



# Sustainability Report

Atarazanas



metro  
Málaga

We're  
expanding  
to the City  
Center

2022/24

# Table of contents



## Letter from the Chairman

## Letter from the CEO

### 1. Get to know Metro de Málaga

- 1.1 Our activity.
- 1.2 Our organizational structure.
- 1.3 Our mission.
- 1.4 Our values.



### 2. Commitment to sustainability

- 2.1 Dialogue with stakeholders.
- 2.2 Materiality analysis.
- 2.3 Our contribution to the Sustainable Development Goals.



### 3. Commitment to responsible business

- 3.1 Risk identification and management.
- 3.2 Ethics, human rights, and compliance.
- 3.3 Sustainable procurement.
- 3.4 Grants received.



### 4. Commitment to our users

- 4.1 Quality and transparent service.
- 4.2 User care and communication.
- 4.3 Commitment to privacy.
- 4.4 Universal accessibility.
- 4.5 A safe and trustworthy metro.
- 4.6 Initiatives to improve the service.



## 5. Commitment to the planet

- 5.1 Consumption optimization.
- 5.2 Climate change and energy efficiency.
- 5.3 Atmospheric emissions.
- 5.4 Circular economy.



## 6. Commitment to our workers

- 6.1 Quality employment.
- 6.2 Work organization and social relations.
- 6.3 Safety, health, and well-being.
- 6.4 Zero tolerance for harassment and discrimination.
- 6.5 Training.
- 6.6 Equality, diversity, and work-life balance.



## 7. 7. Commitment to Málaga and society

- 7.1 Support for sports, culture, the environment, and society.
- 7.2 Ten years of service: a shared celebration.
- 7.3 Community dialogue and participation.



## 8. About this report



## 9. GRI Content Index and Sustainable Development Goals

Letter from the Chairman Letter from the CEO	Get to know Metro de Málaga	Commitment to sustainability	Commitment to responsible business	Commitment to our users	Commitment to the planet	Commitment to our workers	Commitment to Málaga and society	About this report	GRI Content Index and SDG
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## Letter from the Chairman



We are proud to present our new Sustainability Report, a document that reflects Metro de Málaga’s firm commitment to responsible urban development and sustainable mobility.

Through its pages, we showcase how we are contributing to a fairer, more efficient, and environmentally respectful future. One of the most significant milestones in this journey has been the arrival of the metro in the **city center**. The opening of the Guadalmedina and Atarazanas stations—located right

on the Alameda Principal—has transformed daily mobility for both residents and visitors, making Málaga a cleaner, more accessible, and better-connected city.

Today, we operate a 13.6 km network composed of two lines integrated into the Metropolitan Transport Consortium of the Málaga Area. In 2024, we surpassed 18 million journeys—a figure that reflects a tangible improvement in quality of life and a significant reduction in the city’s carbon footprint.

Our performance in sustainability has been consistently recognized at both national and international levels. In 2023, we achieved a score of 90 out of 100 on the GRESB (Global Real Estate Sustainability Benchmark) index, earning us first place in the category “GRESB Score within Transport: Urban Commuter Companies Europe.” That same year, we were named “**Company**

**of the Year”** by the Málaga Confederation of Business Owners, and received two special mentions at the Global Light Rail Awards, highlighting our environmental leadership, operational excellence, and expansion project into the city center.

In 2024, we reached a historic high score of 95 out of 100 in GRESB, placing first in “Performance Score within Transport: Urban Commuter Companies,” and second in both the European ranking and the “GRESB Score within Transport: Urban Commuter Companies” category. We were also honored once again at the **Global Light Rail Awards** for our environmental initiatives—clear evidence of our ongoing ESG improvements and Metro de Málaga’s steadfast commitment to increasingly sustainable urban mobility.

These recognitions reinforce our determination to move forward

with responsibility, transparency, and a forward-looking mindset.

**B**eyond efficient transportation, this report outlines our ESG (environmental, social, and governance) policies and progress, as well as the challenges and goals that guide our work.

I would like to extend my deepest thanks to the entire Metro de Málaga team for their daily dedication, to the institutions that support us, and above all, to our users for their trust. Thanks to this shared effort, we continue building a more sustainable, inclusive, and prosperous Málaga.

**Francisco J. Gambero Castro**  
Chairman of the Board of Directors

## Letter from the CEO



We are proud to present our third Sustainability Report, prepared in reference with the Global Reporting Initiative (GRI) Sustainability Reporting Standards. This report transparently reflects Metro de Málaga’s firm commitment to ethical and responsible management, aligned with environmental, social, and governance (ESG) principles.

The year 2024 holds special meaning for all of us at Metro de Málaga, as we celebrate the 10th anniversary of the start of our operations. These have been ten

years of public service, innovation, and consolidation as a benchmark for sustainable mobility in southern Europe. The extension of the network into the city center has significantly enhanced our capacity and coverage.

The addition of Guadalmedina and Atarazanas stations has resulted in the effective integration of Málaga’s main urban corridors, improving travel times, intermodal connectivity, and access to the historic center. We also expanded our train fleet with the acquisition of four new Urbos 100 units, which entered service in 2023.

As a clear demonstration of our commitment to sustainability, particularly in terms of electricity consumption, we have made a decisive shift toward renewable energy. Since 2018, we have ensured that 100% of the electricity we consume comes with a

certified renewable origin. We have gone further by installing a 2MW **photovoltaic plant** in the vicinity of our offices and maintenance facilities, which now supplies around 30% of our annual electricity demand. This project was implemented during the reporting period covered by this document (2022–2024). With this infrastructure, we are taking firm steps toward the decarbonization of urban rail transport and actively contributing to climate change mitigation. Our daily commitment to sustainability is also reflected in our contribution to social well-being, with a focus on improving the quality of life for all. We have reinforced our efforts in universal accessibility, digital innovation, and continuous professional development.

In 2023, we launched **Bot Boquerón**, our virtual assistant, offering 24/7 real-time customer

support. In the same spirit, we introduced the **Navilens** system, a solution that enhances information accessibility for people with visual impairments—strengthening our aim to create a more inclusive and fully accessible environment.

We have also reinforced our Compliance Management System, aligning it with current regulations and international best practices to ensure legality, integrity, and adherence to ethical values in all our activities.

We sincerely thank our shareholders, users, employees, and the people of Málaga for their continued trust and support. With their encouragement, we continue moving forward every day in building a more sustainable Málaga.

**Fernando Lozano Ruiz**  
Chief Executive Officer

# MM

Ciudad de la Justicia



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# 1. Get to know Metro de Málaga



# 1. Get to know Metro de Málaga

## 1.1. Our activity

Metro de Málaga S.A. was founded with the mission of transforming urban mobility in the city by offering a modern, safe, efficient, and sustainable public transport alternative.

Every day, we connect thousands of people with their destinations, contributing to the social and environmental well-being of Málaga through a system powered 100% by renewable energy.

Established as a public limited company, our main shareholder is Vauban Infrastructure Partners, a European group headquartered in France, specializing in sustainable infrastructure investment and committed to responsible, long-term management.

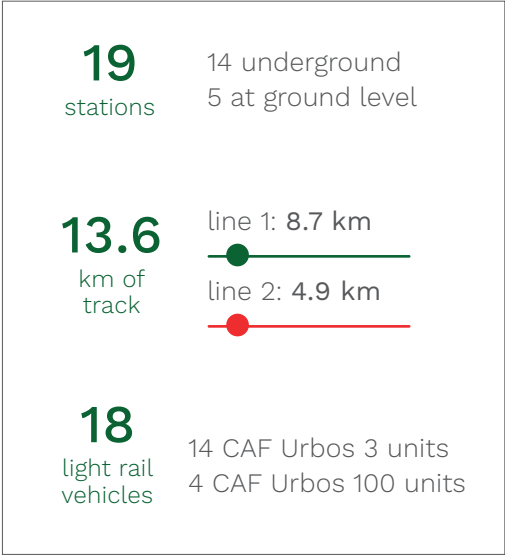
As of the end of 2024, Vauban holds 76.31% of Metro de Málaga through the companies Core Infrastructure I S.A.R.L., Core Infrastructure II S.A.R.L., VIM S.A.R.L., and Mircom Concesiones de Infraestructuras S.L. The remaining 23.69% is held by the Regional Government of Andalusia through the Public Works Agency of the Regional Government of Andalusia (AOPJA).

Our headquarters is located at Camino de Santa Inés s/n, Málaga, which also houses the Central Control Post (PCC) and the workshop and depot facilities.


Our operations began in 2014 with the launch of Line 1 (between Andalucía Tech and El Perchel) and Line 2 (between Palacio de los Deportes and El Perchel). This structure remained in place until March 27, 2023, when the line was extended to reach the city center of Málaga.

We have become a benchmark for public transportation in the city, reaching 18 million passengers in 2024.

We operate a **13.6 km network and two service lines** that connect various parts of the city, integrating with the broader transport system of the Metropolitan Transport Consortium of the Málaga Area.



## Recognitions for our commitment to sustainability, accessibility, and operational excellence.

<p><b>Company of the Year 2023</b></p>	<p>Awarded by the Confederation of Business Owners of Málaga (CEM) in recognition of Metro de Málaga's excellence in innovation and sustainable management.</p>
<p><b>Global Light Rail Awards</b></p>	<p>Two mentions at the 2023 <b>Global Light Rail Awards</b> that endorse our commitment to sustainable development and the well-being of our community, along with an additional mention in 2024.</p>
<p><b>Accessibility Award 2023</b></p>	<p>Presented by the Málaga Accessible Group to our Head of Accessibility and Operational Support, recognizing his work in support of people with disabilities.</p>
<p><b>Biznaga de Plata Cadena COPE</b></p>	<p>Received from COPE radio network for our contribution to the city and to public service.</p>
<p><b>Recognition from the National Police</b></p>	<p>Award to our Head of Security for collaboration with the Mobile Brigade Unit.</p>
<p><b>GRESB 2024</b></p> 	<p>1st place in "Performance Score within Transport: Urban Commuter Companies" 2nd place in "Europe / Urban Commuter Companies" 2nd place in "Overall GRESB Score – Transport: Urban Commuter Companies" We achieved our highest historical GRESB score: 95 out of 100.</p>



Financial solvency is a top-priority material matter for Metro de Málaga. We are committed to sound governance, robust internal controls, and responsible strategic planning. This commitment is reflected in the transparent and rigorous presentation of our audited annual financial statements, which helps build stakeholder trust and ensure long-term economic and financial sustainability.

Metro de Málaga’s annual accounts are audited and prepared for the calendar year (January 1 – December 31) in accordance with Order EHA/3362/2010 of December 23, which approves the adaptation of accounting standards for public infrastructure concession companies in Spain.

Key economic figures*	2024	2023	2022
Net turnover	86,570,312.11€	81,281,263.27€	67,340,114.58€
Staff expenses	8,946,195.46€	8,096,947.36€	7,416,073.51€
Income tax expenses	15,714,889.66€	14,635,432.77€	10,812,595.41€
Total awarded procurement volume from suppliers	17,796,385.99€	19,587,016.70€	21,447,566.37€

\*Source: Audited balance sheet and income statement for the fiscal years ended December 31, 2024, 2023, and 2022.

## 1.2. Our organisational structure

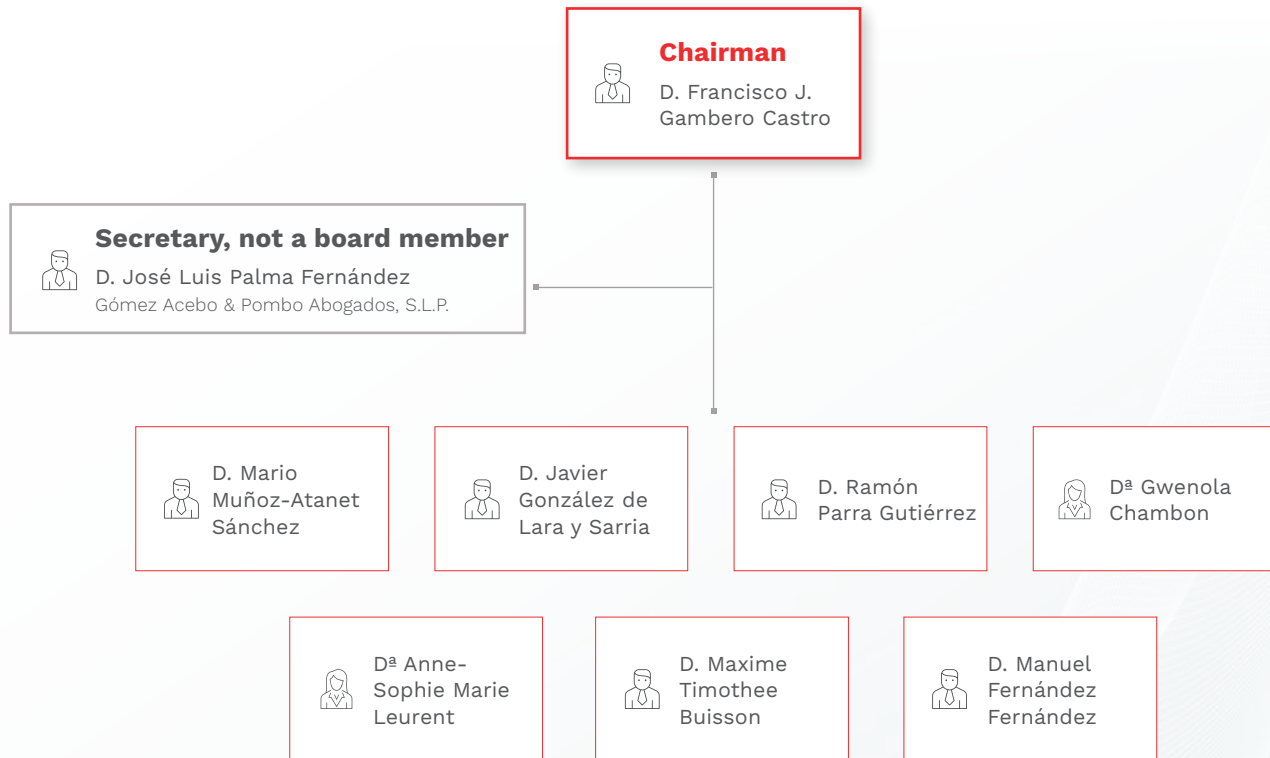
We are committed to continuously strengthening our governance model as the foundation for driving our business strategy. This strategy is focused on implementing a Strategic Plan whose main objective is to achieve sustained and meaningful growth in our business volume, thereby consolidating our position as a benchmark in sustainable public transport.

Metro de Málaga’s organisational structure supports a flexible, agile, and fully strategy-oriented model, enabling us to effectively meet the company’s evolving challenges.

## Board of Directors

As of December 31, 2024, the Board of Directors is the highest governing body of Metro de Málaga. It holds full authority to manage, administer, and represent the company in carrying out its corporate purpose. Certain responsibilities are delegated to the Executive Chairman and Chief Executive Officer.

The Board is composed of eight members, including the Chairman: six men and two women.



## Executive management

The Board of Directors entrusts the day-to-day management of Metro de Málaga to the Chief Executive Officer (CEO). The role is held by Mr. Fernando Lozano Ruiz, who holds the highest executive authority within the company. He is responsible for meeting the annual objectives, implementing the Strategic Plan in alignment with the company's values and policies, and regularly reporting progress to the Board.

The CEO is supported by the directors of the various departments, whose mission is to develop and implement the strategic goals within their areas of responsibility. Through effective team leadership and alignment with the company's principles, they help achieve approved targets, objectives, and budgets.

Executive Team:

- D. Fernando Lozano Ruiz, Chief Executive Officer.
- 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.

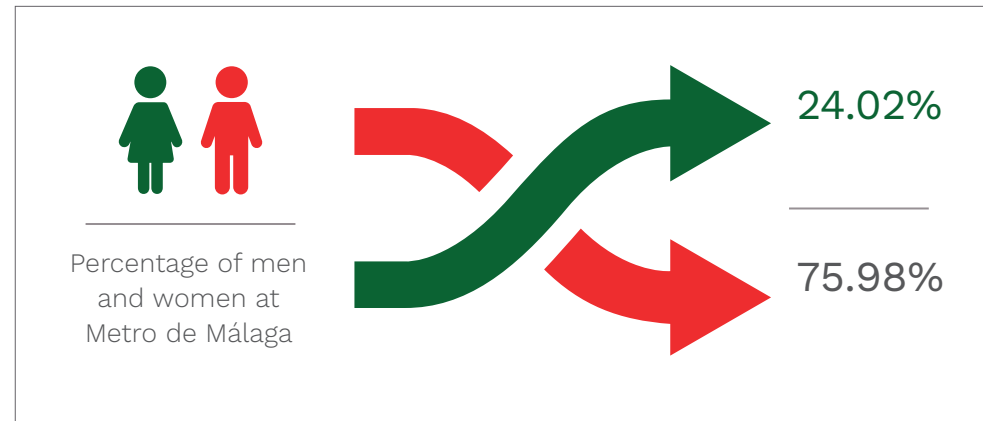
## Organisation

As of 2024, Metro de Málaga has a team of 179 employees, 136 men and 43 women.

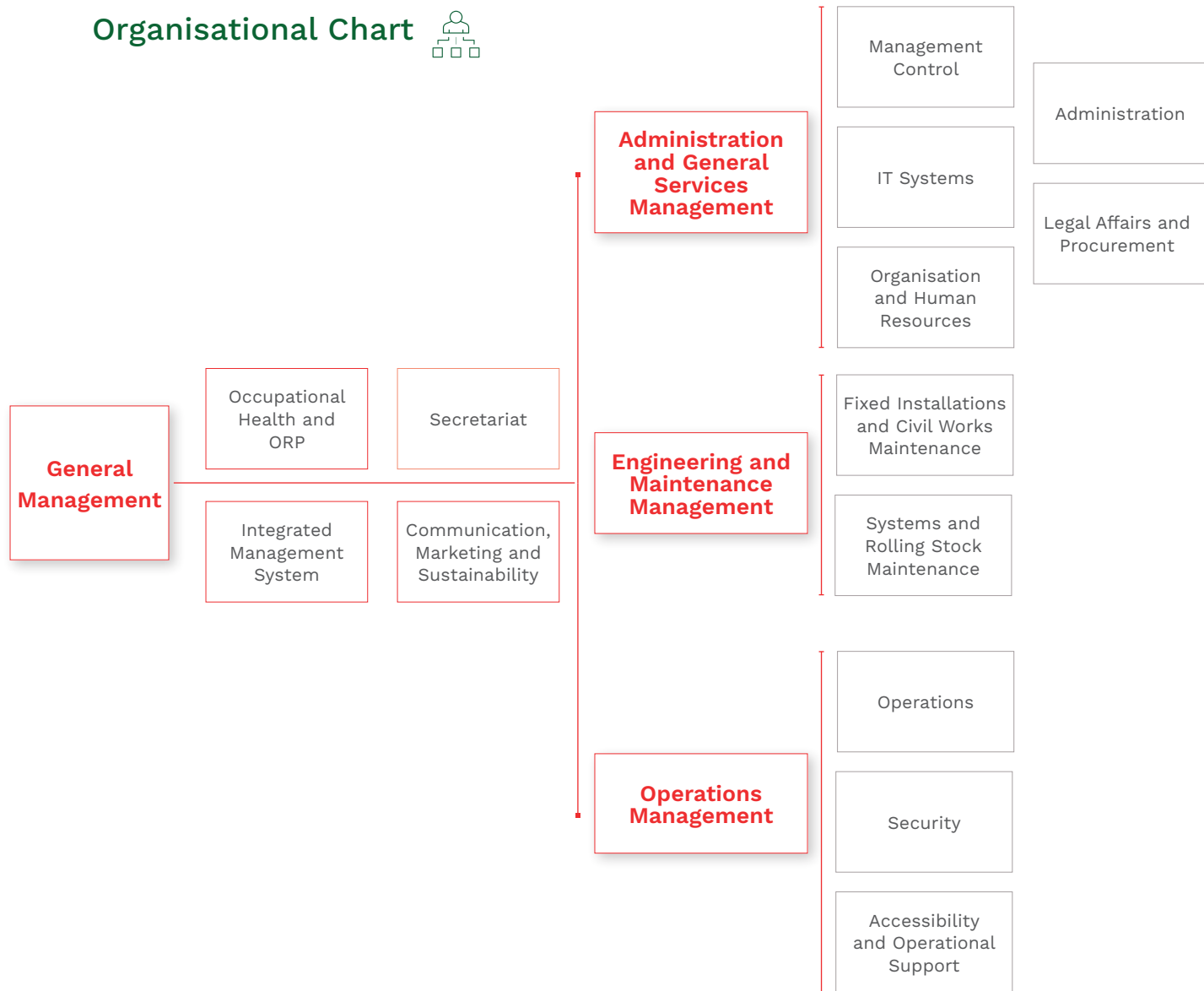
During this period, the organisation underwent a structural transformation to reinforce our focus on compliance, sustainability, and operational agility.

