, Legal, HR, Safety and Health, Customer Service, Communication and External Relations and Maintenance.

It monitored all the fields involved: preventive and cleaning issues, interpretation and application of the legislation in force at each stage of the pandemic, and continuous and close collaboration with the health and transport authorities. A decisive factor was the understanding that the situation was dynamic and tested the company's ability to adapt.

This **Commission** worked intensively holding a **total of nine meetings** (four face-to-face and five by videoconference) **during the months of March and April**, subsequently and **until August 2021 the Commission met weekly every Tuesday**.

In addition to the weekly meetings, other extraordinary meetings have been held to deal with specific issues such as vaccination, sick leave, etc. Among others, the following stand out:

- The Director of **Operations and IMS participated in weekly meetings with other light operators every week since May 2020, and for a year and a half.**
- In response to the situation at any given time and in order to provide the necessary coverage, the staff in the Operations area was adapted to the service, while maintaining working conditions at all times.
- From the Central Control Point (CCP), the necessary adjustments were made to avoid driver rotations on the same train and rotations were managed so that they would be carried out at the cab cleaning points.
- Teleworking was promoted in all possible positions and voluntary face-to-face work shifts were established for structural staff.
- At Metro de Málaga we are aware of the importance of taking care of our health in a comprehensive manner. During the pandemic we have experienced unprecedented situations that have put our mental health to the



**We have always provided glove dispensers throughout the facility and were the first operator to distribute FFP2 masks systematically to operating, cleaning, safety and maintenance personnel.**

test. To this end, we have an **Employee Assistance Programme** (EAP) whose objective is to provide psychological support 24 hours a day, seven days a week. We also carry out other activities to look after mental health, such as quarterly webinars and workshops, all in collaboration with Affor Health, a company specialising in psychosocial and global health issues.

- At Metro de Málaga we were already pioneers, since practically from the start of commercial operation, in 2014, we had hydroalcoholic gel or disinfectant wipes in the CCP, in the rest rooms and in the driver's cabs.
- We have always provided glove dispensers throughout the facility and were the first operator to distribute FFP2 masks systematically to operating, cleaning, safety and maintenance personnel.
- The cleaning protocol implemented amply complied with health requirements, enhancing the cleaning of public areas, and as mentioned above, since July 2020, we have had the **AENOR COVID-19 action protocol** in place. In addition to the aforementioned disinfection of trains at the head end, the cleaning of CCP workstations and driver's cabs at shift changes, as well as all contact elements in stations and trains, has been enhanced.





## 6.5

## Safe environment

At Metro de Málaga we prohibit any situation of violence, harassment or discrimination. All employees have the responsibility to collaborate in a working environment in which dignity is respected, and all employees with staff under their charge are specifically responsible for ensuring that no harassment of any kind takes place.



**We have carried out 1,092 hours of training and awareness-raising in the prevention of harassment at work, gender equality and care for people with functional diversity in the period covered by this report.**

To this end, we have a **Protocol for the management of situations of violence, harassment, aggression, discrimination** or similar in the workplace and we develop training activities on the subject to prevent situations of violence, harassment, aggression, discrimination or similar. This Protocol applies to all Metro de Málaga staff and external companies.

The Protocol protects the privacy, confidentiality and dignity of the people affected in all cases. We are also committed to guaranteeing sufficient protection for possible victims.

There is a whistle-blowing channel through an e-mail address available to people

who report a possible case and request an investigation.

Our commitment to society, and specifically to our employees as individuals, drives us to design and deliver awareness-raising training activities in different areas such as the prevention of harassment at work, gender equality and care for people with functional diversity, aimed at the entire workforce or the majority group that is in direct contact with our users.

We have carried out **1.092 hours** of training and awareness-raising in the prevention of harassment at work, gender equality and care for people with functional diversity in the period covered by this report.



## 6.6

## Training

At Metro de Málaga we see training as a driving force for continuous improvement and personal change that promotes professional development.

As part of our commitment to offering a reliable service, we train our employees so that they have the tools to be open to change, try out new ways of doing things and be able to incorporate innovations that continually contribute to profitability. We are convinced that we must strive for new ideas, improvements and ever more efficient processes to make things better and simpler.



**The transversal content training programmes focus on leadership as an instrument for the transformation of the Company; on languages, to provide added value to our human capital; on customer service, to maintain excellence and fulfil our corporate commitment and promote the development of skills from the point of view of safety.**

Our **training programmes** are of two types: **technical and transversal**. They are based on a process of detecting training needs, which are designed and classified according to the nature of their objectives and contents in order to optimise operations and skills and competencies, prioritising those training programmes that contribute to the improvement of the competencies previously identified and associated with the jobs.

