

# CORPORATE RESPONSIBILITY





## METRO AND SUSTAINABLE DEVELOPMENT GOALS (SDGs)

METRO DE MADRID'S CORPORATE RESPONSIBILITY POLICY IS ARTICULATED AROUND **17 SDGs**, FOCUSING ON CONTRIBUTING TO SDG 11 "SUSTAINABLE CITIES AND COMMUNITIES", AS A MEANS OF PROMOTING SUSTAINABLE AND INCLUSIVE MOBILITY IN THE REGION.

METRO DE MADRID'S ACTIVITY ALSO HAS AN INDIRECT IMPACT ON SDG 7, SDG 8, SDG 9, SDG 10 AND SDG 13, AND ON OTHER SDGs, SUCH AS 16 AND 17.



# C

# R





The purpose of **Metro de Madrid's** Corporate Responsibility (CR) Policy is to establish, on a global basis, the basic and general principles of the company's actions considering its economic, social and environmental impacts, in order to integrate them into the company's business model and strategy.

With ten commitments as its goal, **Metro** aims to continue to be the driving force behind sustainable and inclusive mobility in the Community of Madrid, and to do so, it is developing three lines of action:

---

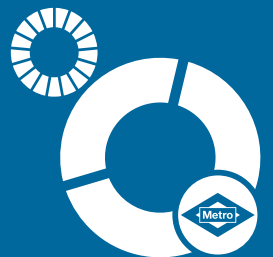
**RESPONSIBLE BUSINESS**

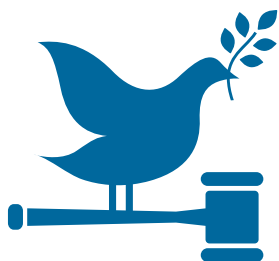
**INCLUSIVE CULTURE**

**ENVIRONMENT  
MANAGEMENT**

# RESPONSIBLE

## BUSINESS





Through this line of action, Metro prioritises respect for people, ethical values and the environment in the daily management of the company and in the provision of the transport service.

#### METRO'S COMMITMENTS IN THIS AREA ARE:

##### PROVIDING A QUALITY SERVICE



**Metro de Madrid** is committed to providing a service that allows rapid, safe and efficient travel, acting as an integral part of society and the backbone of mobility in the Community of Madrid.

Therefore, it undertakes to:

- Comply with the parameters and quality standards set out in **Metro de Madrid's** Service Charter.
- Implement sustainability criteria in the provision of the service with a commitment to innovation.

##### PROVIDE QUALITY EMPLOYMENT



**Metro de Madrid** guarantees employment stability and undertakes to maintain quality working conditions and to promote their improvement through permanent dialogue with its employees.

To this end, it will develop, among others, the following actions:

- Continuous training plans to increase productivity as well as personal and business growth.
- Advancement in the policies developed within the company to provide equal employment opportunities.
- Drive measures to promote healthy living, including adequate occupational health and safety plans for employees.



## APPLICATION OF A RESPONSIBLE MANAGEMENT OF SUPPLIER POLICY



**Metro de Madrid** undertakes to apply a responsible purchasing policy throughout the value chain, for which it will value the sustainable supplier management.

To this end, it will develop, among others, the following actions:

- Raise suppliers' awareness of the importance of contributing to sustainable development for **Metro**.
- Implementing social and environmental criteria in the selection of its suppliers.

## BEING TRANSPARENT



**Metro de Madrid** commits to acting in an honest and transparent manner, in accordance with professional ethics standards and the applicable regulatory framework.

To this end, it will develop, among others, the following actions:

- Application of a code of ethics to ensure transparent management and ethical behaviour by employees and managers.
- Implementation of a crime prevention and anti-fraud policy to ensure employee and management compliance with tax laws and policies.
- Development of tools and communication channels for the accountability and reporting of the activity developed by the company.

## CONTRIBUTE TO THE CREATION OF A SUSTAINABILITY CULTURE THAT IS COMMITTED TO SUSTAINABLE CITIES AND COMMUNITIES



**Metro** is committed to making society aware of the sustainable development objectives promoted by the UN.

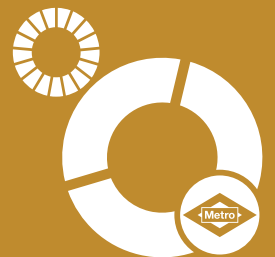
To this end, **Metro de Madrid** will carry out, among others, the following actions:

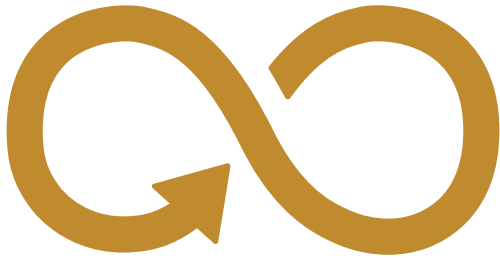
- Awareness of its stakeholders in sustainable consumption patterns.
- Dissemination of good practices in the area of sustainability, through communication with stakeholders.
- Inclusion of sustainable development goals and assessment of their realisation in the sustainability report, explaining the company's contributions to sustainable development.