In 2022 we created two new divisions reporting directly to the CEO: Communication, Marketing, and Sustainability Office Integrated Management System Office.

This decision reflects the growing strategic importance of sustainability and regulatory compliance within our business model.



## Organisational Chart



## Metro de Málaga

Between 2022 and 2024, we strengthened our organizational structure by creating two new departments reporting directly to General Management: Communication, Marketing and Sustainability Integrated Management System. This decision reflects the growing importance of sustainability and regulatory compliance as strategic pillars of the organization. Their position in the organizational chart allows for a cross-functional perspective, supports decision-making, and ensures alignment with the social, regulatory, and corporate demands of a modern company.






## Mission

To be a sustainable transport system, supported by a team committed to customers and enthusiastic about their professional growth, backed by advanced, modern and safe technology, and 100% accessible facilities that make Málaga a better-connected city.

## Vision

To become the most efficient and safest transport option for the city of Málaga.

## Values

-  Commitment.
-  Customer Service.
-  Pride of Belonging.
-  Teamwork.
-  Safety and Reliability.



# 2. Commitment to sustainability



## 2. Commitment to sustainability

At Metro de Málaga, sustainability drives our commitment to progress and the communities we serve. From the beginning, we have integrated economic, social, environmental, and ethical (ESG) criteria into every decision, ensuring that our activity contributes to long-term sustainable development.

We are guided by the purpose of creating shared value for society and the planet, aligning with our values and with the ESG issues identified as priorities through our materiality analysis. We take action through four key management pillars: Responsible business, health and wellbeing, employment and development and environment. We work toward building a more equitable, healthy, and sustainable future.

This result highlights the company's ongoing commitment to sustainability and continuous improvement, through the implementation of ESG actions aimed at balancing economic, social, and environmental development.



### Our commitment

Our commitment is reflected in our performance evaluation by the GRESB (Global Real Estate Sustainability Benchmark), where we scored: 90/100 in 2023 and 95/100 in 2024, the highest score achieved to date by the company.



## 2.1. Stakeholder engagement

At Metro de Málaga, we maintain continuous and structured dialogue with our stakeholders, ensuring that their views and needs guide our sustainability strategy.

We use multiple communication channels: regular surveys, meetings and forums, suggestion boxes, digital platforms.

Interaction frequency varies by stakeholder group to ensure regular and meaningful contact.

Through this process, we ensure inclusive and proactive management, aligning our actions with the expectations of the community and strengthening our commitment to sustainable mobility.

### Shareholders

Annual sustainability reports, regular briefings to ensure transparency and strategic alignment.

### Associations

Thematic meetings and collaboration on projects with social and environmental impact.

### Employees

Internal surveys, meetings on wellbeing, training and professional development.

### Suppliers

Audits, semiannual meetings, collaboration platforms.

### Users and general public

Satisfaction surveys, mobility studies, continuous customer service to strengthen relationships and ensure ESG standards.

### Public authorities

Working groups and institutional meetings to coordinate mobility and urban development initiatives.



## 2.2. Materiality analysis

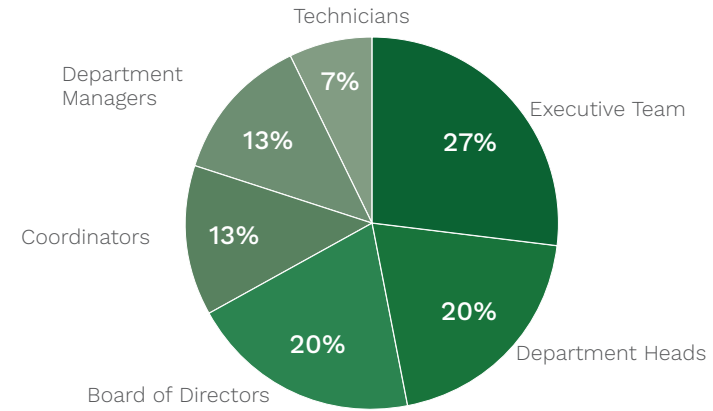
At Metro de Málaga, materiality is key to setting sustainability priorities. We adopt the **GRI (Global Reporting Initiative)** standard, reaffirming our commitment to stakeholders by responding to their needs and expectations.

In May 2025, we conducted: 15 internal surveys (83% response rate), 20 external surveys (65% response rate). This was complemented by benchmarking with industry leaders and a study of trends from key sustainability influencers.

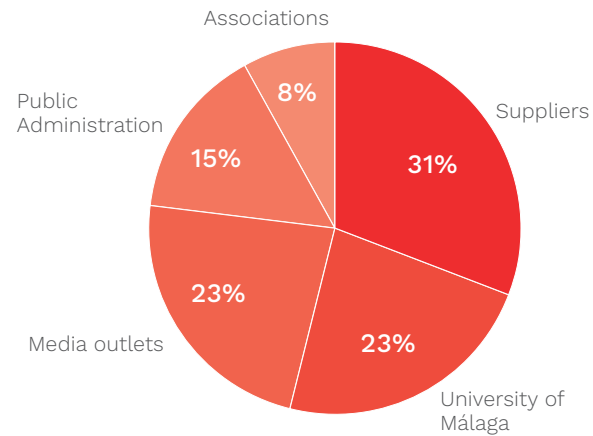
As a result, we defined **20 strategic priorities** that ensure the effective integration of sustainability into our management. These priorities act as a lever for competitiveness and value creation for all our stakeholders.

The following are the results of the materiality matrix, highlighting the key issues that guide our sustainability strategy. These are illustrated in the matrix on the next page.

### Internal relevance



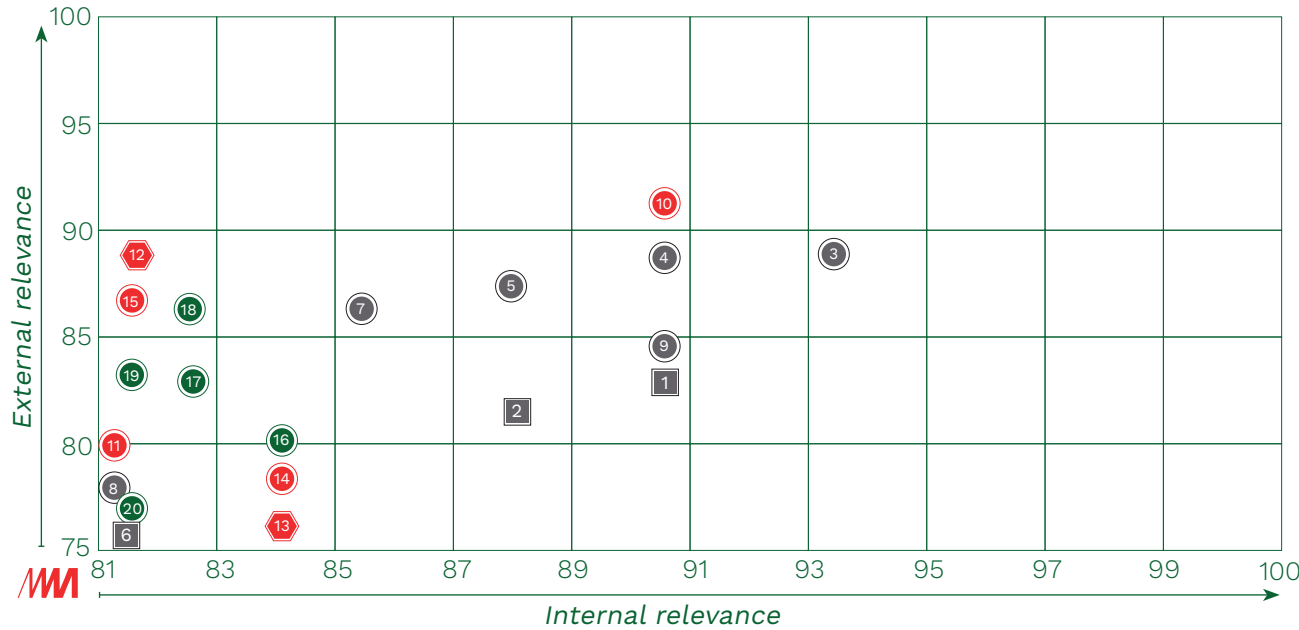
Distribution of responses according to the profile of the consulted stakeholder groups.



### External relevance

## List of Material Topics – Metro de Málaga 2025

Identified through internal and external relevance analysis



### EMPLOYMENT AND DEVELOPMENT (S)

- 10- Ensure the health and well-being of employees.
- 11- Provide training and professional development and promote talent.
- 12- Offer digital training to prevent cybersecurity risks.
- 13- Promote gender equality, women's access to leadership roles, and reduce the gender pay gap.
- 14- Ensure universal accessibility.
- 15- Ensure the health and well-being of users.

### ENVIRONMENT (E)

- 16- Minimize the environmental impact of our operations.
- 17- Prevent pollution: atmospheric, noise, and light.
- 18- Contribute to sustainable mobility.
- 19- Optimize energy consumption.
- 20- Take action on climate change and reduce CO<sub>2</sub> emissions.

### RESPONSIBLE BUSINESS (GOVERNANCE – G)

- 1- Ensure the company's economic performance and financial solvency.
- 2- Implement good governance practices within the Governing Bodies.
- 3- Ensure legal compliance and adherence to industry best practices.
- 4- Promote compliance with the Code of Ethics and ensure ethical behavior by employees in their dealings with stakeholders (e.g., prevention of corruption, bribery, money laundering).
- 5- Respect and protect Human Rights and manage associated risk.
- 6- Engage in dialogue and respond to stakeholders.
- 7- Maintain relationships, deliver excellent customer service, and measure satisfaction levels.
- 8-Facilitate accessibility of information.
- 9- Guarantee the effectiveness, safety, and quality of the services we provide.

- New material topics Identified in 2025.
- Material topics identified in 2025 that match those identified in 2022.
- New material topics in 2025 that had already been anticipated in 2022.

In addition to the strategic priorities already defined, we have identified eight key topics of importance to our external stakeholders.

These represent opportunities for improvement and will be analyzed for integration into our management system, reinforcing our commitment to sustainability in line with community expectations.



### Future material topics Identified in 2025

- Innovate to provide services that meet user needs and support sustainable development.
- Co-create sustainability projects (climate change, sustainable public transport, sustainable consumption) with our stakeholders and local community (alliances).

### Future material topics Identified in 2025 coinciding with 2022

- Manage risks in an integrated way (not only economic, but also social and environmental).
- Advance in reporting, transparency, and communication.
- Promote technological transformation and digitalization.
- Contribute to the social and economic development of the regions in which we operate (employment, investment, education, social contribution).
- Minimize the consumption of resources (raw materials, energy, and water).
- Preserve biodiversity.

## 2.3. Our contribution to the Sustainable Development Goals (SDGs)

At Metro de Málaga, the 2030 Agenda and the Sustainable Development Goals (SDGs) are our guiding framework. We view them not just as a duty, but as an opportunity to grow, strengthen our connection to the community, and generate a positive impact in the transformation of the city.

Since the United Nations approved the 17 SDGs in 2015, we have integrated them into our commitments, aligning our management with the global sustainability agenda. This alignment is reflected in our **2022 Strategic Sustainable Development Plan**. Through our actions, we actively contribute to their achievement by promoting economic, social, and environmental development with responsibility and foresight.

### 3 GOOD HEALTH AND WELL-BEING



- 3.5. Prevention and treatment of drug and alcohol abuse through awareness campaigns and compliance monitoring.
- 3.6. Reduction in urban road traffic: Less air pollution, less noise, and fewer traffic accidents.

### 7 AFFORDABLE AND CLEAN ENERGY



- 7.2. Increase in Renewable Energy Generation and Use: 100% of the electricity used comes exclusively from renewable sources. **renewable energy** is generated through photovoltaic and thermal solar power.
- 7.3. Continuous Improvement of **energy efficiency**: Metro de Málaga's train units are energy-efficient and specifically designed to achieve a significant reduction in energy consumption. A dedicated energy efficiency plan is in place across all our operations.
- 7.A. Increase in research and investment in **clean energy**.

## 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



- 9.1. **Reliable, sustainable, and resilient infrastructure:** Economic development and human well-being. Our train units are equipped with braking energy recovery systems through the use of regenerative brakes, enabling savings of up to 20%. Electric vehicle charging stations have been installed at the workshop facilities, along with an electric bicycle system to facilitate employee transportation from the main headquarters to the Andalucía Tech stop.
- 9.2. & 9.A. **Equitable and barrier-free access:** Through a maintained Universal Accessibility Management System.

## 11 SUSTAINABLE CITIES AND COMMUNITIES



- 11.2. & 11.5. **Safe, affordable, and sustainable public transport** for all, with full accessibility.
- 11.6. **Reduced environmental impact** of urban transport: By promoting the use of the metro as an alternative to private vehicles, a significant reduction in air pollution has been achieved. In 2024 alone, it is estimated that this measure prevented the emission of over 11,900 tonnes of CO<sub>2</sub> per year. Likewise, the effective management of generated waste contributes to the sustainable development of the city.

## 13 CLIMATE ACTION



- 13.1. **Strengthening resilience and climate adaptation:** Key measures have been implemented to reduce climate impact, such as the procurement of 100% renewable electricity and the annual offsetting of emissions to maintain carbon neutrality since 2019. Disaster response systems have also been strengthened through access to the 112 emergency platform, enhancing coordination with external resources. All of this is supported by the efficient use of available resources.
- 13.a and 13.b. **International Commitment to Climate Change:** We promote the mobilization of financial resources to support climate management in developing countries, contributing to their transition toward sustainable models. Within this framework, we participate in carbon neutrality initiatives through the Clean Development Mechanism (CDM), with a notable contribution to the development of a hydroelectric project in India aimed at generating clean energy and reducing emissions.



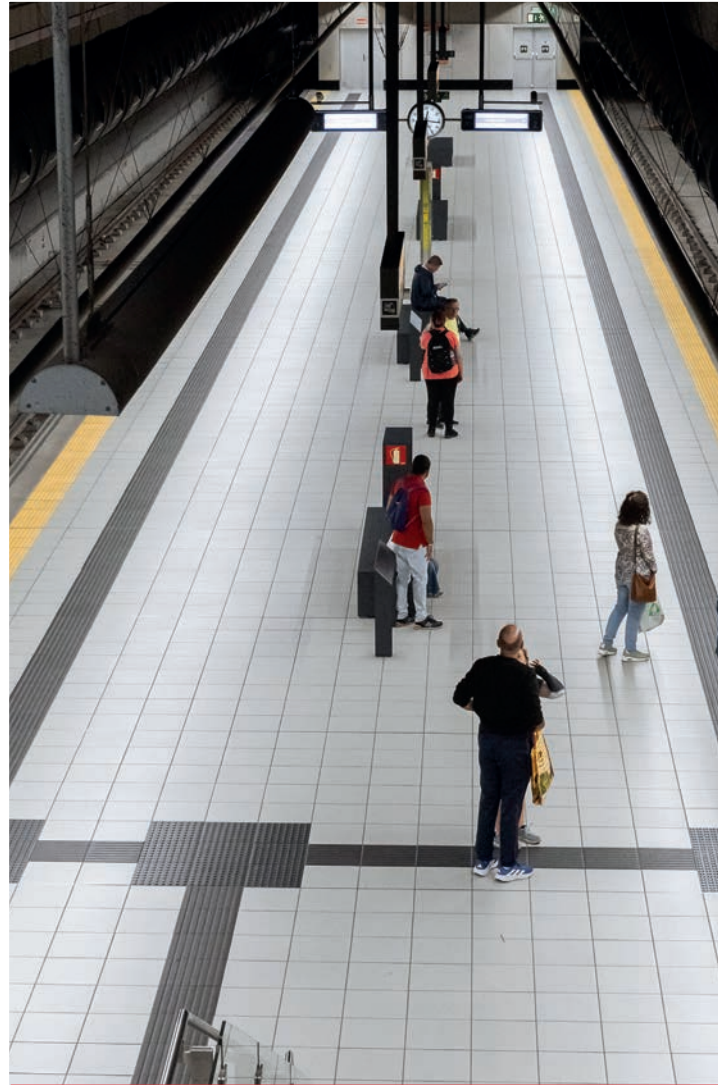
## 16 PEACE, JUSTICE AND STRONG INSTITUTIONS



## 17 PARTNERSHIPS FOR THE GOALS



- 16.5. Fight against corruption and bribery through ethical and responsible management.
- 17.7. Promoting partnerships with organizations to advance our sustainability objectives.



# Being

a responsible business is a fundamental part of our corporate culture and includes the interests of the people who work with us—our employees, clients, public authorities, educational institutions, and the broader community.





# 3. Commitment to responsible business



8 DECENT WORK AND ECONOMIC GROWTH



11 SUSTAINABLE CITIES AND COMMUNITIES



16 PEACE, JUSTICE AND STRONG INSTITUTIONS



17 PARTNERSHIPS FOR THE GOALS



### 3. Commitment to responsible business

At Metro de Málaga, we operate with dedication, honesty, integrity, and transparency to improve efficiency and effectiveness and to build a strong corporate reputation with all our stakeholders.

We make decisions within a good corporate governance framework, integrating sustainability as a core part of our long-term vision. Our actions are guided by ethical, transparent, and responsible governance, with full respect for human rights and a clear stance against all forms of corruption, ensuring the long-term sustainability of the company.

Due to regulatory changes since 2022—such as Law 2/2023 of 20 February, on the protection of individuals who report regulatory breaches and anti-corruption efforts, based on EU Directive 2019/1937—Metro de Málaga has restructured and

reinforced its policies, procedures, and internal controls to ensure regulatory compliance, good governance, and the integration of sustainability as a strategic pillar.