The technical content programmes are aimed at covering the aspects identified in the operation and in the different management systems implemented.

The transversal content training programmes focus on **leadership** as an instrument for the transformation of the Company; on **languages**, to provide added value to our human capital; on **customer service**, to maintain excellence and fulfil our corporate commitment and promote the development of skills from the point of view of **safety**.

We highlight the **Human Factor Programme** because of its essential nature for the service we offer and to guarantee the health of our employees, as it enables the development of **personal skills** to effectively face risk situations, anticipate, prevent accidents and be able to manage in complex situations. The main objectives of this programme are:

- Updating and recycling of the internal communications procedure.
- Suicide prevention, psychological first aid and post-traumatic stress disorders.
- Training in train accidents and suicides in the railway sector.
- Internal procedure for action to be taken in the event of people being run over.

These training courses are aimed at Operations Department posts, totalling **544 hours of training** during the 2019-2021 period.

Another important programme is **Health and Safety Training**, as a result of our commitment to recycling our employees in safety content for emergency situations: these refresher courses are received by the entire workforce every two years, specifically the use of 1st and 2<sup>nd</sup> Intervention equipment, Alarm and Evacuation and Basic Life Support and AED Handling.



HEALTH AND SAFETY HOURS TRAINING						
	2021		2020		2019	
	Men	Women	Men	Women	Men	Women
Group I	60	36	0	0	93,5	43
Group II	66	18	20	0	146	12,5
Group III	144	54	38	4	242.5	145
Group IV	468	60	122	14	656	85
Group V	12	6	0	0	22.5	12,5
Total	750	174	180	18	1,160.5	298
<b>Total</b>	<b>924</b>		<b>198</b>		<b>1,458.5</b>	

LANGUAGE HOURS TRAINING						
	2021		2020		2019	
	Men	Women	Men	Women	Men	Women
Total	972	336	1,218	306	1,804.5	577.5
<b>Total</b>	<b>1,308</b>		<b>1,524</b>		<b>2,382</b>	

Each year we carry out a **performance evaluation process** focused on strengthening professional development and talent in the organisation. The performance appraisal allows us to evaluate in order to progress, create commitment to professional objectives and grow within the company. The appraisal applies to all permanent and temporary employees who remain with the Company for more than one year. At the time of reporting this information, 35 % of the people have been evaluated.

This process focuses on:

- Job performance.
- Behaviour in the organisation.
- Professional development.

Operations staff receive a **competitive bonus** based on company data related to absenteeism, customer satisfaction survey, delays and passengers/year. This competitive bonus is described in the Collective Bargaining Agreement of Metro de Málaga.

## 6.7

# Equality and reconciliation of personal, work and family life

Generating a safe and healthy working environment, rejecting any type of discrimination, respecting the principle of equal opportunities between women and men and all people, guaranteeing staff rest and the reconciliation of personal and professional life are part of our commitments.

At Metro de Málaga we have been working throughout 2021 on the Equality Plan, which will be in force until 2025. The Plan includes 18 measures in six areas: eight measures on training; three on reconciling work, personal and family life; two related to communication and image; two on a safe environment and prevention of sexual harassment and gender-based harassment; two more on promotion and staff selection; and one, on remuneration policy.

All employees are entitled to **parental leave** in the event of the birth or adoption of a child. Over the last three years, a total of 18 men and 7 women have taken parental leave. All those who took this leave period have returned to work. On the other hand, our Collective Bargaining Agreement provides for the accumulation of breastfeeding leave, totalling 20 calendar days, as long as it is taken after the 16 weeks following the birth of the child.

All employees who have taken parental leave have returned to their jobs.

The principle of equality between men and women prevails in Metro de Málaga, and there is no wage discrimination on the grounds of gender.

### PATERNITY AND MATERNITY LEAVE (NUMBER OF CASES)

	MEN			WOMEN		
	Under 30	Between 30 and 50	Over 50	Under 30	Between 30 and 50	Over 50
Year 2021	0	5	0	0	4	0
Year 2020	0	5	0	0	3	0
Year 2019	0	8	0	0	0	0
<b>Total</b>	<b>0</b>	<b>18</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>0</b>

### PATERNITY AND MATERNITY LEAVE BY GENDER AND PROFESSIONAL CATEGORY

Professional category	2021		2020		2019	
	Men	Women	Men	Women	Men	Women
Group I	0	1	0	1	1	0
Group II	1	2	0	1	1	0
Group III	2	0	2	1	2	0
Group IV	2	1	3	0	4	0
Group V	0	0	0	0	0	0
<b>Total</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>8</b>	<b>0</b>

### Adaptation of working hours and co-responsibility

Metro de Málaga employees may request that their working hours be adapted to reconcile family life. This measure is aimed at promoting equality and joint responsibility between men and women in the care of children and relatives up to the second degree of consanguinity who are in the direct care of the applicant and who, due to illness or accident, are unable to look after themselves.