# INCLUSIVE CULTURE





Through this line of action, **Metro de Madrid**, as an integrating element of society, is committed to the inclusion of all people and groups.

**METRO DE MADRID'S COMMITMENTS IN THIS AREA ARE:**

### PROMOTING SOCIAL INCLUSION



**Metro de Madrid** is committed to developing measures to promote social inclusion, with special attention to vulnerable groups.

To this end, **Metro** will carry out, among others, the following actions:

- Development of plans aimed at promoting access for all of society to a quality key service.
- Improved accessibility and autonomy for all passengers.
- A comprehensive programme aimed at promoting the inclusion of people with disabilities through transport.

### EXECUTING A SOCIAL ACTION PLAN



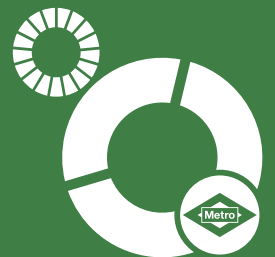
In order to try to alleviate the needs of people and groups who, due to their characteristics, capacities or special circumstances, are vulnerable, **Metro de Madrid** is committed to implementing a social action plan (called the social line).

Within the framework of this programme, **Metro de Madrid** will carry out, among others, the following actions:

- Collaboration with social entities and groups by making key company resources and capabilities available, taking advantage, especially, of their great potential as a communication channel.
- Development of a volunteer programme to promote, enable and coordinate the participation of active, retired and early-retired employees and their families in solidarity activities.
- Encouraging social participation, through the involvement of citizens, in the promotion of values of solidarity.

# ENVIRONMENT

## MANAGEMENT





Through this line of action, Metro de Madrid is committed to promoting sustainable public transport, encouraging energy efficiency, the rational use of resources and the protection and conservation of the environment, promoting and raising awareness of environmental values among its employees and customers, as well as among its works, goods and services supplier chain.

To this end, Metro is committed to complying with the applicable environmental legislation, exceeding the requirements whenever possible, and promoting its adaptation to future regulations in an effective, efficient and safe manner, thus committing to the continuous improvement of the environmental management system.

## METRO DE MADRID'S COMMITMENTS IN THIS AREA ARE:

### PROMOTING THE USE OF SUSTAINABLE PUBLIC TRANSPORT



**Metro de Madrid** will incorporate sustainability criteria into its operating model, in its commitment to the contribution to achieving sustainable cities and communities.

For this, **Metro de Madrid**:

- Will promote the use of public transport and encourage the sustainable mobility of employees, suppliers and society in general.
- It is commitment to innovation to make the service an increasingly sustainable model of transport.

## DECREASING ITS ENVIRONMENTAL IMPACT



**Metro de Madrid** is committed to reducing its environmental impact by optimising the use of resources and raw materials, contributing to the principle of pollution prevention, paying special attention to the sustainable management of water and electricity.

Among other actions, **Metro de Madrid** will carry out the following:

- Improvement of waste management, recovering it practically in its entirety within the Community of Madrid, with the consequent saving of emissions to the atmosphere derived from its transport.
- Implementation of measures to reduce air, water, noise and soil pollution.
- Raising employee awareness of environmental protection as part of their professional development by means of awareness and training programmes and effective communication channels.
- Encouraging investment in innovation for the development of more sustainable practices and technologies.

## CONTRIBUTING TO THE REDUCTION OF EMISSIONS INTO THE ATMOSPHERE



**Metro de Madrid** commits to implement plans aimed at reducing the emissions generated by the company in the course of its daily activities:

To this end, **Metro de Madrid** will carry out actions that include:

- Development of climate change strategies and action plans.
- Establishment of energy efficiency criteria.





**Metro de Madrid's** Management will establish the plans and resources necessary to satisfy the commitments acquired in this Corporate Responsibility Policy as part of its strategy.



Conectados con los  
**OBJETIVOS**  
DE DESARROLLO  
**SOSTENIBLE**