As a result, in November 2023, the Board of Directors approved the following measures:

- Creation of the **Regulatory Compliance Committee**, replacing the Crime Prevention Committee, as the internal body responsible for overseeing and monitoring the criminal risk prevention system.
- Approval of the **Internal Reporting System Policy and the Information Management Procedure**.
- Authorization for the Regulatory Compliance Committee to **adapt the Code of Ethics** and its annexes to the

requirements of the Internal Reporting System and new regulations.

The Regulatory Compliance Committee is composed of:

- General Director.
- Head of Legal Advisory, Procurement and Contracting.
- Head of Organization and Human Resources.

### 3.1. Risk identification and management

At Metro de Málaga, we practice proactive risk management, conducting regular assessments of all types of risks—including ESG risks—considering all stakeholder groups that may significantly impact the achievement of our objectives.

The Board of Directors is responsible for approving the risk management model and is regularly informed of results by General Management.

Each department and business unit continuously monitors the evolution of applicable legal requirements and the material issues identified in our materiality matrix, especially those related to ESG.

To ensure proper risk governance, General Management has delegated this responsibility to the Head of Legal Advisory, Procurement and Contracting.

This unit, a key component of internal control, is supported by several specialized committees, including: Regulatory Compliance Committee, Data Protection Committee, Information Security Committee. These bodies operate transversally to ensure legal oversight, regulatory compliance, and digital rights protection, in line with responsible

management and good corporate governance.

**A**t Metro de Málaga, we proactively manage risks—including ESG risks—to ensure sustainability, safety, and regulatory compliance across all our processes.

Below, we highlight the risks we have identified:

- Regulatory risks:** Resulting from changes in laws or social/environmental regulations by regulatory bodies.
- Market risks:** Exposure to price variations, interest rates, resource and raw material costs, or financial asset fluctuations.
- Credit risks:** Risk that counterparties fail to meet contractual obligations, resulting in economic or financial losses.
- Business risks:** Uncertainties in demand, supply chains, or other variables inherent to our operations.
- Operational risks:** Direct or indirect economic losses due to internal process failures, technological faults, human error, or organizational issues—including legal, fraud, IT, and cybersecurity risks.
- Reputational risks:** Potential damage from changes in stakeholder perceptions of the company.
- Environmental and climate Risks:** Assessed within our Business Continuity Plan and include risks from extreme weather or environmental impacts of our activity.
- Governance risks:** Managed through our 2023 **Governance Risk Management Procedure**, which evaluates key ESG aspects, such as: audit committee structure, board composition, independence, and ESG involvement, corruption and bribery risks, compensation and conflict of interest, data privacy and cybersecurity, shareholder rights, fraud, and whistleblower protection. Unregulated material issues are evaluated and managed based on international reference frameworks.

- **Social Risks and Opportunities** related to our value chain. The aspects we evaluate are: child labor; community development; customer satisfaction; diversity, equity, and inclusion; employee engagement; prevention and eradication of forced or compulsory labor; freedom of association; health and safety; local job creation; the health and safety of the community, employees, and our users; labor standards and working conditions; partnerships with social enterprises; and stakeholder relations.

Once the risks associated with our processes have been identified, we assess which risks are acceptable and which must be avoided or minimized. Based on this assessment, we plan the necessary actions to address them, determine how to integrate and implement these actions within our processes, and evaluate their effectiveness.

In 2022, we developed a Business Continuity Plan (BCP) aligned with ISO 22301, ensuring the availability of critical business processes in case of disruptions and implementing preventive measures to reduce impact. Through the BCP, we ensure the availability of critical business processes in the event of disruptions, as well as the implementation of preventive measures to avoid the negative impacts such situations may cause.

**Since 2023, we have had a systematic procedure to identify and manage risks and opportunities related to governance.**

In 2024, with the support of a consulting firm, we conducted an information technology security analysis (external ethical hacking) aimed at identifying potential attack vectors and security vulnerabilities that could be exploited by an attacker to access sensitive information belonging to our company.

Both manual and automated tests were performed to identify services and exploit potential weaknesses.

In addition to internal policies and procedures, and the established control mechanisms, Metro de Málaga has an insurance program in place to cover certain risks that could affect both our staff and our customers, as well as assets or third parties. In this regard, beyond the mandatory insurance policies required by our line of business, we also have, among others, a **Civil Liability Policy** that provides coverage for claims involving third parties, with a limit of up to €30,000,000.

We also highlight the policies, certifications, and management tools that govern our

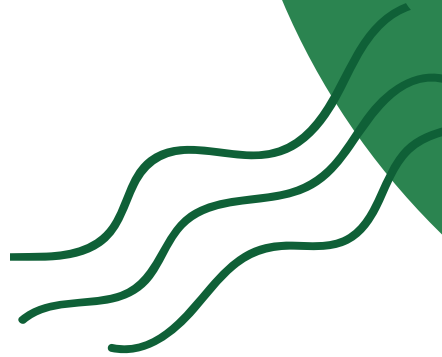
operations to minimize risks and ensure the effective control of key ESG issues for our business.





# E

- ✔ Integrated Management Policy for Quality, Safety, Health, and Environment, and Management System certified according to international standards ISO 9001:2015, ISO 45001:2018, and ISO 14001:2018.
- ✔ GHG Protocol: verification of CO<sub>2</sub> emissions calculation and offsetting.





# S

- ✔ Integrated Management Policy and System for Quality, Safety, Health, and Environment, aligned with internationally recognized ISO standards mentioned above.
- ✔ Certificate of Public Passenger Transport Service, in accordance with the UNE-EN 13816:2003 standard.
- ✔ Emergency Management Certificate, in accordance with ISO 22320:2013.
- ✔ ISO 27001:2022 on Information Security.
- ✔ Operational Railway Safety Management System, certified according to AENOR's Certification Reference.
- ✔ Universal Accessibility Management System Certificate, in accordance with UNE 170001-2:2007.
- ✔ General Privacy Policy.
- ✔ Selection and Promotion Policy.
- ✔ Equality Plan.
- ✔ Protocol for the Management of Situations Involving Violence, Harassment, Aggression, Discrimination, or Similar Incidents in the Workplace.
- ✔ Code of Conduct for the Use of ICTs.
- ✔ Training Plan.
- ✔ Competency Assessment Procedure.
- ✔ Third Collective Bargaining Agreement.

# GG



## Commitment to Responsible Business Practices.



- ✔ Code of Ethics.
- ✔ General Criminal Compliance Policy Crime Prevention.
- ✔ Crime Prevention Manual.
- ✔ Commitment to Service Quality.
- ✔ General Privacy Policy.
- ✔ Information Security Policy.
- ✔ Internal Information System (IIS) Policy.
- ✔ Information Security Management System Certificate in accordance with the UNE-ISO/IEC 27001:2022 standard.
- ✔ Certificate of Compliance with the requirements of Royal Decree 311/2022 of May 3, which regulates the National Security Framework.
- ✔ Information Management Procedure (Law 2/2023).
- ✔ Procurement and Contracting Procedure.
- ✔ Supplier Relationship Management Procedure concerning Information Security.
- ✔ Critical Supplier Management Protocol.
- ✔ Strategic Sustainable Development Plan.
- ✔ Business Continuity Plan.
- ✔ Sustainability Reports.
- ✔ In-house Platform for Procurement and Contract.
- ✔ Management.

At Metro de Málaga, we carry out a detailed analysis of our interactions with various stakeholders, placing special emphasis on public administrations in relation to different aspects of our operations, such as:

- Receiving and responding to inspections and verification procedures conducted by competent authorities.
- Processing the permits and licenses required for the development of our activities.
- Applying for grants and accessing public funding.
- Managing procurement processes for works and services with third parties directly related to our operations.
- Formalizing collaboration agreements, as well as making donations, sponsorships, or establishing other forms of partnerships with both public and private entities.

We also actively promote our participation in sector initiatives aimed at fostering sustainable management.

## Main entities we belong to or collaborate with



## 3.2. Ethics, human rights, and compliance

At Metro de Málaga, we continuously foster and develop a culture of ethics, compliance, and risk prevention, as outlined in section 3.1.

Our **Code of Ethics**, updated in 2023, is the highest-level instrument within our regulatory framework and is mandatory for everyone at Metro de Málaga. It defines the foundation of our relationships with stakeholders, including contractors and third parties involved with the company.

**88** .83% of Metro de Málaga's workforce received human rights training in 2024.

Throughout 2023 and 2024, we consolidated our **Criminal Risk Prevention System**, which entailed a comprehensive update of our criminal risk assessment and a new evaluation model. This system is supported by:

- General Policy on Criminal Regulatory Compliance.
- Crime Prevention Manual.
- Compliance Committee.

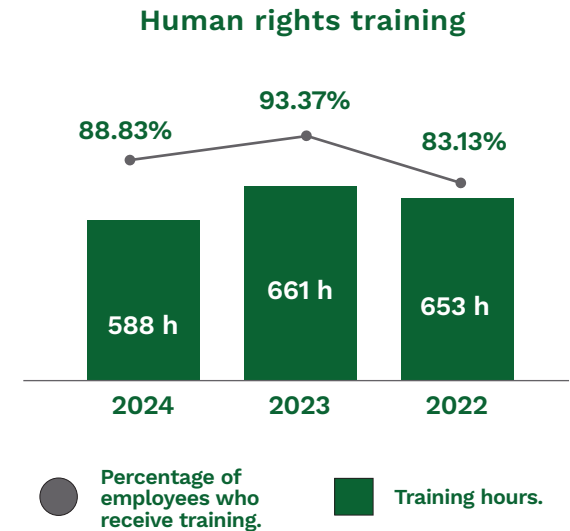
Additionally, we defined and drafted three new core documents for this system:

- Methodology for criminal risk assessment.
- Criminal risk assessment matrix.
- Criminal risk and control assessment.

Key actions carried out in 2024:

- Comprehensive evaluation of the Criminal Risk Prevention System, including risks related to corruption and bribery. The assessment covered 100% of our business operations and involved the management team and heads of all functional areas.
- Communication of the Criminal Risk Prevention System policies and procedures to 100% of staff, management, and the Board of Directors.
- Specific training for the organization on the Internal Reporting System.
- Training of the management team on criminal risk assessment.

- Review and update of the General Policy on Criminal Regulatory Compliance, as well as internal procedures and protocols, based on the risk review and control framework.
- Adaptation of the Internal Reporting Channel management software to align it with the revised criminal risk map.

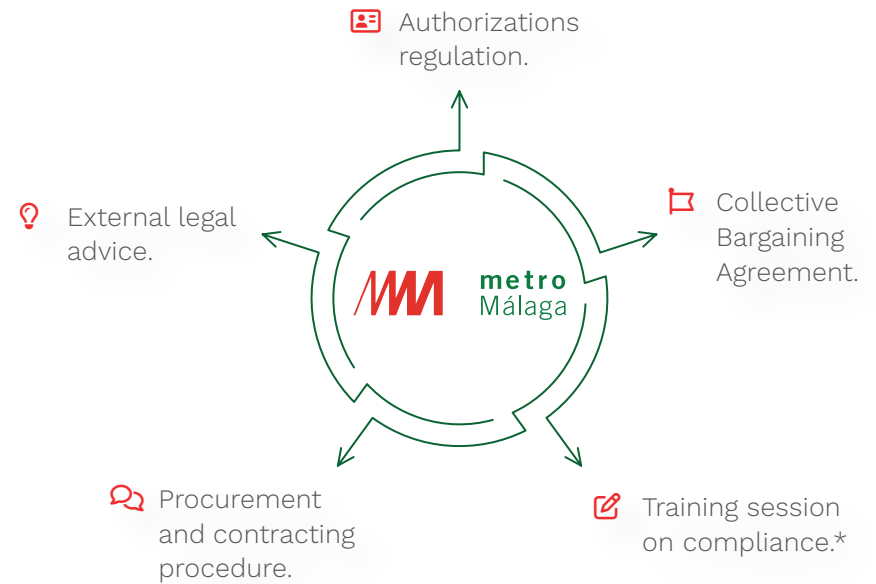


## Compliance controls established following risk assessment

### ✔ Mandatory controls



### ✔ Additional controls



\* New hires receive a compliance-focused onboarding session, along with key documents outlining our principles and procedures. Employees confirm receipt and commitment through a signed declaration of acceptance.

## Results

- Strengthening of our regulatory compliance system, aligned with legal updates through 2024 and best practices such as UNE 19601 (Criminal Compliance Management Systems).
- Significant increase in internal knowledge of criminal compliance and promotion of ethical culture.
- Reinforced internal control framework, reducing exposure to criminal and internal fraud risks.
- **No cases of corruption** occurred during the reporting period.
- Improved awareness of reporting mechanisms, such as our Internal Reporting Channel, which received five communications during the reporting period. After investigation, all were archived as they did not constitute violations.
- No fines or sanctions were received during the reporting period, across voluntary codes, human rights, or legislative matters—including economic, labor, social, environmental, or governance.

### 3.3. Sustainable procurement

Ensuring sustainable collaboration with our goods and services suppliers is essential to our operations. We strive to maintain stable, **high-quality commercial relationships**, working together toward continuous sustainability improvement.

We collaborate with them in a process of continuous improvement to keep

progressing on the path toward sustainability.

Metro de Málaga’s engagement with suppliers is carried out in strict compliance with the laws and regulations in force at any given time. This statement of intent is one of the core principles outlined in our Code of Ethics, which is mandatory for all

parties within its scope, including supplier companies and third parties connected to our operations in any way.

For major suppliers, we apply a proprietary classification system based on various evaluation criteria, including ESG (Environmental, Social, and Governance) factors.

In the area of sustainability and good corporate governance, we assess, among other things, whether companies include in their labor practices policies for the prevention of child or forced labor, discrimination, harassment, and abuse.

**Our 2022 Strategic Sustainable Development Plan**, which has guided our actions throughout this period, strengthened the application of sustainability criteria in our procurement and contracting processes. It also led to the updating of required documentation for our suppliers, the digitalization of procedures, and improvements in the payment approval process to reduce turnaround times.

We determine that a supplier company may receive a higher rating in the procurement process if its product or service features are aligned with ESG criteria. Though environmental criteria were already present under ISO 14001, these updates represented a significant step forward.

### Suppliers

	2024	2023	2022
Total	<b>377</b>	352	308

In 2022, we revised our **Procurement and Contracting Procedure** to reflect these sustainability goals.

During the procurement process, the department requesting the service or product is supported at all times by our Legal Advisory, Procurement, and Purchasing teams to ensure that the transaction is carried out satisfactorily for all parties involved and in accordance with the regulations and principles that govern our organization. 100% Of our essential service providers are evaluated using these criteria.

We preferably select our suppliers from the **local, regional, or national market**, reducing the risk of non-compliance with the fundamental principles of the International Labour Organization (ILO) and international agreements related to freedom

### Local supplier expenses\*

	2024	2023	2022
Percentage**	<b>80%</b>	81%	77%

\*At Metro de Málaga, we consider suppliers to be local if they have their registered office in Málaga or maintain a permanent branch in the city.

\*\*The indicated percentage refers to the total billing volume of all suppliers.

of association, collective bargaining, or violations of fundamental human rights. When foreign suppliers are engaged, we select those based in the European Union or in countries with specific regulations and guarantees for human rights.

Tables below provide the number of suppliers during the reporting period and the percentage of spending on local suppliers.

We conduct annual supplier evaluation surveys, assessing key areas such as: environmental performance, occupational health and safety and information security. In the latest assessment, no supplier received a score lower than 5 out of 10 in the overall evaluation.

### Average supplier payment period\*

	2024	2023	2022
Days	<b>35.17</b>	47.18	54.21

\*The "Average payment period to suppliers" is understood as the time elapsed between the delivery of goods or the provision of services by the supplier and the actual payment of the transaction.

## Evaluations


	2024	2023	2022
Number of evaluations	72	77	68
Percentage of total evaluations	19	22	22
Percentage of total turnover	92	94	93
Average evaluation	8.53	8.58	8.58

As part of our digital transformation, we have modernized our procurement model by launching the “Acquisio” Digital Procurement and Contracting Platform. This initiative included a reform of our contracting process, with the following goals:


- Increased process efficiency and speed.
- Full traceability of procurement activities.
- Elimination of paper use.

Another critical area of focus is information security. To address this, we have developed the **Supplier Relationship Management Procedure regarding Information Security**, approved in 2024. This procedure ensures compliance with the control requirements


### Improvement of the payment approval flow



Responsible Technical Applicant













Department Head



Area Management / General Director

**The Supplier Relationship Management Procedure incorporates the following ESG criteria**

<p> Energy efficiency.</p>	<p> Paper use.</p>	<p> Protection of personal data.</p>
<p> Uniforms.</p>	<p> Cleaning products.</p>	<p> Regulatory compliance and prevention of criminal conduct.</p>
<p> Furniture.</p>	<p> CSR.</p>	
<p> Office supplies.</p>	<p> Equality.</p>	

established by ISO/IEC 27002:2022, as well as the provisions of Royal Decree 311/2022, of May 3, which regulates the National Security Framework (ENS), along with other applicable standards and implementation guidelines relevant to our operations.

These criteria are especially relevant for suppliers delivering critical services essential to the proper functioning of our operations, such as:

- Customer Service Office management.
- Supply and maintenance of rolling stock.
- Supply and maintenance of railway signaling systems.
- Maintenance of:
  - » Infrastructure, architecture, and track.
  - » Energy systems and electromechanical installations.
  - » IT systems and communication networks.
- Facility cleaning.
- Private security services: surveillance and cash transport.

Due to the nature of these relationships, Metro de Málaga has established a **Critical Supplier Management Protocol**.



### 3.4. Grants received

The Public Works Agency of the Regional Government of Andalusia (Agencia de Obra Pública de la Junta de Andalucía), a shareholder holding 23.69% of Metro de Málaga's share capital, provides financial support for operations through periodic contributions. These are calculated in accordance with the concession contract for the construction and operation of metro lines 1 and 2, along with other compensatory mechanisms included in the agreement.

Below is a table detailing the grants received from various entities during the reporting period. The values are presented on an accrual basis, in line with the criteria used in our annual financial statements.

#### Subsidies

	2024	2023	2022
<b>Public Works Agency of the Andalusian Regional Government</b>			
Concession agreement	<b>92.40 M€</b>	89.24 M€	86.41 M€
Compensation for multi-trip fare Subsidies*	<b>7.67 M€</b>	5.49 M€	0.56 M€
Non-reimbursable capital Subsidy	-	-	0.11 M€
Access to the infrastructure without consideration**	-	155.10 M€	-
<b>Ministry of Culture and Sports of the Andalusian Regional Government</b>			
Promotion of Sponsorship for Sports Entities in Andalusia	-	-	12,250.00€
<b>Recovery, Transformation and Resilience Plan, funded by the European Union – NextGenerationEU</b>			
Incentive program for self-consumption and energy storage linked to renewable energy sources***	-	-	63,095.76€

\*Compensation for subsidies related to discounts on the company's multi-ride ticket fares, offered by the Administration since September 1, 2022.

\*\*Works carried out by AOPJA and handed over to the Company.