Metro de Málaga also has measures to facilitate the reconciliation of work, family and personal life for office workers, such as:

- Flexible start and finish times.
- Reorganisation afternoons.
- Flexibility in Holidays.
- Annualised hours.
- Intensive working hours during school holidays (Easter, summer and Christmas).
- Intensive working hours on Fridays throughout the year.
- Catering on split working days.



And measures to facilitate work-life balance for Operations staff working shifts:

- **Voluntary shift changes:** workers can change shifts between themselves as long as they comply with the legal aspects of rest between working days and continuous working days.
- **Annual Service Planning (ASP):** workers are informed of all their work shifts, breaks and holidays approximately one month in advance.
- **Reduced working hours:** the Collective Bargaining Agreement includes measures to reduce working hours for the Operations collective for full working days, concentrating shifts in two, three or four working days, depending on the percentage by which the worker's working hours are reduced, or for full months of work with a 50 % reduction and work in the months from September to February. In addition, an additional six percent is paid as an improvement for these groups.

REDUCED WORKING HOURS BY YEAR AND GENDER			
	MEN	WOMEN	TOTAL
2021	9	6	15
2020	8	5	13
2019	6	6	12

- **Adaptations to the working day:** agreement with the Elected Works Council to adjust shifts to the needs of employees. They have benefited from this measure:

ADAPTED WORKING HOURS BY YEAR AND GENDER			
	MEN	WOMEN	TOTAL
2021	10	6	16
2020	5	0	5
2019	0	0	0

## Support for families with children with disabilities

In 2016 we launched the Family Support Programme, with the aim of improving the quality of life of people with disabilities, in collaboration with Grupo SIFU.

This programme provides comprehensive care for the families of Metro de Málaga employees with children between the ages of 0 and 18 who have a recognised disability equal to or greater than 33 % to provide assistance, alternative or support therapies according to the needs of each individual case.

For the development of the project, we contribute **18,000 euros**. Of this amount, 68 % must be applied to treatments or therapies. Of this amount, 32 % is used to cover expenses related to the SIFU Group's activity, such as monitoring activities and coordination.

A total of five families in Metro de Málaga are currently benefiting.

**6A**  
EDICIÓN

**PROGRAMA DE  
APOYO A FAMILIAS**

**CONVOCATORIA  
DE BECAS**

PRESENTA TU SOLICITUD Y  
DOCUMENTACIÓN AL DPTO.  
DE ORGANIZACIÓN  
Y RRHH

**metro**  
Málaga

**fundación  
gruposifu**

[www.fundaciongruposifu.org](http://www.fundaciongruposifu.org)  
Fundación Grupo SIFU  
Grupo SIFU