\*\*\*At the time of this report's closing, this subsidy is still pending collection. Years in which the investment was made: 2022/2023. Grant resolution date: 04/24/2024.



# 4. Commitment to our users



3 GOOD HEALTH AND WELL-BEING



5 GENDER EQUALITY



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



10 REDUCED INEQUALITIES



11 SUSTAINABLE CITIES AND COMMUNITIES



13 CLIMATE ACTION



17 PARTNERSHIPS FOR THE GOALS



## 4. Commitment to our users

At Metro de Málaga, our commitment to our users is unwavering. They are our core purpose and the central focus of our mission: to provide a **safe, accessible, high-quality, punctual, and sustainable public mobility service** that directly meets their real needs.

We strive to create connections that integrate the city and its surroundings, offering economic, social, and environmental solutions aligned with the Sustainable Development Goals (SDGs). For Metro de Málaga, maintaining a close relationship, **delivering excellent service**, and measuring user **satisfaction** are material, strategic, and top priorities that guide our decisions and drive continuous improvement.

Through our infrastructure, we promote progress by enabling connection among people and supporting business and entrepreneurial activity.

The years 2023 and 2024 have been **pivotal for our consolidation**. In 2023, we achieved a major milestone with the expansion of our network to the **city center**, adding the **Guadalmedina** and **Atarazanas** stations. This development enhanced direct access to a strategic area, strengthened intermodality, and improved urban mobility. Thanks to this expansion, we surpassed 13.6 million users for the first time.



In 2024, we proudly reached a new record: **18,256,284 users**, representing a **34.3% increase compared to 2023**. Compared to 2022, the growth was even more remarkable, with **demand doubling in 2023** (+103%), primarily due to the central network expansion.

This growth reflects the positive impact of our extended network and improved accessibility and connectivity.

Currently, our network covers 13.6 km and includes a total of 19 stations, of which 14 are underground and 5 are at street level. The average distance between stations is **639 meters on Line 1** and **696 meters on Line 2**, allowing for fast and efficient travel times for users.

Line 1, which connects **Andalucía Tech with Atarazanas**, has a journey time of **20 minutes and 16 seconds**, while Line 2, running from **Palacio de los Deportes to Guadalmedina**, takes **10 minutes and 59 seconds**. This enables coverage of large areas of the city in under 30 minutes.

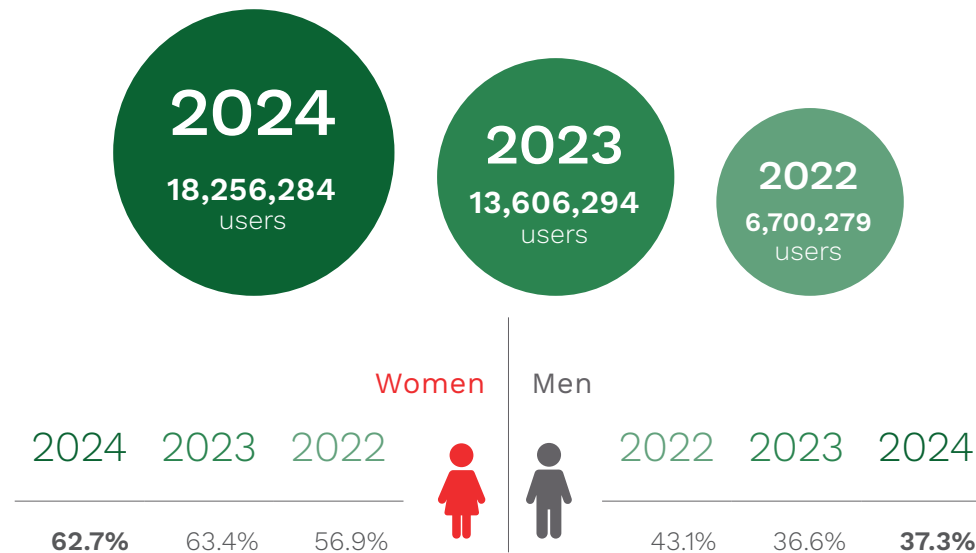
To better meet the mobility expectations of our citizens, we regularly conduct quality and satisfaction surveys, which help us better understand user profiles and continuously enhance our service.

According to the 2024 user satisfaction survey, the predominant profile of Metro de Málaga users is that of a **young woman** aged between **18 and 26**, many of whom are students. The main reasons for travel are **education (24.5%) and work (31.6%)**, highlighting the metro's importance in the city's daily mobility. Additionally, **37.7% of users are students**, supported by the direct connection between the metro and the Teatinos University Campus.

These findings underscore Metro de Málaga's role as a key mode of transport for the city's young and working population,

contributing to more sustainable urban landscape.

Below, we present the user profile breakdown, considering gender, age, occupation, and reasons for using our transport system:



### Main reason for travel (%)

	2024	2023	2022
Work	31.6	26.3	27.8
Medical	6.6	6.4	6.1
Studies	24.5	29.2	35.1
Leisure	24.5	27.9	20.5
Shopping	5.3	4.7	3.5
Various errands/Other	7.5	5.5	7.0

### Occupation (%)

	2024	2023	2022
Students	37.7	41.6	47.3
Employees	50.5	44.4	42.0
Unemployed	3.6	6.0	2.7
Retirees	6.8	6.1	5.4
Other Situations	1.4	1.9	2.6

### Age (%)

	2024	2023	2022
Under 18	3.36	2.88	3.56
18 to 26	41.48	43.51	49.22
27 to 34	16.07	16.02	12.26
35 to 54	23.17	22.64	22.61
55 to 64	11.78	10.51	8.40
Older than 64	4.14	4.45	3.96

# 18.2

**million journeys connecting Málaga.**

Every day, more people choose a more efficient and sustainable way to move around.

## 4.1. Quality and transparent service

At Metro de Málaga, we work every day to offer a high-quality public transport service, ensuring the safety, well-being, and satisfaction of all users. We adhere to internationally recognized standards and maintain a strong commitment to continuous improvement.

**All our certifications are audited annually, allowing us to offer a safe, high-quality, efficient, and sustainable service.**

We hold certifications that validate our operational excellence, including:

- UNE-EN-13816:2003 – Public Passenger Transport (PPT).
- Integrated Management System, based on the most demanding standards for quality, safety, health, environment, and accessibility:
  - ISO 9001:2015 – Quality Management.
  - ISO 14001:2015 – Environmental Management.
  - ISO 45001:2018 – Occupational Health and Safety.

- ISO 22320:2018 – Emergency Management.
- ISO 27001:2022 – Information Security (certified in 2023).
- Compliance with Royal Decree 311/2022 (ENS – National Security Framework) with certification audit completed in December 2024.
- Railway Safety Management System, certified by AENOR.
- UNE 170001-2:2007 – Universal Accessibility.
- ISO 14064-1:2006 – CO<sub>2</sub> Emissions Verification.

These certifications are audited annually, enabling us to review and strengthen our practices to ensure a safe, efficient, and sustainable service.

In addition, we apply evaluation methodologies based on the **UNE-EN 13816:2003 standard for Public Passenger Transport services**, which helps us to:

- Obtain an objective view of service quality from the user perspective.
- Promote continuous improvement in service delivery.

- Reinforce trust and satisfaction among Metro users.

Likewise, in accordance with the requirements established by the **UNE-EN 13016 standard**, we have formalized our commitment to **service quality**. This commitment encompasses the principles and standards that define quality, accessibility, safety, sustainability, and user care in the operation of the metro system.



## 1. Service offering

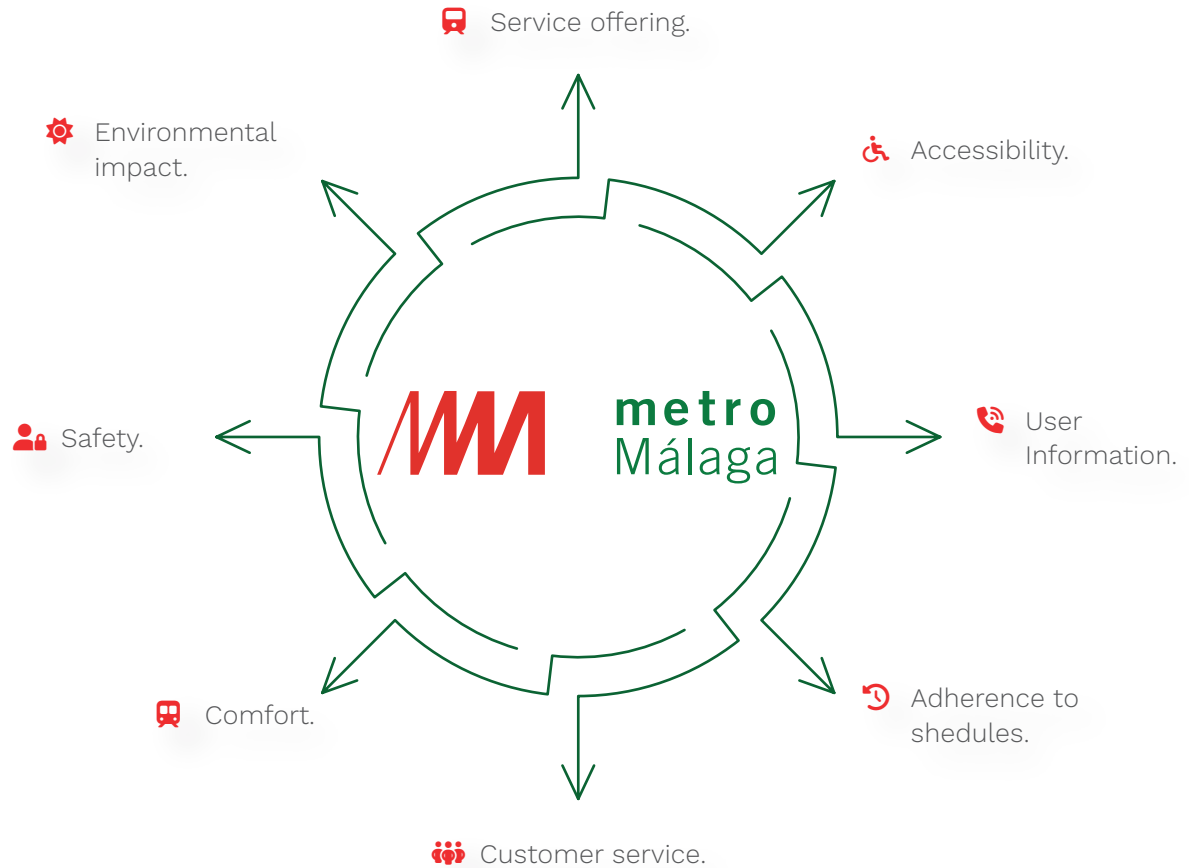
In order to provide a service that meets demand while maintaining a high standard of comfort during journeys and avoiding overcrowding inside the trains, Metro de Málaga is committed to ensuring that at least 90% of its passengers experience a train occupancy level not exceeding four people per square meter.

Similarly, in terms of service reliability, Metro de Málaga is also committed to ensuring that at least 97% of its passengers benefit from the completion of all scheduled services, except in extraordinary circumstances.

## 2. Accessibility

Universal Accessibility and Design for All are 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 is committed to maintaining the highest standards of Universal Accessibility, ensuring continued compliance with and external certification under the UNE 170001 standard, which was first achieved at the end of 2018.



In terms of internal accessibility, Metro de Málaga will continue to reserve at least 10% of train seats for persons with reduced mobility, with appropriate signage.

Furthermore, to facilitate access for individuals with visual impairments, 100% of Metro de Málaga's stations and stops feature accessible routes marked with tactile paving.

### 3. User information

Clear and up-to-date information about the service offering is available at 100% of Metro de Málaga's stations and stops, including network maps, schedules, frequency of service, and more. Our goal is to achieve an information quality rating above seven on a scale from zero to ten.

In addition, 100% of trains are equipped with the necessary information to ensure passengers are well-informed about service usage, trip destinations, upcoming stations, and other relevant details.

We are committed to immediately informing our users of any incidents that may cause service disruptions, with the aim of maintaining an information quality rating above seven on a scale from zero to ten.

### 4. Adherence to schedules

**Punctuality:** Metro de Málaga is committed to adhering to the published start and end times of service, ensuring that more than 90% of the trains that begin or end service at each station each day are on time.

**Regularity:** More than 85% of trains operate within the established frequency, except in justified exceptional cases.

### 5. Customer service

**Customer Relations:** Metro de Málaga is committed to responding to 100% of the complaints received within a maximum period of ten business days. If it is not possible to provide a resolution within this timeframe, we commit to sending a communication within the ten business days to inform users of this circumstance.

**Annual satisfaction survey:** Metro de Málaga will conduct at least one passenger satisfaction survey annually, with a goal of achieving an overall satisfaction rating above 7/10.

**Customer care plan:** Metro de Málaga implements an action and customer care Plan based on a strong commitment to serving its passengers, ensuring courteous and respectful treatment for all.

**Assistance:** Metro de Málaga will apply its internal Action Protocol in the event of an incident that causes a service interruption, providing information to passengers through all available communication channels.

### 6. Comfort

**Onboard comfort:** Metro de Málaga is committed to ensuring the necessary conditions for a comfortable train ride, aiming to achieve a comfort quality rating above 7/10 in terms of smoothness (absence of sudden movements) and temperature on board the trains.

**Cleanliness:** Metro de Málaga is committed to maintaining optimal cleanliness in trains and stations, aiming for a cleanliness rating above 7/10.

## 7. Safety

Metro de Málaga is committed to monitoring and maintaining the highest standards of public safety, ensuring that no more than two incidents occur per 100,000 passengers.

100% Of trains are equipped with the necessary safety systems to guarantee secure operation.

Additionally, Metro de Málaga is committed to maintaining proper fire protection systems in 100% of its stations and trains to ensure user safety.

Metro de Málaga also guarantees that 100% of its users benefit from a service equipped with surveillance cameras in all stations, stops, and trains.

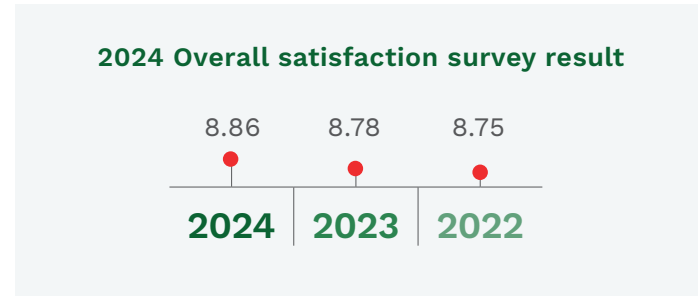
## 8. Environmental impact

As part of its commitment to the environment, Metro de Málaga is dedicated to continuing its efforts in compliance with the requirements established by the ISO 14001 standard, in order to maintain the external certification obtained in 2016.

- User satisfaction survey**

As part of our commitment to sustainable, high-quality mobility, we conduct annual user satisfaction surveys based on the eight categories defined by UNE-EN-13816, ensuring excellence and continuous improvement.

The 2024 survey confirms the public’s trust in Metro de Málaga, with an overall score of 8.86 out of 10, in line with results from 2022 and 2023. This high rating reaffirms our commitment to accessible, efficient, and people-centered public transport.



The following table presents satisfaction scores for the period 2022–2024, illustrating our progress and the positive impact of our improvements on the metro travel experience:

### Average rating by category (scale 0 to 10)







	2024	2023	2022
Train cleanliness	9.41	9.57	9.48
No breakdowns/interruptions	9.40	9.57	9.52
Cleanliness of stations and corridors	9.39	9.54	9.45
Accessibility of stations/trains	9.29	9.53	9.39
Escalators/elevators	9.29	9.50	9.36
Staff courtesy	9.23	9.43	9.20
Eco-friendly mode of transport	9.14	9.53	9.27
Feeling of safety	9.13	9.37	9.34
Ticket validators and vending machines	9.13	9.45	9.17
Clarity of signage	9.05	9.26	9.14
Speed of arrival at destination	9.00	9.27	9.07
Absence of hazards	8.95	9.22	9.07
Customer service system	8.93	9.31	9.08
General information	8.89	9.23	8.80
Information on service interruptions	8.78	9.20	8.93
Convenience of connections	8.74	9.26	8.77
Train temperature	8.13	8.33	8.35
Smooth and comfortable ride	8.08	8.24	8.42
Compatibility with bicycle use	7.86	8.87	8.55
Compatibility with electric scooter use	7.21	8.77	8.58
Crowding on platforms / trains	7.07	7.31	7.94




## 4.2. User care and communication

At Metro de Málaga, we provide multiple communication channels to respond to user inquiries, suggestions, and complaints:

### Communication Channels with Metro de Málaga

 <b>Online contact form</b> Accessible at <a href="https://metromalaga.es/contacto/">https://metromalaga.es/contacto/</a>	 <b>In-person Customer Service Office</b> Located at El Perchel station	 <b>Complaint books</b> Available at all stations and surface stops, both from Metro de Málaga and the Andalusian Regional Government.
 <b>Email:</b> <a href="mailto:info@metromalaga.es">info@metromalaga.es</a>	 <b>BOT Querón:</b> Chatbot service via WhatsApp <a href="https://wa.me/34952061642">689 14 46 00</a>	 <b>Customer service phone lines</b> <a href="tel:952061642">952 06 16 42 / 900 707 072</a>



All communications are integrated into our centralized system for managing complaints, claims, and suggestions, handled by the Customer Service Office. From there, a monthly complaints report is prepared and submitted to the Public Works Agency of the Regional Government of Andalusia.

We are committed to analyzing and responding to all complaints in writing, with acknowledgment of receipt, within a maximum of ten working days. In 2024 and 2022, 100% of complaints were answered within this period. In 2023, the response rate was 99.71%.

The main categories of complaints have been **access and ticketing**, with **440 records**, and **service regulation**, with **198 cases**. These figures highlight the importance of continuing to improve accessibility and operational rules to better meet the community's expectations.

By the time of this report, nearly 100% of complaints from the past three years have been resolved, except for a few cases involving passenger accidents, which remain under processing due to their nature. This outcome reflects our commitment to continuous improvement and the efficient management of incidents. We strive to guarantee agile and effective responses, reinforcing the quality of Metro de Málaga's service.

The **complaint rate** per million users **fell** by almost 33 points in 2024 compared to 2022, confirming the effectiveness of our service quality strategies.

The table on the following page details the types and number of complaints received during the reporting period.

**By the time of this report, nearly 100% of complaints from the past three years have been resolved, except for a few cases involving passenger accidents, which remain under processing due to their nature.**

Claims	2024		2023		2022	
	Nº	% Resolution	Nº	% Resolution	Nº	% Resolution
Access and Ticketing	440	53.86%	357	53.86%	217	41.73%
Passenger Accidents	59	7.22%	48	7.22%	25	4.81%
Service Irregularities	67	8.20%	57	8.20%	39	7.50%
Equipment and Facilities	12	1.47%	6	0%	5	0.96%
Rolling Stock	4	0.49%	4	0.63%	1	0.19%
Service Regulation	198	23.87%	185	25.75%	191	36.73%
Passenger Service and Assistance	35	4.28%	55	8.48%	32	6.15%
Other	5	0.61%	3	0.47%	10	1.92%
<b>Total</b>	<b>820</b>	<b>100%</b>	715	100%	520	100%

In 2024, a total of 820 complaints were received, compared to 715 in 2023 and 520 in 2022. This progression reflects sustained improvement, with a 33-point reduction in the complaint rate per million users: 77.71 in 2022, 52.54 in 2023, and 44.75 in 2024.





### 4.3. Commitment to privacy

We are fully committed to protecting user privacy, as stated in our Code of Ethics. We comply with the General Data Protection Regulation (GDPR) and have developed specific policies and procedures to ensure proper data handling. In addition, we conducted a data protection impact assessment related to our video surveillance system.

**A**t Metro de Málaga, we guarantee user privacy: No incidents or complaints have been recorded regarding data protection violations or information leaks.

In line with our **General Privacy Policy**, requests to exercise rights related to personal data protection (access, rectification, erasure, objection, restriction, portability, and non-automated processing) are handled by the **Data Protection Committee**, following a clear procedure defined in the policy itself.

Requests involving complaints or other user inquiries submitted through our Customer Service Office related to privacy are redirected to the Committee for proper review and response.

We have also implemented the following measures:

- Employee training sessions and informational briefings.
- Enhanced reporting to the Board of Directors through the annual report of the Data Protection Committee.
- Appointment of a Data Protection Officer and an Internal Data Protection Committee.

As of this report, **no incidents or complaints related to data protection breaches, rights violations, or data leaks have been registered.**

## 4.4. Universal accessibility

We consider **universal accessibility** not only a core value but also a material and strategic pillar in planning, executing, and evaluating our operations. We ensure that everyone can travel safely, comfortably, and without barriers.

**O**ur commitment to **inclusive mobility** is reflected in the design of our stations and trains, which meet the highest accessibility standards.

All our stations are free of architectural barriers and are equipped with **elevators, ramps, and adapted signage** to facilitate access for people with reduced mobility, individuals with sensory or cognitive disabilities, users traveling with strollers, luggage, or bicycles.

We have also implemented accessible information systems, including **adapted ticket machines**, visual displays, and audio alerts for users with visual or hearing impairments.

Our website complies with WCAG 2.1 guidelines and holds a Double-A Accessibility Certificate.

Aligned with the 2nd Strategic Plan for Universal Accessibility in the City of Málaga (2023–2027), we continue advancing inclusive measures that promote equal opportunity in public transport.

At Metro de Málaga, we will continue working to ensure that all individuals, regardless of their abilities, can enjoy accessible and efficient transportation, contributing to more sustainable and inclusive mobility in the city.



## 4.5. A safe and trustworthy metro

The safety and health of our users is a top-priority and cross-cutting material aspect of our management, embedded at every level of our decision-making processes. Our goal is to provide not just efficient transportation, but also a safe and reliable environment for everyone.

We operate a robust railway safety management system, under constant review and improvement, incorporating best practices in the sector. This system is built on the definition of operational railway safety, which involves protecting people and property during train movements through ongoing hazard identification and risk management.

Among other aspects, safety management includes action protocols, advanced surveillance technology, and ongoing staff training — all aimed at mitigating risks and promoting safer urban mobility. Key elements include:

- **Emergency Management Process**, certified under ISO 22320.
- **Operational Railway Safety Management System (SFO)**, certified by AENOR.

- A comprehensive **Self-Protection Plan**, designed for effective emergency response.

**We are committed to strengthening the safety of all who trust Metro de Málaga, ensuring a secure environment prepared for any emergency.**

We conduct regular drills that allow us to evaluate, under real conditions, the effectiveness of our protocols and the suitability of our human and technical resources in emergency situations. These simulations aim to:

- Test the integration and effectiveness of safety plans.
- Evaluate the response capacity of operational teams.

At Metro de Málaga, safety and health also encompass immediate response to medical emergencies. To enhance emergency medical response, we have installed **20 defibrillators** across all stations and

offices, ready to be used in the event of a cardiorespiratory arrest.

In addition, all our staff receive first aid training, including Cardiopulmonary Resuscitation (CPR) techniques and the use of defibrillators. These devices are connected to the Central Control Post (CCP), allowing direct communication with emergency services (112) for a rapid and coordinated response.

Our commitment is to continue strengthening the safety and protection of those who rely on Metro de Málaga, **ensuring a secure environment that is prepared for any eventuality.** To this end, we carry out activities aimed at continuously improving safety.

Ahead of the opening of two new stations, **a full-scale emergency drill** was conducted in 2023 at **Atarazanas** station. This exercise, involving more than 150 participants, was organized by Metro de Málaga as an essential measure to validate safety and evacuation protocols, thereby ensuring the full operability of the new infrastructure under real emergency conditions.

Participants included Metro de Málaga operational staff, Public Works Agency of the Andalusian government, law enforcement and emergency units, medical personnel, volunteers, including members of Málaga Accesible, ensuring an inclusive emergency response evaluation. The collaboration of the Asociación Málaga Accesible was particularly noteworthy, as it facilitated the participation of individuals with hearing, visual, cognitive, motor, and other functional disabilities. This ensured a comprehensive assessment of accessibility and an inclusive emergency response.

The exercise was a success, both in operational terms and in terms of inter-institutional coordination. It reinforced Metro de Málaga's commitment to safety, universal accessibility, and a culture of prevention.



## 4.6. Initiatives to improve the service

At Metro de Málaga, we strive to provide a quality public transportation service that goes beyond simple travel: we connect lives, facilitate daily mobility, and create an accessible, safe, and user-friendly experience for everyone who uses the metro. During the period covered by this report, we promoted numerous initiatives aimed at improving our service and proactively responding to the needs of our user community.

**With these improvements, we reinforce our commitment to offering a more personalized, efficient, and user-centered service.**

Below are the most significant developments in our performance regarding users and the material aspects identified:

### 2022

#### Commitment to more accessible and safer service.

- ✔ We launched Bot Querón, our virtual assistant, to provide fast and always-available answers to any user queries, 24 hours a day, 7 days a week. A step forward toward more personalized, efficient, and inclusive service.
- ✔ We implemented the Navilens system, an innovative tool that improves access to information for people with visual impairments, strengthening our commitment to universal accessibility.

### 2023

#### Greater connectivity, trust, and efficiency.

- ✔ We inaugurated the El Perchel-Atarazanas section to bring the metro closer to the historic heart of the city, facilitate urban mobility, and reach more people.
- ✔ We doubled the number of trips compared to 2022, reaching 13,606,294 journeys—demonstrating citizens' growing trust in our transportation system.
- ✔ We added new Urbos 100 train units, reducing wait times and improving frequency to better meet the needs of our users.
- ✔ We deployed the second phase of our photovoltaic plant, helping us move toward a cleaner energy transition and providing a more environmentally responsible service.

# 2024

## A more consolidated, sustainable, and people-focused service

- ✔ We consolidated user loyalty, with a daily average exceeding 50,000 validations and more than one million trips per month. October marked the highest demand in our history, with over 1.8 million journeys.
- ✔ We expanded the photovoltaic installation with 1,963 solar panels, enabling us to cover up to 27% of the metro's energy consumption—with the possibility of reaching 100% self-consumption during peak sunlight hours.
- ✔ We enhanced the travel experience with improvements in signage, accessibility, and customer service—particularly at key stations like Atarazanas, El Perchel, and Guadalmedina, which had the highest user volumes.
- ✔ We expanded Bot Querón's functionality and integrated artificial intelligence to improve natural language understanding. The assistant can now interpret user queries more accurately, even when phrased in complex or colloquial ways. Additionally, users can now submit queries via audio messages, offering a more accessible, seamless, and inclusive experience for all user profiles.



# 5. Commitment to the planet



7 AFFORDABLE AND CLEAN ENERGY



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



11 SUSTAINABLE CITIES AND COMMUNITIES



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



13 CLIMATE ACTION



14 LIFE BELOW WATER



15 LIFE ON LAND



## 5. Commitment to the planet

At Metro de Málaga, we reaffirm our commitment to environmental protection by integrating sustainability into every aspect of our operations. Through a clean, efficient, and environmentally respectful transportation model, we contribute to reducing pollutant emissions and the responsible use of resources.

We support sustainable urban mobility as a key factor in improving quality of life in the city. Through our **Integrated Management Policy** and the implementation of an **Environmental Management System (EMS)** certified under ISO 14001:2015, we ensure compliance with environmental requirements and the continuous improvement of our operations.

Our EMS includes procedures to systematically identify and assess compliance with legal and other environmental requirements.

We apply the **precautionary principle** regarding environmental risks, adopting preventive measures to minimize impacts and protect the environment. We also hold a civil liability policy that covers potential environmental damage.

Every year, we conduct internal and external audits to evaluate our performance. During the 2022– 2024 period, we have continued to strengthen our commitment to carbon neutrality and sustainable mobility by offsetting all unavoidable emissions through the United Nations Carbon Programme under the **Clean Development Mechanism**.

We consider material aspects such as minimizing environmental impact, preventing pollution, promoting sustainable mobility, optimizing energy consumption, addressing climate change, and reducing CO<sub>2</sub> emissions. These priorities guide our strategic and operational decisions.

Our impact on biodiversity is minimal since we operate in an urban environment. We continue to move forward with a circular economy approach, promoting sustainable development across economic, social, and environmental dimensions.



## 5.1. Resource consumption optimization

Managing consumption is a key aspect of monitoring and controlling our environmental performance. We apply best practices and invest in advanced technologies to optimize resources and ensure the efficient and responsible use of energy, fuel, and water.

Given the nature of our activity, the main resource consumed is electricity, which has come exclusively from renewable sources with a Guarantee of Origin (GO) certificate since early 2018.

Fossil fuel consumption represents a very small percentage of our total energy use. This is due to the propane gas required for the paint booth heating system in our rolling stock maintenance workshop, fuel used by maintenance support vehicles (currently only a dual-mode truck and a van), and diesel fuel for a backup generator used only during power outages at the office building and Central Control Center. Thanks to our strong commitment to reducing fossil fuel use, these consumption levels remain minimal and aligned with our energy sustainability goals.

Regarding **water consumption**, all water comes from the municipal supply network via various connections. Water is primarily used for facility and train cleaning, and in restrooms and showers. We use **high-efficiency systems** to reduce water use and promote responsible consumption. For example, the train wash tunnel recycles up to 70% of the water used per wash.

Below are the resource consumption figures for the 2022–2024 reporting period:



### Resource consumption

	2024	2023	2022
Electricity (kWh)	<b>12,461,340</b>	11,834,432	10,390,080
Propane (kg)	<b>61.82</b>	3.16	230
Diesel fuel (l)	<b>3,064</b>	3,048	2,784
Gasoline (l)	<b>19.56</b>	29.78	0
Water (m <sup>3</sup> )	<b>4,841</b>	5,638	5,494

## Evolution of energy consumption and solar energy integration

At Metro de Málaga, we have made significant progress in this area by combining solar energy generation with the exclusive use of 100% renewable electricity.

Below is the amount of electricity generated by our solar panels during the reporting period, distinguishing between the portion used for self-consumption and the surplus fed into the grid for commercialization.

In 2022, 100% of the energy consumed was purchased from the electricity company with a certified renewable origin. The total amount of energy generated by the solar panels installed on the roof of the workshops was sold to the electric utility company.

In 2023, 7.7% of the consumption came from solar panels, while the remaining 92.3% (10,926,476 kWh) was purchased from the electricity company, ensuring its renewable origin.

In 2024, 12.1% of the consumption came from solar panels, reducing dependence on the power grid, from which 10,954,211 kWh were purchased with a certified renewable origin.

# Thanks

to the increase in the number of passengers, in 2024 we managed to reduce the energy intensity per user transported and per kilometer traveled, as a result of improved mobility management.

### Photovoltaic solar energy production (kWh)

	2024	2023	2022
Generated	<b>1,584,775</b>	988,685	75,346
Self-consumption	<b>1,507,128</b>	907,956	0
Sold*	<b>77,646.58</b>	80,729	75,346

\*This energy sold to the distribution company is not included in Metro de Málaga's total electricity consumption, as it is not intended for internal use.

Considering total energy consumption—including both electricity and fossil fuels—and the number of users who used the service each year, the following energy intensity figures were obtained:

### Energy intensity

	2024	2023	2022
Total energy consumption (kWh)	<b>12,493,048.31</b>	11,865,458.56	10,420,920.6
User demand*	<b>18,256,284</b>	13,606,294	6,700,279
Energy consumption per user of the service (kWh/user)	<b>0.684</b>	0.872	1.555
Energy consumption per kilometer travelled per user (kWh/user-km)**	<b>0.181</b>	0.223	0.397
Average trip length per passenger (km)	<b>3.79</b>	3.91	3.94

\*The extension of the metro line to the center of Málaga in March 2023 significantly increased the number of users.

\*\*For this calculation, energy consumption per user is divided by the average annual distance traveled on the Metro de Málaga.

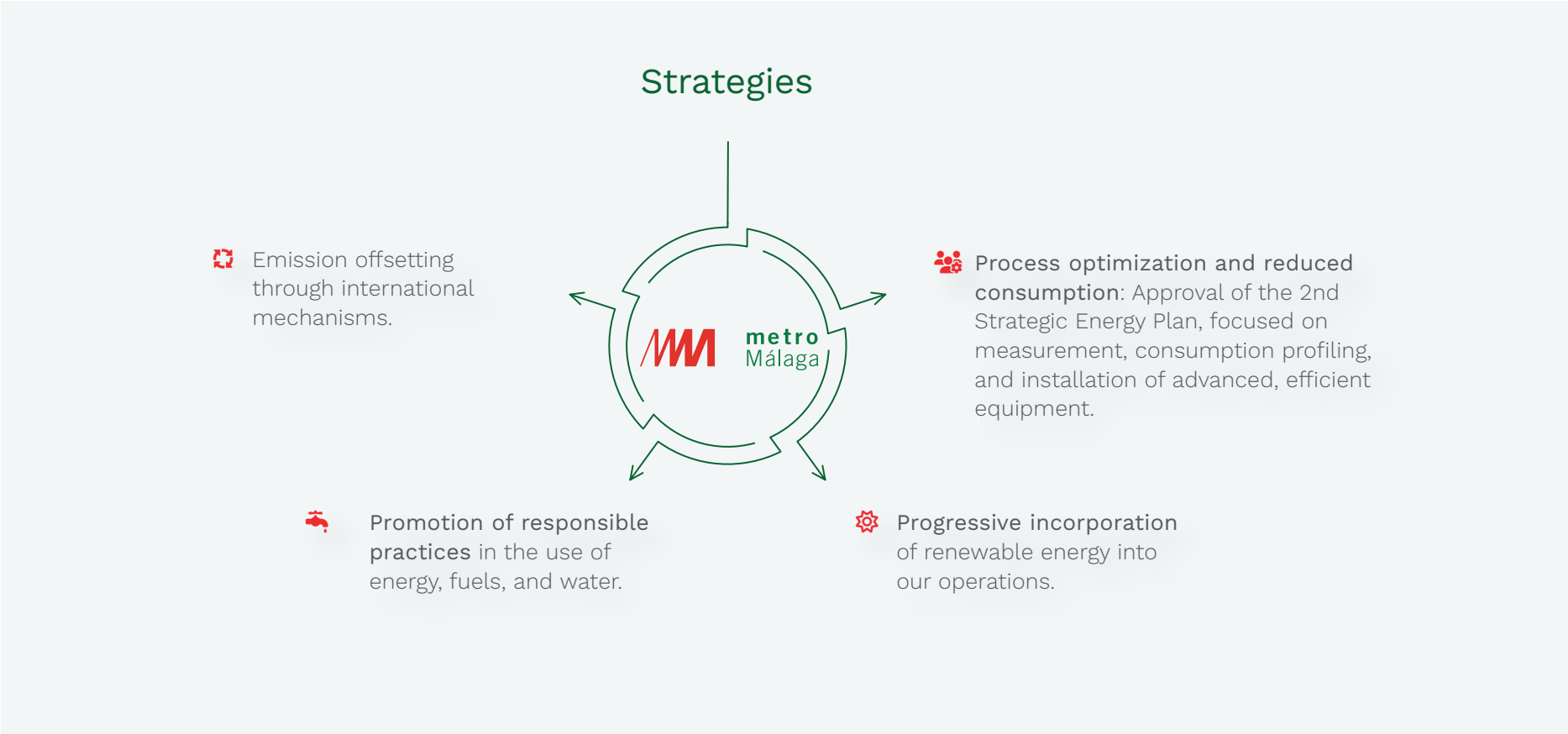
In 2024, we improved energy intensity. Although total energy consumption increased, usage per passenger and per kilometer traveled decreased due to improved efficiency and mobility management. Given the nature of our activity, we have not identified any processes with particularly significant consumption of other raw materials.



## 5.2. Climate change and energy efficiency

The reduction of greenhouse gas (GHG) emissions is a priority in our management, contributing to a more sustainable city and improved air quality.

We align with SDG 13. Climate Action and SDG 11. Sustainable Cities and Communities, integrating climate change mitigation into our operations. Our **strategies for reducing emissions** include:



The main initiatives implemented to minimize our environmental impact and adapt to climate change challenges are:

- **Green energy:** For the seventh consecutive year, all electricity used comes exclusively from renewable sources, avoiding indirect emissions.
- **Energy-efficient trains,** using lightweight materials and regenerative braking systems, achieving savings of up to **20%**.
- **Solar thermal** energy capable of producing up to 1,875 liters of DHW/day\*.
- **Energy optimization and monitoring,** via advanced monitoring systems.
- **Self-generation of climate** control without external energy supply.
- **Efficient lighting** using LED technology and adjusted station lighting schedules.
- **Sustainable mobility,** replacing combustion vehicles with electric ones and installing charging stations at the central headquarters. Currently, we only use two combustion engine vehicles.
- **Promotion of active transportation,** encouraging the use of electric bicycles for internal travel.

\* DHW: Domestic Hot Water.

## Construction of a photovoltaic park for self-consumption at the maintenance and storage depot.

This project has been carried out in three phases, one per year, installing a total of 1,819 modules between 2022 and 2023, capable of generating 1,500 MWh annually. In 2024, we completed the installation with the third phase, which includes 1,963 panels and 1,109.1 kWp of installed capacity. It is scheduled to be operational in the first quarter of 2025. With these installations, we will be able to cover up to 27% of the metro's annual energy demand, and during peak sunlight hours, achieve 100% self-consumption, as both trains and stations will operate exclusively with energy produced by our photovoltaic park.



Between 2022 and 2024, photovoltaic infrastructure at the maintenance and storage depot has been expanded with a total of 3,782 solar panels installed (1,050 in 2022, 769 in 2023, and 1,963 between 2024 and 2025). The final phase, comprising the 1,963 panels, will

become operational in the first quarter of 2025. The total output from all plants will allow coverage of up to 27% of the metro's energy consumption, reaching 100% self-sufficiency during midday hours.

We calculate our carbon footprint annually, using 2019 as the base year. This includes all greenhouse gases\* (GHG), in line with the requirements of the GHG Protocol, enabling a comprehensive assessment of emissions and supporting the implementation of reduction and compensation strategies. The carbon footprint calculation process is externally verified every year, in compliance with ISO 14064-3, thus ensuring the accuracy and integrity of our greenhouse gas inventory.