**UNA NUEVA OPORTUNIDAD  
PARA IMPULSAR SU FUTURO**



**Actividades educativas y terapias personalizadas  
para niños con discapacidad.**

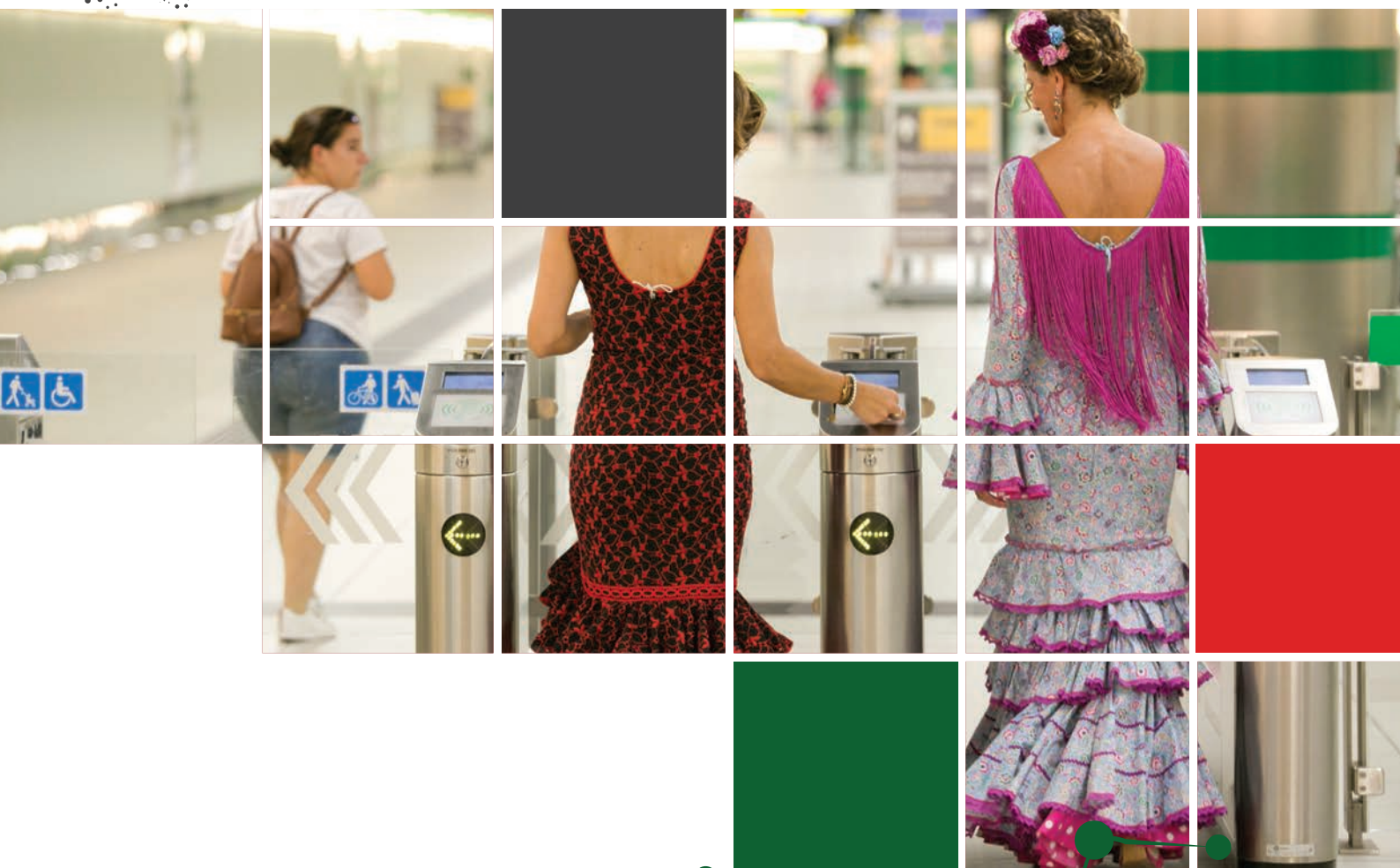
Podrán presentarse a la beca todos los trabajadores del Metro de Málaga que tengan un hijo/a con discapacidad reconocida (imprescindible certificado de discapacidad igual o superior al 33%) en edad no superior a los 18.

Image of the Family Support Programme for families with children with disabilities in Metro de Málaga

7



## COMMITMENT TO MÁLAGA AND SOCIETY



Our commitment to Málaga and society is to offer a quality, safe public transport service that meets the sustainable mobility needs and demands of the people of Málaga and its surroundings, as well as those of visitors and society in general, while actively participating in the community through multiple alliances.

We are proud of the average overall rating of the public service offered by Metro de Málaga, which in 2021 was 8.59 points on a scale of zero to ten, and that despite the exceptional circumstances of the pandemic, the ratings have remained at the same levels of excellence in quality and attention to the mobility needs of the population.

## 7.1

## Contributing to well-being and progress

At Metro de Málaga we are sure of our contribution to the economic development and progress of Málaga society as a whole. In addition to providing the backbone of the city and its surroundings and facilitating sustainable transport, we offer opportunities for job creation, improved quality of life and the well-being and prosperity of its inhabitants through a responsible operation that makes the most of resources and is respectful of the environment.

One of our main contributions is the creation of employment, as we have created **296 direct jobs** between personnel hired by Metro de Málaga and contractors.

On the other hand, Metro de Málaga's infrastructure is a driving force for economic and social activity, facilitating the mobility of companies, entrepreneurs and professionals whose daily activities contribute to generating well-being and progress.

It is undoubtedly essential to **complete the construction work on the entire Metro de Málaga network**, which is why one of the most important milestones of this period has been the signing of the **modification of the concession contract for the completion of the network** by the Junta de Andalucía and Metro de Málaga on 22 October 2020.

The Councillor for Development, Infrastructure and Territorial Planning and President of the Public Works Agency of the Andalusian Regional Government (AOPJA), Marifrán Carazo, and the President of the concessionary company Metro de Málaga, Francisco Gambero, have formalised the contract, signing the administrative document that had previously been authorised by the Governing

Council of the Andalusian Regional Government.

This contractual modification ensures the completion of the Málaga Metro network, with a 100 % underground route for the extension of Line 2 to the Civil Hospital. With the signing of this contract, the Regional Ministry of Development, Infrastructures and Territorial Planning shows its commitment to finishing the works in the most central area of the city and carrying out the work that will allow the completion of the infrastructure, installations and architecture of the stations, the assembly of the track superstructure and



One of the most important milestones of this period has been the signing of the modification of the concession contract for the completion of the network by the Junta de Andalucía and Metro de Málaga on 22 October 2020.