We have been a carbon-neutral organization since 2019 and remain committed to offsetting all unavoidable emissions every year.

**We voluntarily register our annual GHG emission calculations with the Andalusian Emission Compensation System (SACE) and the Ministry for Ecological Transition and Demographic Challenge\*\*.**



\* CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O, HFC, PFC, SF<sub>6</sub>, NF<sub>3</sub>

\*\* 2024 emissions are pending registration in these systems.

### GHG emissions in tCO<sub>2</sub>e

	2024	2023	2022
Scope 1***	138.03	139.7	91.21
Scope 2	0	0	0
Scope 1+2	138.03	139.7	91.21
Offset emissions	138.03	139.7	91.21
Net emissions	0	0	0

\*\*\* Scope 1: 2024 Breakdown: fugitive emissions from air conditioning: 130.132 tCO<sub>2</sub>e - Fossil fuel consumption: 7.896 tCO<sub>2</sub>e.

During the period covered by this report, 94.5% of GHG emissions originated from occasional leaks in cooling/air conditioning equipment. Although we apply a rigorous maintenance plan, these leaks are difficult to prevent and vary from year to year.

Emissions associated with the use of company combustion-engine vehicles account for 5.5% of the total. To reduce them, we have developed a vehicle replacement program, transitioning to electric models.

Our goal is to maintain a carbon-neutral balance, annually offsetting unavoidable emissions through certified projects.

Our business model promotes sustainable mobility, encouraging intermodality and the use of public transport over private vehicles. Through the Málaga Metropolitan

Transport Consortium, we help reduce road traffic, improve air quality, and develop an integrated transport network.

In 2024, we achieved positive progress in the gCO<sub>2</sub>e per user and gCO<sub>2</sub>e per user-kilometer indicators, maintaining low emission levels despite a significant increase in the number of annual trips. This outcome reflects the efficiency of our sustainable mobility model and our commitment to reducing the carbon footprint of urban transport.

Carbon neutral since

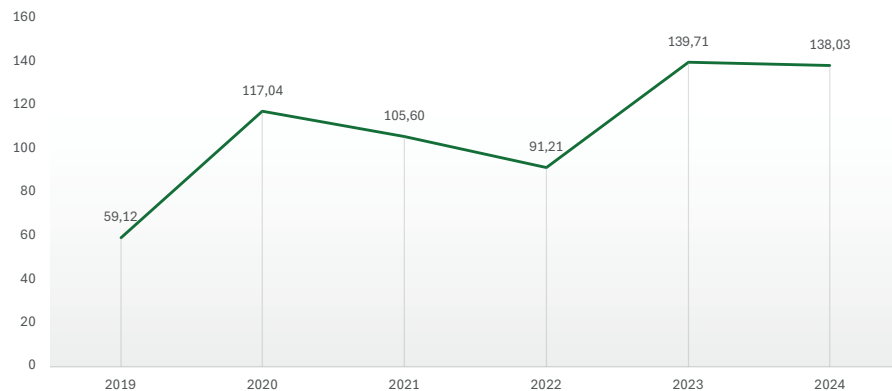
# 2019

Carbon neutrality

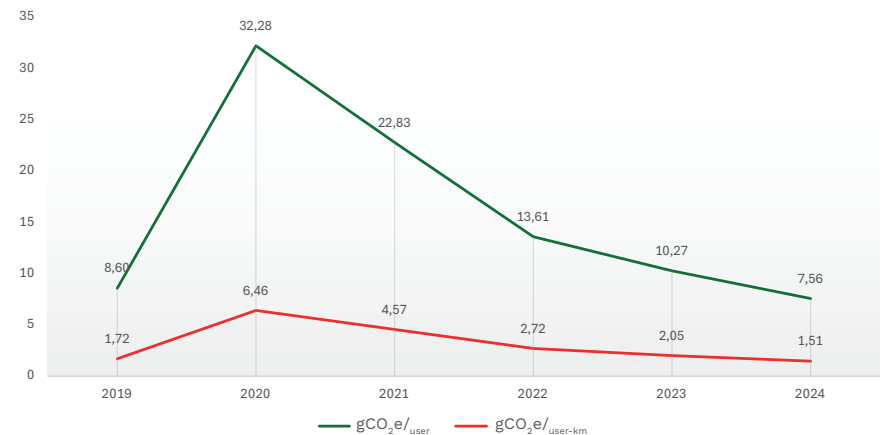
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**tCO<sub>2</sub>e/per passenger-km**  
*(since 2019)*

## Scope 1+2 (tCO<sub>2</sub>e)



## Annual emissions (scope 1+2)



It is estimated that using the metro as a means of urban transport, instead of private vehicles, has avoided the following emissions:

	2024	2023	2022
Emisiones evitadas	<b>11,936</b>	8,896	4,380

This estimate assumes that all passengers who used the metro would have made their journeys by car with a combustion engine, with an average emission rate of 170 gCO<sub>2</sub>/km, considering an average occupancy of 1.3 passengers per car and an average travel distance of 5 km per trip.

We are convinced that the metro is essential for urban decarbonization, as its 100% electric operation makes it an efficient alternative to combustion vehicles, significantly helping to reduce CO<sub>2</sub> emissions.



### 5.3. Atmospheric emissions

At Metro de Málaga, we comply with legal emission requirements and continuously work to minimize our environmental impact. Our goal is to reduce all types of pollution beyond regulatory limits, including light and noise pollution.

Our low-emission urban transport service runs on electric traction, which prevents the generation of pollutants. Since 2018, 100% of the electricity used has come from renewable sources, eliminating indirect GHG emissions related to energy production.

Moreover, our underground infrastructure significantly reduces light and noise pollution, contributing to a cleaner and more sustainable urban environment.

At surface level, noise pollution is controlled through low-speed travel, smooth wheel-to-rail contact, and a nearly straight track layout with minimal curves.

### 5.4 Circular economy

We integrate circular economy principles into our environmental management, prioritizing the reduction, reuse, and recycling of resources. We are committed to minimizing waste generation and maximizing material reuse, ensuring that only materials with no alternative use are discarded.

Some of our initiatives include:

- Efficient use of materials in maintenance and operations.
- Waste recycling and recovery, with treatment by authorized waste managers.
- Optimization of recycled paper usage.
- Responsible waste management in workshops and offices, with selective sorting.



## Waste management

In waste management, we prioritize waste prevention at the source, efficient separation, and recycling. Waste generated in workshops and offices (paper, toner, etc.) is managed by authorized entities, according to the nature and type of each waste stream, ensuring proper treatment in compliance with current regulations.

We are working on innovative processes to help reduce waste generation by promoting eco-design and incorporating environmental criteria into our services.

Below is a summary of the types and treatment of waste generated during the 2022–2024 period:

This management is carried out within the framework of our environmental system certified under ISO 14001:2015, ensuring strict control, continuous improvement, and responsible action aligned with our sustainability goals.

In addition, each year we submit a waste declaration, in compliance with current regulations, reporting data to the relevant authorities. Our waste management is periodically audited under ISO 14001:2015, ensuring a responsible and sustainable approach.

### Types of waste

	2024	2023	2022
Hazardous waste (t)	<b>28.07</b>	10.95	3.21
Non-hazardous waste (t)	<b>63.55</b>	84.25	28.15
<b>Total</b>	<b>91.62</b>	95.20	31.36



## Wastewater management

We manage **water** efficiently, prioritizing **reuse** and minimizing unnecessary discharges. We have implemented solutions to **utilize the groundwater within our infrastructure**, avoiding its disposal into the sanitation network.

In 2024, we signed an agreement with the Regional Government of Andalusia and the City Council of Málaga to allocate

a minimum flow of 1,500 m<sup>3</sup> per day for irrigation of parks and gardens, as well as for street cleaning, contributing to the conservation of drinking water.

We have implemented technical solutions to **redirect rainwater** to strategic points in the sewer system, ensuring proper drainage and reducing the burden on the urban sanitation network.

Our commitment is clear: to maximize water use efficiency, minimize waste, and ensure sustainable use of water resources, in line with our environmental goals.

No significant spills related to Metro de Málaga's operations occurred during the reporting period of this report.

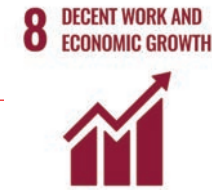






# 6. Commitment to our workforce





## 6. Commitment to our workforce

At Metro de Málaga, we firmly believe that our success and sustainability rely on the commitment and well-being of the people who make up our organization. Our workforce is the driving force behind our service, and we are dedicated to fostering a safe, inclusive, and equitable work environment, where every individual's talent is recognized and valued.

Our key commitments to employees include:

- Creating a safe and healthy work environment.
- Rejecting all forms of discrimination and ensuring equal opportunities and respect for diversity.
- Guaranteeing proper working hours and rest periods.
- Encouraging employee participation.
- Promoting professional development through training.
- Supporting the work-life balance of our employees.

### Number of people by gender

	2024	%	2023	%	2022	%
Men	136	75.98	134	76.57	128	80
Women	43	24.02	41	23.43	32	20
Total	179	100	175	100	160	100



As of December 31, 2024, the workforce totals 179 employees

## 6.1. Quality employment

At our organization, we are firmly committed to generating quality employment as one of the fundamental pillars of our people management strategy.

We strive to ensure quality jobs and promote equal opportunities, connecting junior talent, which is continuously developing, with senior talent, which brings extensive professional experience.

### Workforce distribution by gender, age, and professional group

Below is the breakdown of the entire workforce by professional category, age group, and gender from 2022 to 2024:

#### Total number and distribution of employees by gender, age, and job classification 2024

2024	Men			Women		
	< 30	Between 30 and 50	>50	< 30	Between 30 and 50	>50
Executive staff	0	1	3	0	0	0
Group I	0	4	2	0	5	1
Group II	0	11	3	0	4	0
Group III	2	20	5	3	6	1
Group IV	1	58	23	0	18	4
Group V	0	2	1	0	1	0
Total	3	96	37	3	34	6

#### Total number and distribution of employees by gender, age, and job classification 2023

2023	Men			Women		
	< 30	Between 30 and 50	>50	< 30	Between 30 and 50	>50
Executive staff	0	1	3	0	0	0
Group I	0	3	2	0	5	1
Group II	0	11	3	0	4	0
Group III	1	21	5	2	7	0
Group IV	1	59	22	0	17	3
Group V	0	1	1	1	1	0
Total	2	96	36	3	34	4

#### Total number and distribution of employees by gender, age and job classification 2022

2022	Men			Women		
	< 30	Between 30 and 50	>50	< 30	Between 30 and 50	>50
Executive staff	0	1	3	0	0	0
Group I	0	3	2	0	5	1
Group II	0	11	3	0	4	0
Group III	1	21	5	2	7	0
Group IV	0	54	22	0	10	2
Group V	0	1	1	0	1	0
Total	1	91	36	2	27	3

Below is the distribution of the entire workforce by professional category and gender for the period 2022 to 2024:

### Workforce distribution by gender and professional groups according to our Collective Agreement

	2024		2023		2022	
	Men	Women	Men	Women	Men	Women
Executive staff	4	0	4	0	4	0
Group I	6	6	5	6	5	6
Group II	14	4	14	4	14	4
Group III	27	10	27	9	27	9
Group IV	82	22	82	20	76	12
Group V	3	1	2	2	2	1
<b>Total</b>	<b>136</b>	<b>43</b>	134	41	128	32

### Contract types by gender.

Metro de Málaga's commitment to employment is reflected in a permanent hiring policy, which provides **job stability** and enables the development of a sustained professional career within the organization. We are committed to long-term employment relationships that foster a sense of belonging, motivation and growth.

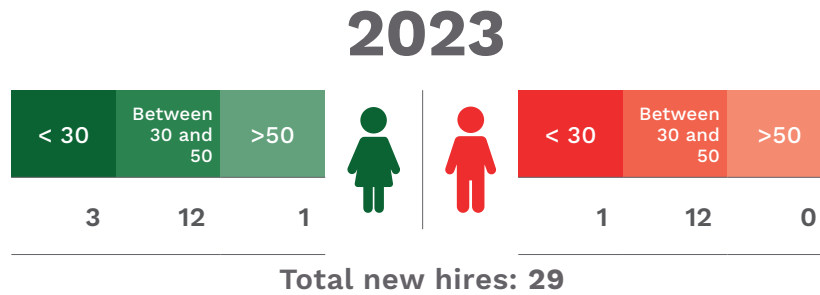
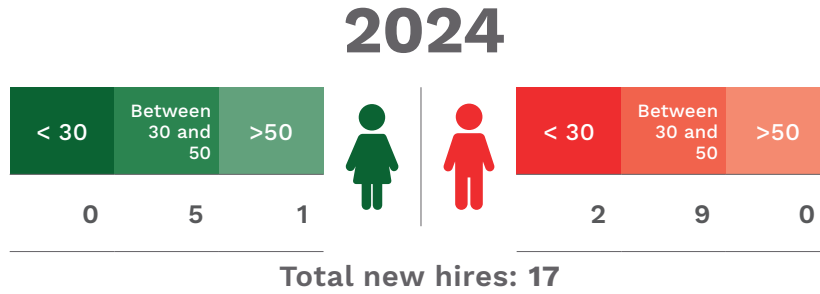
It is worth noting that at Metro de Málaga, there is only one part-time employee, which reinforces our quality employment model, ensuring fair and equitable working conditions for all members of our workforce.

### Types of contracts

	2024		2023		2022	
	Men	Women	Men	Women	Men	Women
Full-time temporary	2	1	5	4	6	8
Full-time permanent	132	42	128	35	122	24
Part-time	1	0	0	0	0	0
Internship	1	0	1	2	0	0
<b>Total</b>	<b>136</b>	<b>43</b>	134	41	128	32

## New hires of in-house staff

Below, we present new hires by age and gender during the reporting period of this report:

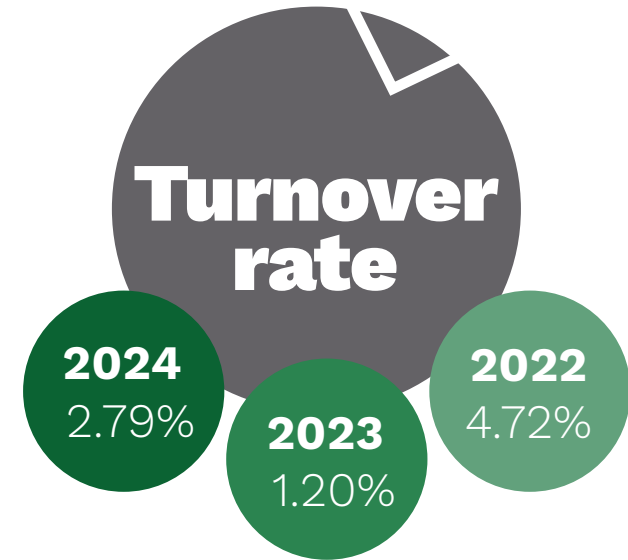


## Staff departures and turnover rate

Below is the breakdown of staff departures by age and gender during the reporting period covered by this report:

Leaves	Men			Women			Total
	< 30	Between 30 and 50	>50	< 30	Between 30 and 50	>50	
2024	0	4	1	0	0	0	5
2023	0	1	0	0	1	0	2
2022	0	2	0	0	5	0	7

\* Turnover rate = number of employee departures during a given period / total number of employees during the same period × 100



In addition, we rely on staff from contracted companies, who participate in essential tasks for our operations. The services provided mainly include security and cleaning duties.

We share the values of our company and ensure that all external personnel operating in our facilities comply with our standards on safety, health, quality, and the environment.

### Subcontracted personnel

	2024			2023			2022		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Security	43	7	50	42	5	47	38	4	42
Cleaning	24	35	59	24	33	57	21	31	52

## 6.2. Work organization and social relations

At Metro de Málaga, we are committed to respecting human rights and labor rights recognized under national legislation, collective agreements, and International Labour Organization (ILO) conventions. We promote and uphold the **right to freedom of association**, union membership, and collective bargaining. We are also committed to respecting the activities carried out by workers representative organizations within the scope of their functions.

Collective bargaining plays a key role in our organization, as we are convinced that it is an effective way to jointly address new challenges and maintain fair working conditions that benefit everyone. In 2022, we negotiated and approved the **Third Collective Bargaining Agreement** with the Legal Representation of the Workers (RLPT), which remains in effect until December 31, 2025.

The company maintains a structured and ongoing social dialogue with the RLPT through the Works Council, addressing labor conditions with the aim of ensuring legal compliance, fostering shared responsibility, and promoting continuous improvement.

All Metro de Málaga employee salaries are above the national minimum wage (SMI) established by the Government of Spain.

To improve coverage and encourage employee participation, we have implemented the “voluntary availability”

### Salary in relation to the minimum wage (SMI)

	2024	2023	2022
Ratio between the lowest wage at Metro de Málaga and the statutory minimum wage (SMI)	<b>1.28</b>	1.56	1.64

At Metro de Málaga, we provide an essential service to society 365 days a year. This requires meticulous planning, which is set out in the **Annual Service Plan (PAS)**. This plan includes work shifts, training, rest periods, and vacation schedules for operational staff over the entire year. It is published in December of the previous year and becomes effective three to four weeks after distribution.

If adjustments are necessary, shifts are confirmed five days prior to the start of each calendar week.

system. If a shift becomes vacant, an employee can voluntarily take on the shift and receive financial compensation, depending on whether it falls on a weekday, weekend, or holiday.

If the shift remains uncovered, employees may also be called upon to fill it, with a minimum of 48 hours notice. This system of voluntary availability and the terms of engagement are regulated and quantified in our Collective Bargaining Agreement.

## Communication and participation

Our corporate intranet, **Conecta**, has become a strategic tool for internal cohesion and effective communication within the organization. Beyond its role as an information platform, it serves as a two-way channel, promoting employee participation and strengthening the sense of belonging. Through a dedicated space for sharing ideas, interests, and skills, employees not only access relevant content about the company but also find a place to express their personal and professional identities.

The platform is regularly updated with commemorative posts (e.g., International Women’s Day, World Book Day), along with corporate news, event calendars, and other company-related initiatives. This approach not only fosters corporate culture, but also strengthens social sustainability by encouraging inclusive communication, talent recognition, and the development of a more equitable, informed, and participatory workplace.

### Employee benefits

- **Health Insurance:** The company covers 75% of the health insurance cost for employees and their immediate

family members. The remaining 25% is available through flexible compensation

- Additionally, meal vouchers and childcare support are offered through flexible remuneration, with the corresponding income tax exemption.
- **Support for families with children with disabilities:** We offer a program that provides scholarships for therapies and workshops tailored to the specific needs of children. Each year, €18,000 is allocated to the most suitable therapeutic options, including professionals, centers, activities, camps, and more. Currently, five families benefit from this support.



## 6.3. Safety, health, and well-being

The safety, health, and well-being of our workforce is a top priority and a core commitment of our organization. Through our integrated management system, certified under recognized standards such as ISO 45001:2018, we ensure robust oversight of Occupational Health and Safety. Our **Health, Safety, and Well-being Policy**, integrated with other management systems and supported by numerous procedures, enables us to identify hazards and prevent risks affecting both our workforce and third parties working with us.

Within the **Joint Health and Safety Committee (JHSC)**—which has equal representation from both employee representatives (RLPT) and the company—we address matters related to the health and safety of the entire staff. The committee meets quarterly, or on an extraordinary basis upon request by either party.

As part of our management system, Metro de Málaga carries out regular reviews of access to specific areas, especially those involving high-risk tasks. We also conduct at least one annual risk assessment, ensuring our preventive measures remain up to date. We have a specific procedure

### Accident-related Information

	2024	2023	2022
Number of recordable accidents (Nº of employees)	6	4	4
Number of lost-time accidents (Nº of employees)	4	2	3
Number of serious accidents (Nº of employees)	0	0	0
Mortality rate	0	0	0
Recordable accident frequency rate	6.40	3.40	14.76
Lost time injury frequency rate (LTIFR)	6.40	3.40	14.76
Serious accident frequency rate	0	0	0
Severity rate of lost- time accidents	0.17	0.05	0.54
Fatality frequency rate	0	0	0
Number of hours worked	308,654	277,120	261,300
Occupational illnesses	0	0	0

for reporting, recording, and investigating accidents and incidents, which helps identify causes and implement effective corrective actions. Following any accident, preventive measures are adopted to reduce recurrence and enhance operational safety.

In addition, we provide a comprehensive insurance policy for our entire staff, covering occupational risk in cases of total and absolute disability, severe disability, or accidental/non-accidental death.

## Accident rate among contractors

### Accident rate among contractors

	2024		2023		2022	
	Lost-time injuries	No lost-time injuries	Lost-time injuries	No lost-time injuries	Lost-time injuries	No lost-time injuries
Number of accidents	11	13	15	8	9	6
Total	24		23		15	

## Health promotion

As part of our commitment to health and well-being, we carry out campaigns that focus on these areas.

Throughout 2023, we organized workshops on:

- Prostate cancer prevention.
- Pelvic floor health.
- Sleep disorders.
- Attention and concentration (in line with World Alzheimer’s Day).
- Postural hygiene.

**W**e launched “Metro Balance”, a communications system that covers topics related to employee well-being.

In 2024, we took a step further by launching Wellwo, a wellness platform made available to the entire workforce. It addresses key areas of health and well-being:

- Physical health.
- Nutritional health.
- Emotional health.
- Financial health.
- Social health.
- Environmental health.

## 6.4. Zero tolerance for harassment and discrimination

At Metro de Málaga, we are committed to ensuring that everyone in our work environment enjoys a respectful atmosphere, with full protection of equal treatment, non-discrimination, dignity, privacy, and integrity, as established in our Code of Ethics.

Our Code of Ethics explicitly prohibits any form of violence, harassment, assault, discrimination, or similar behavior.

Through the **Protocol for Managing Situations of Violence, Harassment, Assault, and Discrimination in the Workplace**, which applies to all Metro de Málaga staff and suppliers, we have established procedures to prevent, detect, address, and resolve any such situations, ensuring victim protection and disciplinary action against aggressors.

This Protocol also protects the privacy, confidentiality, and dignity of affected individuals, guaranteeing adequate protection for potential victims.

We provide a Compliance Channel, adapted to Law 2/2023, which allows for reporting of any violations. All reports are received and investigated by our Compliance Committee.

No incidents related to harassment, violence, or discrimination were recorded during the reporting period.

As part of our onboarding Training Plan, all new hires must complete 15 hours of mandatory **training on Harassment Protocol**, interaction with people with disabilities, accessibility management, data protection and crime prevention.



## 6.5. Training

At Metro de Málaga, we view training as a tool for continuous improvement and personal development, one that enhances professional growth and improves our service.

The total number of training hours delivered to employees was: 2024: 10,133 hours, 2023: 6,970 hours, 2022: 6,536 hours, respectively.

Our training programs are based on a needs assessment process, prioritizing those **that improve job-related skills**. Programs include technical and regulatory content, combining theoretical and practical sessions. We also offer training in transversal skills such as customer service, human factors, communication, and accessibility management, aiming to strengthen both technical knowledge and well-rounded professional development.

As part of internal promotions, we support access to specialized postgraduate programs in collaboration with accredited educational institutions. These are designed to build the technical skills required for each role, ensuring a smooth transition and mastery of all necessary operational and technical aspects.

For administrative staff, we promote two key training lines: language skills and technical training in data analytics tools. For Operations personnel, and to facilitate ongoing training, dedicated training days are scheduled during two defined periods each year.

Regarding human rights training, the following activities were delivered between 2022 and 2024:

- Diversity and accessibility.
- Cognitive disability.
- Diversity, disability, and appropriate conduct.

- Equal opportunity and non-discrimination.
- Use of non-sexist language.
- LGTBI equality and non-discrimination.
- Sustainability (SDGs).
- Agenda 2030: integrating SDGs into business strategy.
- Promoting sustainability at Metro de Málaga.
- Personal data protection.
- Refresher training on personal data protection.

# We view training

as a strategic tool to promote professional development, strengthen corporate culture, and move toward a more inclusive, sustainable, and future-ready organization.

### Average training hours per professional group

	2024		2023		2022	
	Men	Women	Men	Women	Men	Women
Group I	<b>125.75</b>	<b>215.50</b>	54.39	82.36	64.59	85.36
Group II	<b>155.25</b>	<b>74.38</b>	66.75	61.67	145.83	36.50
Group III	<b>33.36</b>	<b>218.67</b>	34.96	36.00	21.94	9.38
Group IV	<b>25.91</b>	<b>30.14</b>	31.71	23.32	24.67	14.22
Group V	<b>33.67</b>	<b>21.00</b>	15.50	18.50	2.00	4.00
Total	<b>373.94</b>	<b>559.69</b>	203.31	221.85	259.03	149.56
Total	<b>933.63</b>		425.16		408.49	

### Training in Occupational Health and Safety and Risk Prevention

	2024	2023	2022
Number of training hours	<b>1,404</b>	1,477	926
Number of participants	<b>173</b>	158	144
Number of courses	<b>8</b>	10	6
Average training hours per employee per year	<b>8.11</b>	9.35	6.43

To ensure health and safety in the workplace, we dedicate resources and efforts to train our workforce in risk identification, proper equipment use, emergency protocol implementation, and the adoption of safe habits in daily work.

This training reinforces compliance with current regulations and fosters a strong preventive culture, in which every individual plays an active role in protecting their own well-being and that of their team.

Each year, we also conduct a **performance evaluation** process focused on strengthening professional development and talent within the organization.

This evaluation helps employees progress, commit to professional goals, and grow within the company. The evaluation applies to all employees, and at least 98% of the workforce received financial compensation linked to their evaluations between 2022 and 2024.

## 6.6. Equality, diversity, and work-life balance

At Metro de Málaga, we are committed to creating a safe, healthy, and inclusive work environment, where we reject all forms of discrimination and guarantee equal opportunities for women, men, and all individuals. We promote work-life balance and the right to rest, as fundamental pillars of an organizational culture based on respect, equity, and overall well-being.

Our Equality Plan, in effect until 2025, outlines the development of 18 measures across six key areas: training, work-life balance, communication, safe environments and the prevention of sexual harassment and harassment based on sex, promotion and recruitment, pay equity policy.

We view diversity as an asset that enriches our work environment and enhances our ability to respond to a pluralistic society. In recent years, we have consolidated a diverse team made up of professionals from seven different nationalities, reflecting our commitment to cultural inclusion.

In 2024, we employed **three individuals with disabilities** (with a recognized disability of 33% or more), **integrated into**

**the workforce**, reaffirming our commitment to equal opportunity and accessibility in employment. This diversity not only fosters a more open and collaborative culture, but also contributes to building a fairer, more resilient organization, aligned with the principles of social sustainability.

We ensure the right to parental leave for birth or adoption, in line with current regulations and our commitment to work-life balance.

In the past three years, 24 employees — 20 men and 4 women — have exercised this right, with a 100% return-to-work rate, reflecting the effectiveness of our parental support policies.

Additionally, the Metro de Málaga **Collective Bargaining Agreement** includes the option to accumulate breastfeeding leave, granting 20 additional calendar days, provided the leave is taken after completing the mandatory 16-week post-birth period.

### Leave for birth and childcare

	Men			Women		
	< 30	Between 30 and 50	>50	< 30	Between 30 and 50	>50
2024	0	3	0	0	3	0
2023	0	7	0	0	0	0
2022	0	10	0	0	1	0
Total	0	20	0	0	4	0

This measure helps to strengthen equity in caregiving and promotes a more compassionate and co-responsible work environment.

We offer bonuses to employees who take extended parental leave for childbirth, childcare, and/or breastfeeding periods, with the aim of supporting greater work-life balance and care for newborns.

Employees also have the option to request adjustments to their work schedules for

personal or family-related reasons. This measure aims to promote real equality and shared responsibility between men and women in caregiving tasks, allowing employees to care for children or relatives up to the second degree of kinship who, due to illness or accident, require direct attention because they are unable to care for themselves. In doing so, we reinforce our commitment to a sensitive, equitable work environment focused on people's well-being.

**A**t Metro de Málaga, we are committed to building an equal, inclusive, and co-responsible workplace. Our Equality Plan promotes specific measures related to work-life balance, diversity, accessibility, and talent development, ensuring equity and well-being for everyone.

## Work-life balance measures for Operations staff (shift workers):

- Consolidation of **reduced working hours** into full, consecutive days off (50% reduction), so that entire months may be taken off, and during working months, shifts are carried out as normal.
- Fixed weekly schedules of full working days, with a 6% salary and Social Security **contribution supplement** for employees working two, three, or four days per week under reduced hours.
- Annual work schedule agreed upon in the Annual Service Plan.
- **Shift swapping** at any time with other staff members, facilitated by a digital tool.
- **Continuous working days**, with limited exceptions.
- **Vacation divided** into two full-week blocks (summer and winter), chosen by the employee, using a rotation system agreed upon by the Legal Representation of Workers and Metro de Málaga before the PAS is finalized.
- Approval of a specific procedure, agreed with the RLPT, for adapting working hours based on requests, to be incorporated into the PAS
- Option to organize **parental, childcare, and breastfeeding leave**, with bonuses of up to €400 for parental leave and up to €100 for breastfeeding leave, depending on how the leave is used.



### Work-life balance measures for Office staff:

- In December of the previous year, annualized hours are allocated in the work calendar. In addition to national and local holidays, non-working office days are included to extend continuous rest periods.
- A specific procedure for work schedule adaptation is agreed between the company and the RLPT.
- Option to **organize parental, childcare, and breastfeeding leave**, with bonuses of up to €400 (parental) and €100 (breastfeeding) depending on usage.
- One reorganization afternoon off per week.
- **Intensive work schedules** during specific periods of the year.
- Year-round intensive Fridays.
- **Flexible** start and end times.
- Vacation days available by the hour.
- **Autonomy** and flexibility in managing afternoon time off or vacation.
- Catering service available on split-shift days.



# 7. Commitment to Málaga and society



3 GOOD HEALTH AND WELL-BEING



5 GENDER EQUALITY



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



10 REDUCED INEQUALITIES



11 SUSTAINABLE CITIES AND COMMUNITIES



13 CLIMATE ACTION



17 PARTNERSHIPS FOR THE GOALS



## 7. Commitment to Málaga and society

At Metro de Málaga, we firmly believe that a company like ours should also serve as an active force for social progress and local development. Our commitment to Málaga is reflected not only in delivering a high-quality transport service but also in our desire to give back to the community through initiatives that strengthen social networks, promote inclusion, and encourage the development of a fairer, more participatory environment.

Our **public service mission** translates into the promotion of initiatives that create shared value, aligned with the Sustainable Development Goals and focused on Málaga's social fabric. From 2022 to 2024, we have developed numerous initiatives aimed at strengthening local partnerships, supporting culture, sports, and inclusion, and promoting corporate volunteering and community participation. This chapter highlights the scope of our ongoing commitment, which turns every metro journey into an opportunity to build a more connected, cohesive, and sustainable Málaga.



## 7.1. Support for sports, culture, the environment, and society

As part of our Corporate Social Responsibility strategy, we reinforce our commitment to the community through collaborations with projects related to sports, culture, and environmental protection. These areas are essential to social well-being and serve as vehicles for local development and citizen engagement.

**M**etro de Málaga strengthens its commitment to society through partnerships and projects that promote sports, culture, and environmental stewardship.

We collaborate with initiatives led by social groups, generating positive impact in the community by providing resources, visibility, and ongoing support.

At the same time, we establish strategic alliances based on shared values, allowing us to jointly advance common goals. Alongside these collaborations, we also develop our own initiatives that respond to emerging social needs, contributing to the achievement of SDG 17. Partnerships for

the Goals, through inclusive partnerships centered on people and the planet.

From 2022 to 2024, we carried out a diverse set of social, cultural, educational, and sports initiatives, both independently and in collaboration with local organizations. These actions have strengthened our network of relationships with institutions, associations, and community groups, delivering direct value to citizens.

Below, we outline the main activities carried out and the organizations with which we have established collaboration agreements or provided support through donations, reflecting our commitment to community engagement and the creation of shared value.



## Key initiatives developed in 2022

Micro-story contest	“The Molecules We Eat” exhibition
Photo marathon “Fernando González” exhibition and awards ceremony	Wishing Tree – European Mobility Week
“The Links of Life” exhibition	Educational activity: Metro School



## Main actions carried out in 2023

Photography exhibition on the occasion of “La Noche en Blanco” (White Night)	Exhibition of the “Fernando González” photo marathon and award ceremony	Photography exhibition for the European Mobility Week
Visit with the Málaga Accessible Association to showcase the accessibility features of the new Urbos 100 train units	Open day with associations of people with disabilities such as ONCE, AFA, Málaga Accesible, among others, to re-view universal accessibility across our stations and trains	Educational activity Metro School

## Main actions carried out in 2024

Distribution of “candy catchers” during the Three Kings Parade	Exhibition of the “Fernando González” photo marathon and award ceremony	Display of a solidarity ribbon on the occasion of International Breast Cancer Day
Educational activity Metro School	10th Anniversary celebrations*	Donation, through the Red Cross, of proceeds collected on Sunday, November 15, to those affected by the DANA storm

\* Details of the activities organized for the Tenth Anniversary can be found in the following section, 7.2.

## We currently maintain sponsorship agreements with the following organizations\*

Asociación de la Prensa (Press Association)	ATP Open Málaga	Costa del Sol Women’s Handball Club	Davis Cup
“Fernando González” Photo Marathon	Málaga Athletics Club	Málaga City Half Marathon	Málaga Film Festival
Nerja Athletics Club	Picasso Museum	Rugby Sports Club	Unicaja Basketball Club

\* From left to right, in alphabetical order

## The following is a list of organizations that received donations\*

Almijara Environmental Monitors Association	Andrés Olivares Foundation	“Bolsa Ramona”, in support of breast cancer research	Cudeca Foundation
Hermanos Obreros de María Foundation – Ciudad de los Niños	Málaga Foundation	Prodiversa	Ronald McDonald House
Red Cross	Unicef	University of Málaga (Hedy Lamarr Chair and Chair of Brotherhood Studies)	

\* From left to right, in alphabetical order

## Sponsorship and donation activities

# 2024

Area of action	Financial contribution
Social	36,200 €
Environment	-
Cultural	10,000 €
Sports	55,000 €
<b>Total</b>	<b>101,200 €</b>

# 2023

Area of action	Financial contribution
Social	26,160 €
Environment	7,500 €
Cultural	3,000 €
Sports	51,000 €
<b>Total</b>	<b>87,660 €</b>

# 2022

Area of action	Financial contribution
Social	19,900 €
Environment	-
Cultural	7,000 €
Sports	49,000 €
<b>Total</b>	<b>75,900 €</b>

## 7.2. Ten years of service: A shared celebration

In 2024, we celebrated a decade of operations serving the city — a milestone that represents ten years of commitment to accessible, efficient, and sustainable mobility. This anniversary marked not only an important number, but also an opportunity to recognize the **trust of the citizens** and further strengthen our bond with the **social, cultural, and human fabric of Málaga**.



The celebration began with those who make the service possible every day: our team. Among various internal activities, we held a gathering that included commemorative gifts as a token of appreciation for their continued dedication. Because our people are not just part of this story — they are its driving force and greatest pride.

On the day of the anniversary, we carried out special actions for the community:

- A gathering with children who were born on the same day the service started and who also turned ten, held at Guadalmedina Station, where they blew out birthday candles and received personalized gifts.
- A concert by Annie B Sweet, also at Guadalmedina, filling one of the most iconic spaces of our network with music and emotion.
- Distribution of promotional material on trains, in stations,



and at stops to commemorate this meaningful day with our users.

- As a lasting memory, a **special edition transport ticket** with exclusive design was launched to celebrate the tenth anniversary.



Other notable actions throughout the year included:

- A commemorative exhibition during European Mobility Week, showcasing key milestones and data from Metro de Málaga’s journey. Accompanying this, we organized social media contests to win travel passes, encouraging citizen participation.
- An open house event for the general public, reinforcing our commitment to transparency and community engagement.
- As a final touch, an Advent Calendar with daily gifts for different user profiles, closing the year by celebrating the diversity and loyalty of those who choose us each day.

The tenth anniversary was more than just a celebration — it was a shared tribute to the journey so far, and a boost to continue advancing, with people at the heart of everything we do.



### 7.3. Dialogue and community participation

At Metro de Málaga, we understand that sustainability requires constant, structured interaction with the communities where we operate. We promote a management model based on ongoing dialogue and strong relationships with local stakeholders, from the early stages of infrastructure planning through daily operations.

**We promote a participatory model that places people at the center, encouraging community dialogue and adapting services to real needs.**

Our approach focuses on identifying how our actions affect different population groups — by age, gender, migration status, or vulnerability — and acting accordingly to ensure universal accessibility and equity in service access.

From 2022 to 2024, 100% of our major operations were evaluated for their impact on local communities. These evaluations, conducted with the Public Works Agency of the Government of Andalusia, included social and environmental impact studies,

direct consultations with citizen groups, and public meetings with associations representing older adults, people with disabilities, students, and other groups with specific needs.

We developed consultations and participation programs in 12 of our 15 main operations, allowing deeper dialogue with society and improving our activities through initiatives such as:

- Regular meetings with local associations, visits from University of Málaga students, and neighborhood groups.
- Engagements with specific user groups to improve service.
- Public consultations held in coordination with the government during planning of construction and expansions.
- Accessible channels for collecting suggestions and complaints via physical and digital means (Customer Service Office, social media, email, telephone surveys, etc.)
- Regular satisfaction surveys, including specific studies on fares and user

profiles, conducted with academic institutions.

Notable consultations include:

- In collaboration with **Málaga Accesible**, we adapted Urbos 3 units by removing seats in designated areas to improve accessibility for wheelchairs and strollers, ensuring a more comfortable and safe space for all users.
- In 2022, before expanding to the city center, we organized a focus group with existing and potential customers to gather their feedback.
- We participated in a conference at **El Rayo Verde**, a key space for exchanging ideas and collaborating with innovation stakeholders.
- We strengthened dialogue channels through activities such as the 1st Railway Hackathon (in partnership with the Railway Innovation Hub and UMA and talent attraction programs like Talent Lab, which promote innovation, employability, and awareness of the railway sector among local youth.

As part of our continuous improvement process, in 2024 we identified the need to enhance feedback mechanisms with stakeholders. As a result, we are developing a **community monitoring system** with transparent social indicators, which will be publicly shared and implemented in 2025.