The Regional Minister for Development, Infrastructure and Territorial Planning, Marifrán Carazo, the Mayor of Málaga, Francisco de la Torre (in the centre), and the president of the concessionary company Metro de Málaga, Francisco Gambero, during the signing of the concession contract.

the tender for the drafting of the construction project for the Line 2 branch line to the Civil Hospital.

Furthermore, as part of our commitment to Málaga society, we develop actions to connect with our users and with society in general, joining our efforts to be part of everyday life by getting involved in activities organised by civil society.

At Metro de Málaga we maintain a close relationship with the Administration and local institutions such as the City Council, the University, the media, sports teams, associations, foundations, groups, etc. We are firmly committed to promoting projects that are of benefit to the community, and so we are involved in initiatives such as the following:

- Flag Day.
- Sporting events of various kinds.
- TalentLab.
- Open days on Accessibility.
- White Night.

We participate in different actions through sponsorship of the development or organisation of events and collaborations, in line with the aspects considered of special interest to our users, as we will see below.

## 7.2

## Support for sport, culture, the environment and society

Culture, sport, commitment to the environment and people are the elements through which Metro de Málaga's efforts are articulated to contribute to achieving a society with greater well-being, inclusive and respectful for all.

By participating in the initiatives promoted by different social groups, we contribute to the development of the city and its surroundings. We believe that by establishing alliances we can advance better and faster on the basis of shared principles and values.

This conviction helps us to respond to **SDG 17, Partnerships to achieve the goals**, because as this goal states, we know that it is necessary to establish inclusive partnerships based on shared principles and values that focus on people and the planet.

Below are the different **collaboration and sponsorship actions** carried out in the period 2019-2021, which contribute to the progress, culture, environment and sport of Málaga society and which, in turn, give great economic dynamism to our city and its surroundings. Some of the initiatives were altered due to the health crisis caused by COVID-19.





**COLLABORATION AND SPONSORSHIP ACTIONS (2019/2021 PERIOD)**

ENTITY	CAUSE	RESOURCE PROVIDED (IN KIND OR IN CASH)	2021	2020	2019
<b>Unicaja Basketball*</b>	Support for sport. Display of advertising at the basketball team's games at the Palacio de los Deportes José María Martín Carpena.	30,000 €	X	X	X
<b>Organisation of the Málaga City Half Marathon</b>	Support for sport, Málaga City Half Marathon	9,000 €	X	-	X
<b>Málaga Festival</b>	Support for culture. Collaboration with the most important film festival in the city.	31,515 €	X	X	X
<b>Málaga Waterpolo Sports Club</b>	Support and promotion of local sport. We sponsor the Spanish Waterpolo Championship for children.	1,001 €	-	-	X
<b>Diario Sur</b>	Support for culture. Sponsorship of the photo marathon.	4,000 €	X	X	X
<b>Cadena Ser</b>	Support for the city of Málaga. Production of the programme "La Cámara de los Balones", presented by the presenter and comedian Manu Sánchez, at the El Perchel station.	Included in the annual agreement	-	-	X
<b>University of Málaga (UMA)</b>	Support for the culture and history of Málaga. Collaboration with the organisation of the Phoenician Archaeology workshop on the archaeological remains found during the construction of the Málaga Metro.	2,000	-	-	X
<b>Trade Fairs and Congress Centre of Málaga (FYCMA)</b>	Supporting Málaga's society and children with the sponsorship of the Snow Mountain of the Málaga Children's Show (MIMA)	8,000 €	-	-	X

\* We have received a grant of 2,500 € from the Consejería de Educación y Deporte de la Junta de Andalucía for the sponsorship of this sport entity.



ENTITY	CAUSE	RESOURCE PROVIDED (IN KIND OR IN CASH)	2021	2020	2019
<b>UMA School of Industrial Engineering</b>	Support for society. Sponsorship of the XIII Family Congress held at the UMA School of Industrial Engineering.	150 transport tickets	-	-	X
<b>Inaugural Europe, Eurasia, Southern and Eastern Mediterranean Strategic Infrastructure Leadership Forum</b>	Support for the holding of this meeting	7,500 €	-	-	X
<b>Incide (inclusion, citizenship, diversity and education)</b>	Support for music through collaboration with the Carlos Álvarez choir in the Christmas Concert, held at El Perchel station.	Cession of the venue for the concert	-	-	X
<b>Wau Festival, promoted by Atresmedia</b>	Support to the development of the music event.	1,500 €	-	-	X
<b>Primavera Pop, promoted by Grupo Prisa Radio</b>	Dissemination of culture. Support for the development of the musical event.	Included in the annual agreement	-	-	X
<b>Diario Sur</b>	Participation in the Technical Seminar on Sustainable Mobility.	8,800 €	X	X	X



ENTITY	CAUSE	RESOURCE PROVIDED (IN KIND OR IN CASH)	2021	2020	2019
<b>Almijara Association</b>	Care for the environment. Planting of 800 trees.	7,040 €	-	X	-
<b>Málaga Athletics Club**</b>	Support for local sport. Agreement for the display of advertising on the equipment of the club's sportsmen and women and on the facilities.	6,000 €	-	X	-
<b>Provincial Federation of Businessmen of Commerce and Services of Málaga</b>	Support for local commerce through the launch of a specific website to promote commerce in the area around the stations and stops along the urban railway line.	1,770 €	-	X	-
<b>Diario Sur</b>	Sponsorship of the TalentLab Málaga project, to support local talent among university students in their final year or recent graduates.	8,000 €	X	-	-
<b>Canal Sur Radio</b>	Celebration of Environment Day and Mobility Week: we sponsored the live broadcast of the programme "La tarde de Canal Sur Radio", with Mariló Maldonado, at El Perchel station.	6,108 €	X	-	-
<b>Railway Innovation Hub (RIH)</b>	Metro de Málaga joins this cluster, an international benchmark in railway innovation and high technology, to promote railway innovation and sustainable urban mobility, organising and participating in various activities such as technical conferences, seminars and institutional events.	Human resources, knowledge and participation.	X	-	-

\*\*We have received a grant of 3.000 € from the Department of Education and Sport of the Andalusian Regional Government for the sponsorship of this sport entity.



Arbolada de Metro de Málaga, planting activity with the company's workers and family members who wanted to join in the activity.



Visit of attendees to the VII International Railway Convention, organised by the Spanish Railway Foundation MAFEX.



Sleepless Night.



Performance by the singer Javier Ojeda in the metro.



Prize-giving ceremony of the 5th edition of the Micro-story Competition; in the picture, the prize-winners together with our Managing Director, Fernando Lozano.

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## Donations

At Metro de Málaga we have mechanisms to identify the needs of society in order to prioritise our contribution based on principles of need, proximity and generation of value. In accordance with these principles, our main lines of social action are:

- Access to health.
- Job placement and entrepreneurship.
- Support for local development and culture.

Our social commitment is expressed in different ways. Financial or in-kind contributions are also part of our contribution to building sustainable communities and cities, in line with SDG 10 of the 2030 Agenda.

The social and environmental action projects highlighted in the 2019-2021 period, in which we collaborate with organisations that have proven experience and reputation, are:

ENTITY	CAUSE	RESOURCE PROVIDED
<b>Virgen de la Victoria University Hospital</b>	Sanitary equipment of different types to protect health workers.	36,500 €
<b>Regional and Maternity and Children's Hospitals</b>	Support for health centre tributes.	8,600 travel tickets, with a balance of 9 journeys.
<b>Cruz Roja</b>	Mitigating the effects of COVID-19. Flag Day. Solidarity concert: freeing humanity from fear	41,500 € 3,000 € 2,500 €
<b>Row Zero</b>	To mitigate the effects of flooding in the Campanilla District.	1,000 €
<b>Unicef</b>	Aid for children.	7,200 € (We donated €3 for every wish that users left on the Wishing Tree, installed at El Perchel station, over the Christmas period).
<b>Olivares Foundation</b>	Gala dinner, solidarity calendar and Christmas in Solidarity	6,900 € Of this amount, 6,000 corresponded to a campaign on social networks consisting of a financial donation to the Olivares Foundation, depending on the number of reproductions obtained by the Christmas campaign spot. In total, 128,000 reproductions were obtained.





In the image above, from left to right, the managing director of the AOPJA, Julio J. Caballero; the territorial delegate of Health, Carlos Bautista; the managing director of the Regional University Hospital of Málaga, María del Mar Vázquez; the territorial delegate of Public Works, Carmen Casero and the Managing Director of Metro de Málaga, Fernando Lozano, at the presentation of 8,600 travel tickets to support the tributes in the health centres.

Concert to commemorate the anniversary of the Regional and Materno Infantil hospitals.

## 7.4 Promotion and development of activities

At Metro de Málaga, we promote the development of events in our facilities, with two fundamental objectives:

- The metro as a space for meeting, dialogue and collaboration.
- The promotion of education in the values of accessibility, inclusion and the importance of sustainable mobility.