We will report on its progress in future reports.

This measure aims to build mutual trust and accountability, reinforcing our commitment to participatory, transparent, and sustainable management.



## Engagement with stakeholders and community participation

At Metro de Málaga, we bring our commitment to Málaga to life through a comprehensive collaboration approach with entities that share our values in sustainability, accessibility, equality, and knowledge generation.

The initiatives between 2022 and 2024 have involved public institutions, citizen groups, universities, associations of people with disabilities, and the business community.

Key partnerships include:

- **Collaboration with the University of Málaga**, specifically with the Department of Mechanical Engineering, on a rail innovation project to improve the pantograph-catenary interaction. This partnership resulted in the joint design and manufacture of a measurement device adapted to the maintenance needs of our rigid catenary system — a key technology in our infrastructure.
- **A study on the economic impact of Málaga's Holy Week**, conducted within the Chair of Religious, Cultural, Social, and Economic Studies, also from UMA. This strengthened our connection with the socio-cultural dynamics of the city

- In the field of inclusion and equality, we partnered with the **Hedy Lamarr Chair for Women and Technology**, an initiative that promotes female participation in STEM fields and greater access for women to the tech sector. We took part in forums and outreach activities supporting technical careers and local talent development.
- Participation in the **expert committee that developed Málaga's Second Strategic Plan for Universal Accessibility**, promoted by the City Council. This reinforces our commitment to comprehensive accessibility, highlighting our fully accessible infrastructure and the training and awareness initiatives aimed at vulnerable groups.
- Involvement in forums such as the update of **Málaga's Urban Agenda**, and ongoing cooperation with **AOPJA on sustainable mobility** and environmental impact reduction, reinforcing our actions toward sustainable development and continuous service improvement.
- Through **Metro School**, we bring public transport closer to young people via educational talks and guided visits, promoting responsible transport use from an early age.

- We receive regular visits from **engineering students** from the University of Málaga and the University of Jaén, strengthening our commitment to technical education and our connection to the academic environment.





# 8. About this report



# 8. About this report

Through this report, Metro de Málaga, S.A. presents information corresponding to the full year 2024, with evolutionary data from 2022 onward. We address environmental, social, and economic issues, as well as those related to our workforce, human rights, and community impact, which we consider relevant to our organization, our users, and our main stakeholders in the course of our operations.

**Metro de Málaga**, S.A. is a public limited company with 23.69% public ownership through the Public Works Agency of the Regional Government of Andalusia. The remaining 76.31% of the capital is owned by Vauban Infrastructure Partners, our majority shareholder, through the following entities:

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%

This report has been prepared in accordance with the guidelines and requirements established for report preparation, using the Global Reporting Initiative (GRI Standards) as a reference, based on the current version available at [www.globalreporting.org](http://www.globalreporting.org). We are also aligned with the United Nations Sustainable Development Goals (SDGs), reflecting our commitment to the 2030 Agenda.

To this end, we have complied with:

- Publication of a GRI Content Index.
- Provision of a statement of use.
- Notification to GRI regarding the use of its standards as a reference for this report, by sending the required information to: [reportregistration@globalreporting.org](mailto:reportregistration@globalreporting.org)

To determine the content and provide a comprehensive view of our economic, environmental, and social impacts, we followed the GRI criteria, including:

- Stakeholder engagement.
- Materiality analysis.

Additionally, we applied the GRI principles to ensure the quality and accurate presentation of the information included in this report, based on the following pillars:

- Accuracy.
- Balance.
- Clarity.
- Comparability.
- Completeness.
- Sustainability context.
- Timeliness.
- Reliability.

## Contact information

If you have any questions about this report or its content, you can contact:

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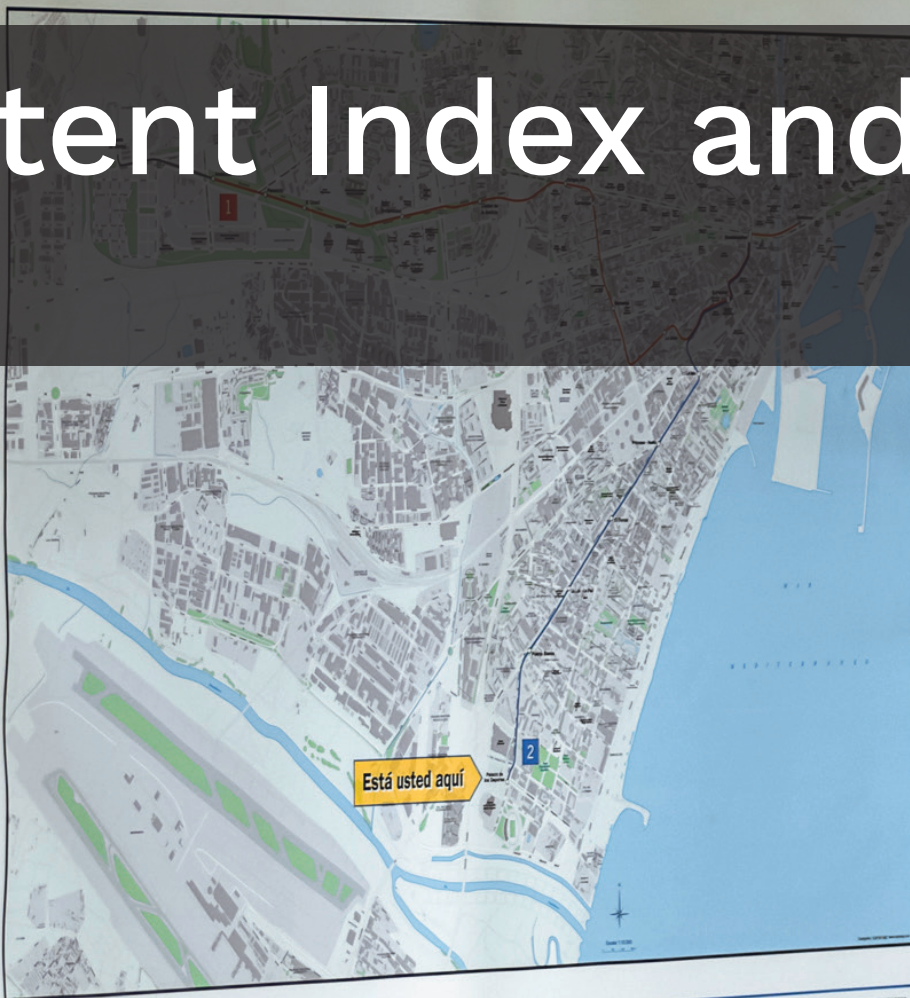
You can also contact us at our corporate headquarters:

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29590 Málaga  
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This report presents the main sustainability indicators of Metro de Málaga, S.A. It is our third Sustainability Report, published every three years.



# 9. GRI Content Index and SGGs



INFORMACIÓN DE INTERÉS PARA PASAJEROS



Punto de Información



Pulse este botón y le atenderá personal de Metro de Málaga

- Horarios de inicio y fin de servicio**
- De lunes a jueves:  
De 06:30 a 23:00 h.
  - Viernes y vespers de festivos:  
De 06:30 a 01:30 h.
  - Sábados:  
De 07:00 a 01:30 h.
  - Domingos y festivos:  
De 07:00 a 23:00 h.

**Reglamento de regulación de servicio**

El presente reglamento de regulación de servicio tiene por objeto establecer las condiciones de prestación del servicio de transporte público urbano de Malaga, así como las obligaciones de los usuarios y el personal de Metro de Malaga. Este reglamento se aplica a todos los usuarios que utilicen el servicio de transporte público urbano de Malaga.

El servicio de transporte público urbano de Malaga se presta en las siguientes condiciones:

- El servicio se presta en las líneas de transporte público urbano de Malaga.
- El servicio se presta en los horarios establecidos en el presente reglamento.
- El servicio se presta en las condiciones de seguridad y calidad de servicio establecidas en el presente reglamento.
- El servicio se presta en las condiciones de accesibilidad establecidas en el presente reglamento.
- El servicio se presta en las condiciones de tarifas establecidas en el presente reglamento.

**STATEMENT OF USE:** Metro de Málaga S. A., has reported the information cited in this GRI content index for the period from January 1, 2022 to December 31, 2024, with reference to the GRI Standards.

**GRI 1 used:** Foundation 2021

## GRI 2: GENERAL DISCLOSURES 2021

GRI standard	Disclosure	Location	SDG
<b>1. THE ORGANIZATION AND ITS REPORTING PRACTICES</b>			
2-1	Organizational details	1. Get to know Metro de Málaga	N/A
2-2	Entities included in the organization’s sustainability reporting	8. About this report	N/A
2-3	Reporting period, frequency and contact point	8. About this report	N/A
2-4	Restatements of information	8. About this report	N/A
<b>2. ACTIVITIES AND WORKERS</b>			
2-6	Activities, value chain and other business relationships	1. Get to know Metro de Málaga	
2-7	Employees	6. Commitment to our workers	
2-8	Workers who are not employees	6. Commitment to our workers	

GRI standard	Disclosure	Location	SDG
<b>3. GOVERNANCE</b>			
2-9	Governance structure and composition	1. Get to know Metro de Málaga	N/A
2-10	Nomination and selection of the highest governance body	1. Get to know Metro de Málaga	N/A
2-11	Chair of the highest governance body	3. Commitment to responsible business	N/A
2-12	Role of the highest governance body in overseeing the management of impacts	3. Commitment to responsible business	N/A
2-13	Delegation of responsibility for managing impacts	3. Commitment to responsible business	N/A
2-14	Role of the highest governance body in sustainability reporting	3. Commitment to responsible business	N/A
2-15	Conflicts of interest	3. Commitment to responsible business	N/A
2-16	Communication of critical concerns	3. Commitment to responsible business	N/A
2-19	Remuneration policies	6. Commitment to our workers	N/A
2-20	Process to determine remuneration	6. Commitment to our workers	N/A
2-21	Annual total compensation ratio	6. Commitment to our workers	N/A

GRI standard	Disclosure	Location	SDG
<b>4. STRATEGY, POLICIES AND PRACTICES</b>			
2-22	Statement on sustainable development strategy	Letter from the Chairman and letter from the CEO	N/A
2-23	Policy commitments	2. Commitment to sustainability 3. Commitment to responsible business	N/A
2-24	Embedding policy commitments	3. Commitment to responsible business	N/A
2-25	Processes to remediate negative impacts	2. Commitment to sustainability	N/A
2-26	Mechanisms for seeking advice and raising concerns	2. Commitment to sustainability	N/A
2-27	Compliance with laws and regulations	3. Commitment to responsible business	N/A
2-28	Membership associations	3. Commitment to responsible business	N/A
<b>5. STAKEHOLDER ENGAGEMENT</b>			
2-29	Approach to stakeholder engagement	2. Commitment to sustainability	N/A
2-30	Collective bargaining agreements	6. Commitment to our workers	8

### GRI 3: MATERIAL TOPICS 2021

GRI standard	Disclosure	Location	SDG
3-1	Process to determine material topics	2. Commitment to sustainability	N/A
3-2	List of material topics	2. Commitment to sustainability	N/A
<b>MATERIAL TOPICS: ENSURE THE COMPANY'S ECONOMIC PERFORMANCE</b>			
3-3	Management of material topics	1. Get to know Metro de Málaga	N/A
<b>GRI 201: ECONOMIC PERFORMANCE 2016</b>			
201-1	Direct economic value generated and distributed	1. Get to know Metro de Málaga	8
201-4	Financial assistance received from government	3. Commitment to responsible business	N/A
<b>GRI 202: MARKET PRESENCE 2016</b>			
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	6. Commitment to our workers	8
<b>GRI 203 INDIRECT ECONOMIC IMPACTS 2016</b>			
203-1	Infrastructure investments and services supported	1. Get to know Metro de Málaga	8
<b>GRI 204: PROCUREMENT PRACTICES 2016</b>			
204-1	Proportion of spending on local suppliers	3. Commitment to responsible business	8, 9, 10

## GOOD GOVERNANCE PRACTICES AND ENSURE LEGAL COMPLIANCE

GRI standard	Disclosure	Location	SDG
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### GRI 3: MATERIAL TOPICS 2021

3-3	Management of material topics	3. Commitment to responsible business	N/A
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### GRI 414: SUPPLIER SOCIAL ASSESMENT 2016

414-2	Negative social impacts in the supply chain and actions taken	No has been observed	8, 12
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## COMPLIANCE WITH ETHICS

### GRI 3: MATERIAL TOPICS 2021

3-3	Management of material topics	3. Commitment to responsible business	N/A
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### GRI 205: ANTI-CORRUPTION 2016

205-1	Operations assessed for risks related to corruption	3. Commitment to responsible business	16
205-2	Communication and training about anti-corruption policies and procedures	3. Commitment to responsible business	16
205-3	Confirmed incidents of corruption and actions taken	3. Commitment to responsible business	16

## RESPECT AND PROTECT HUMAN RIGHTS

GRI standard	Disclosure	Location	SDG
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### GRI 3: MATERIAL TOPICS 2021

3-3	Management of material topics	3. Commitment to responsible business	N/A
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### GRI 406: NON DISCRIMINATION 2016

406-1	Incidents of discrimination and corrective actions taken	No has been observed	5, 10
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### GRI 410: SECURITY PRACTICES 2016

410-1	Security personnel trained in human rights policies or procedures	3. Commitment to responsible business	16
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### GRI 414: SUPPLIER SOCIAL ASSESMENT 2016

414-2	Negative social impacts in the supply chain and actions taken	3. Commitment to responsible business	8, 16
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## ENGAGE IN DIALOGUE AND RESPOND TO STAKEHOLDERS

GRI standard	Disclosure	Location	SDG
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### GRI 3: MATERIAL TOPICS 2021

3-3	Management of material topics	2. Commitment to sustainability	N/A
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### GRI 413: LOCAL COMMUNITIES 2016

413-1	Operations with local community engagement, impact assessments, and development programs	7. Commitment to Málaga and society	11
413-2	Operations with significant actual and potential negative impacts on local communities	7. Commitment to Málaga and society	11

## ENSURE THE HEALTH AND WELL-BEING OF EMPLOYEES

### GRI 3: MATERIAL TOPICS 2021

3-3	Management of material topics	6. Commitment to our workers	N/A
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### GRI 403 : OCCUPATIONAL HEALTH AND SAFETY 2018

403-1	Occupational health and safety management system	6. Commitment to our workers	3,8
403-2	Hazard identification, risk assessment, and incident investigation	6. Commitment to our workers	3,8
403-3	Occupational health services	6. Commitment to our workers	3,8

GRI standard	Disclosure	Location	SDG
403-4	Worker participation, consultation, and communication on occupational health and safety	6. Commitment to our workers	3,8
403-5	Worker training on occupational health and safety	6. Commitment to our workers	3,8
403-6	Promotion of worker health	6. Commitment to our workers	3,8
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	6. Commitment to our workers	3,8
403-8	Workers covered by an occupational health and safety management system	6. Commitment to our workers	3,8
403-9	Work-related injuries	6. Commitment to our workers	3,8

## PROFESSIONAL DEVELOPMENT AND PROMOTE TALENT

### GRI 3: MATERIAL TOPICS 2021

3-3	Management of material topics	6. Commitment to our workers	N/A
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### GRI 404 TRAINING AND EDUCATION 2016

404-1	Average hours of training per year per employee	6. Commitment to our workers	4 8, 9
404-3	Percentage of employees receiving regular performance and career development reviews	6. Commitment to our workers	4 8, 9

## GENDER EQUALITY

GRI standard	Disclosure	Location	SDG
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### GRI 3: MATERIAL TOPICS 2021

3-3	Management of material topics	6. Commitment to our workers	N/A
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### GRI 401: EMPLEO 2016

401-1	New employee hires and employee turnover	6. Commitment to our workers	5
401-3	Parental leave	6. Commitment to our workers	5

### GRI 405: DIVERSITY AND EQUAL OPPORTUNITY 2016

405-1	Diversity of governance bodies and employees	1. Get to know Metro de Málaga 6. Commitment to our workers	5
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## ENSURE THE HEALTH AND WELL-BEING OF USERS

### GRI 3: MATERIAL TOPICS 2021

3-3	Management of material topics	4. Commitment to our users	N/A
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### GRI 416: CUSTOMER HEALTH AND SAFETY 2016

416-1	Assessment of the health and safety impacts of product and service categories	4. Commitment to our users	11, 12
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	4. Commitment to our users	11, 12

GRI standard	Disclosure	Location	SDG
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	4. Commitment to our users	11, 12

**ENSURE UNIVERSAL ACCESIBILITY**

**GRI 3: MATERIAL TOPICS 2021**

3-3	Management of material topics	4. Commitment to our users	N/A
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**GRI 417 MARKETING AND LABELING 2016**

417-1	Requirements for product and service information and labeling	4. Commitment to our users	11, 12
417-2	Incidents of non-compliance concerning product and service information and labeling	4. Commitment to our users	11, 12
417-3	Incidents of non-compliance concerning marketing communications	4. Commitment to our users	11, 12

**MINIMIZE THE ENVIRONMENTAL IMPACT OF OUR OPERATIONS**

**GRI 3: MATERIAL TOPICS 2021**

3-3	Management of material topics	5. Commitment to the planet	N/A
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**GRI 301: MATERIALS 2016**

301-1	Materials used by weight or volume	5. Commitment to the planet	12, 13
301-2	Recycled input materials used	5. Commitment to the planet	12, 13

GRI standard	Disclosure	Location	SDG
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**GRI 306: WASTE 2020**

306-1	Waste generation and significant waste-related impacts	5. Commitment to the planet	12, 15
306-2	Management of significant waste-related impacts	5. Commitment to the planet	12, 15
306-3	Waste generated	5. Commitment to the planet	12, 15
306-4	Waste diverted from disposal	5. Commitment to the planet	12, 15
306-5	Waste directed to disposal	5. Commitment to the planet	12, 15

**PREVENT POLLUTION: ATMOSPHERIC, NOISE, AND LIGHT**

**GRI 3: MATERIAL TOPICS 2021**

3-3	Management of material topics	5. Commitment to the planet	N/A
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**CONTRIBUTE TO SUSTAINABLE MOBILITY**

**GRI 3: MATERIAL TOPICS 2021**

3-3	Management of material topics	5. Commitment to the planet	N/A
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## OPTIMIZE ENERGY CONSUMPTION

GRI standard	Disclosure	Location	SDG
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### GRI 3: MATERIAL TOPICS 2021

3-3	Management of material topics	5. Commitment to the planet	N/A
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### GRI 302 ENERGY 2016

302-1	Energy consumption within the organization	5. Commitment to the planet	13
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302-3	Energy intensity	5. Commitment to the planet	13
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## TAKE ACTION ON CLIMATE CHANGE

### GRI 3: MATERIAL TOPICS 2021

3-3	Management of material topics	5. Commitment to the planet	N/A
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### GRI 305 EMISSIONS 2016

305-1	Direct (Scope 1) GHG emissions	5. Commitment to the planet	13
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305-2	Energy indirect (Scope 2) GHG emissions	5. Commitment to the planet	13
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308-2	Negative environmental impacts in the supply chain and actions taken	3. Commitment to responsible business	13
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