The projects that have been carried out in the period 2019-2021 are:

PROMOTION AND DEVELOPMENT OF EVENTS	CAUSE	RESOURCE PROVIDED	2021	2020	2019
<b>Music of the World</b>	Development of the "World Music" activity, linked to the celebration and theme of the "Noche en blanco" in collaboration with Málaga City Council	1,181 €	-	-	X
<b>Micro-story Competition "100 words for a Metro"</b>	Call for the fifth and sixth editions of the micro-story competition, organised by the Paréntesis writing workshop and with the writers Guillermo Busutil and Rosa Romojaro as godfather and godmother of the competition, in 2019 and 2021, respectively	6,502 €	X	-	X
<b>Photographic exhibition</b>	Exhibition of the winning photographs of the "Fernando González" Photographic Marathon of Diario Sur and prize-giving ceremony by Diario Sur, Metro de Málaga and the different sponsors of the activity	1,607 €	X	X	X
<b>Metro School</b>	This educational activity aims to show schoolchildren how the Metro works and how it operates internally. This initiative is carried out during the academic year, with weekly visits	17,000 €	X	X	X
<b>Concert by Javier Ojeda and exhibition Transfusiones del extrarradio (Transfusions of the suburbs)</b>	Concierto inaugural de la exposición Transfusiones del extrarradio, en la estación El Perchel	8,718 €	-	-	X



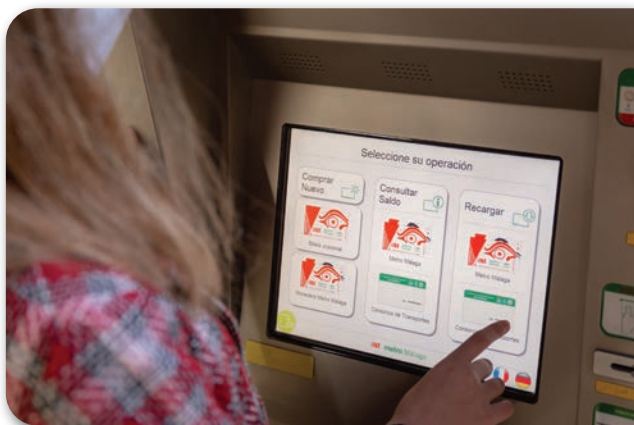
PROMOTION AND DEVELOPMENT OF EVENTS	CAUSE	RESOURCE PROVIDED	2021	2020	2019
<b>Visit of the attendees to the 7th International Railway Convention</b>	Organisation of the visit to the attendees of this convention, organised by the Spanish Railway Foundation MAFEX	Participation of Metro de Málaga staff	-	-	X
<b>Mobility Week (SEM)</b>	On the occasion of the SEM, different activities were organised, such as guided tours of our facilities or a photographic exhibition on mobility	2,118 €	x	-	X
<b>Christmas Concert</b>	Activity in collaboration with the Municipal Music Band of Málaga and the Carlos Álvarez choir of the Incide Foundation. The concert also featured a performance by the singer María Espinosa and musical direction by the composer and producer Manuel Marvizón	18,050 €	-	-	X
<b>Accessibility Open Day</b>	Together with representatives and technicians from ONCE and the Málaga Accessible Development Association, we have organised several workshops to test universal accessibility in underground stations and trains.	Participation of Metro de Málaga staff	X	-	X
<b>Commemorative concert</b>	To celebrate the anniversary of the Regional and Materno Infantil hospitals.	6,160 €	X	-	-



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## Communicating and connecting people

We are involved with the public and other interest groups on a daily basis by means of communication. Metro de Málaga disseminates information of interest about the public service and improvements to our facilities, as well as messages and communication campaigns about special services, safety, welfare and support for culture. Social networks are another point of contact with the public. We also inform about our activities and sponsorship or collaboration actions.



In the period 2019-2021 we have published **58 press releases**, signed more than **20 collaboration agreements**, produced **24 informative and advertising videos**, promoted **a dozen competitions through social networks** and developed **48 communication campaigns** of different nature, highlighting the following:

- Branding.
- Information on the service.
- Implementation of a new utility.
- Development of an event.
- Cultural activity.
- Link with the sector.
- Raising awareness about environmental care.



## The public interest of Communication during the pandemic by COVID-19

Our commitment to public service has also been reflected in clear and transparent communication to the public, especially during the exceptional period of the pandemic declaration. Communication has been crucial both to ensure the quality and safety of the service and to prevent contagion.

To ensure the coherence of the messages and the structure of the communication, Metro de Málaga drew up an Information and **Communication Action Plan for COVID-19**, which was updated in accordance with the evolution of the health crisis.

The Plan includes fifteen key messages and ten dissemination channels to provide our stakeholders with the necessary information in a clear, accessible and timely manner. A total of ten press releases related to the COVID-19 health crisis were disseminated, reporting on modifications and changes to the service, measures taken, passenger numbers, etc.

In addition, a series of **videos** were produced with recommendations on how to use the service:

- Generic spot.
- Use of the mask.
- Online recharging.
- Automatic door opening.
- Social distance.
- General use of the facilities.
- Cleaning of facilities.
- Avoidance of peak hours, among other messages.



We drew up an Information and Communication Action Plan for COVID-19 which included fifteen key messages and ten dissemination channels to provide our stakeholders with the necessary information in a clear, accessible and timely manner.

Two campaigns were also specifically launched during this very complicated period due to COVID-19:

- A **campaign to support the businesses** around our route, affected by the economic consequences of the health crisis.
- A **campaign to support and thank the workers**.





## ABOUT THIS REPORT



METRO DE MÁLAGA, S.A. is a public limited company in whose capital there is a public shareholding of 23.69 % through the Public Works Agency of the Andalusian Regional Government. The rest of the capital is currently owned by the Vauban Infrastructure Partners group through the following companies:

SHAREHOLDER	% CAPITAL
Core Infrastructure I, S.À.R.L.	24.70 %
Core Infrastructure II, S.À.R.L.	7.66 %
VIM, S.À.R.L.	33.39 %
Mircom Concesiones de Infraestructuras, S.L. (*)	10.56 %

\*Comsa Concesiones, S.L. owns 20 % and Mircoinvest, S.A.R.L. (part of the Vauban group) 80 %.

Vauban became the majority shareholder of Metro de Málaga in September 2021 after acquiring the shares that until then were owned by Infravía Gestión de Infraestructuras S.L. and which represented 33.39 % of the capital of Metro Málaga.

In this Sustainability Report, we show the information and data corresponding to the financial year commencing on 1 January 2021 and ending on 31 December 2021, with evolutionary information since 2019.

## Reporting Framework

By means of this document, Metro de Málaga reports its results with respect to environmental, social, economic, personnel, human rights and community impact issues relevant to the organisation in the development of its activity.

The guidelines and requirements set out in the essential version of the Global Reporting Initiative (GRI Standards) have been taken into account in the preparation of this Report.

With regard to the principles for determining the content of this report, the criteria established by GRI have been used as a starting point:

- Stakeholder engagement.
- Context of sustainability.
- Materiality.
- Exhaustiveness.

Likewise, the GRI principles have been taken into account to determine the quality of the information included in the Report:

- Balance.
- Comparability.
- Accuracy.
- Timeliness.
- Clarity.
- Reliability.



## Scope and Coverage of the Report

The Report presents the sustainability indicators of Metro de Málaga, S.A.

This report is the second Sustainability Report produced and presented by the Company, which is drawn up every three years.



## Contact point for questions regarding the Report or its contents

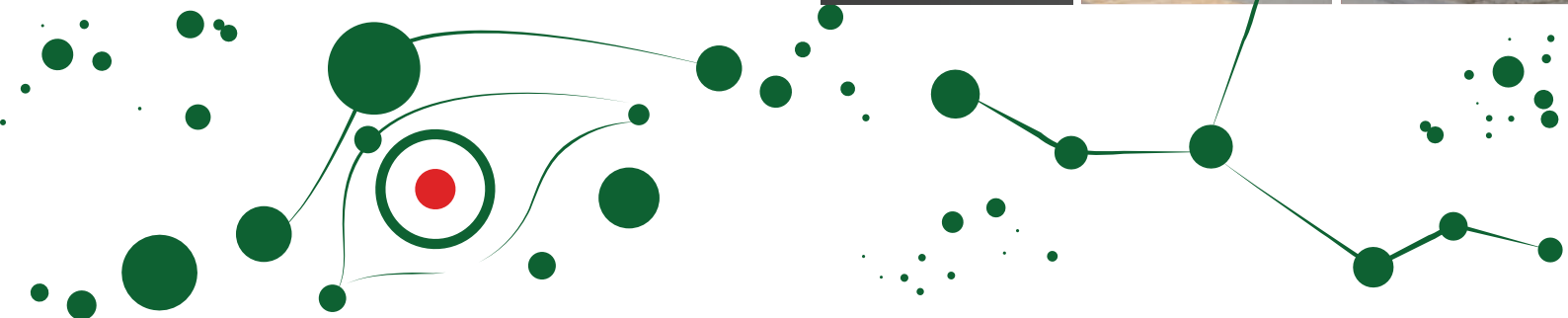
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# TABLE OF GRI CONTENTS AND SDG's



This Report has been prepared in accordance with the Core Option of the GRI Standards. The information provided complies with the GRI Sustainability Reporting Principles: stakeholder inclusiveness, context of sustainability, exhaustiveness and materiality.

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GRI STANDARD	CONTENT	SECTION OF THE REPORT	LINKAGE WITH SDG'S
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**metro**  
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