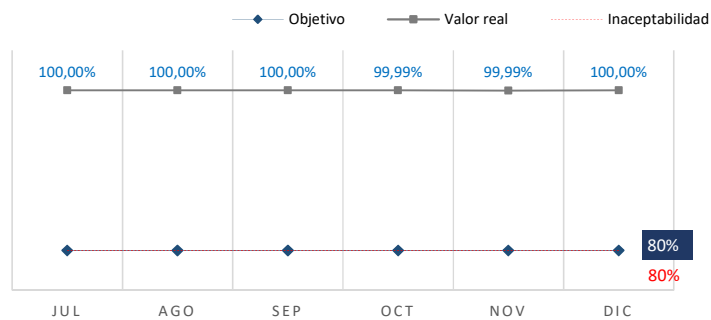
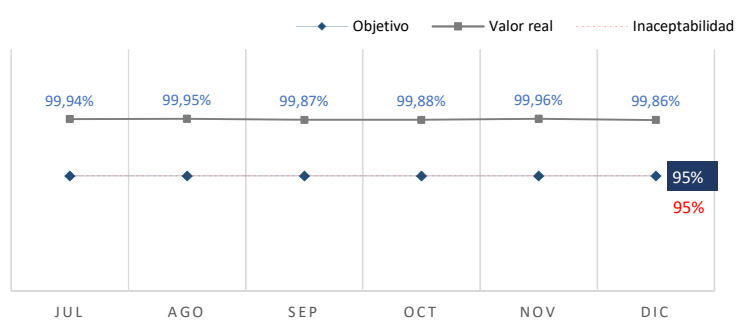


Service Offered

% of passengers who benefit from there not being more than 4 people/m2 in the trains

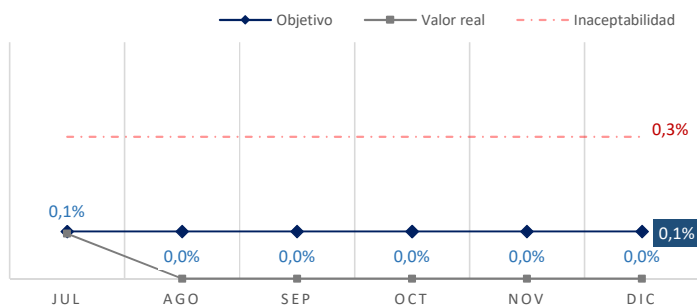


% of customers who find the service as scheduled

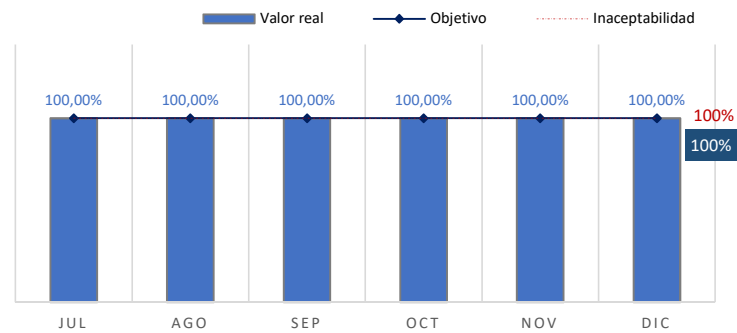


Availability

% of failures of platforms for people with reduced mobility in our fleet

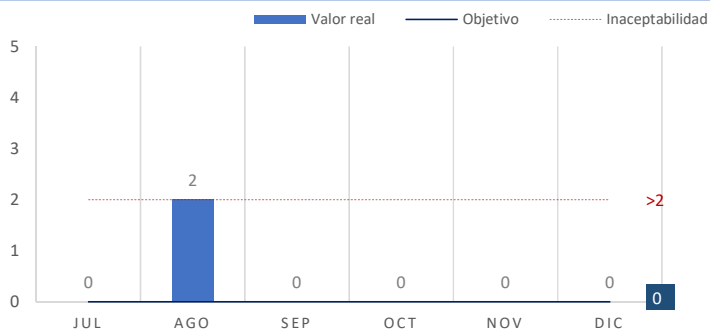


% of our vehicles that have at least 4 seats reserved for people with reduced mobility.

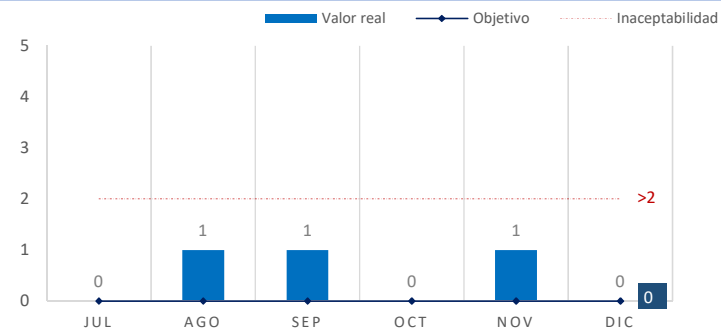


Information

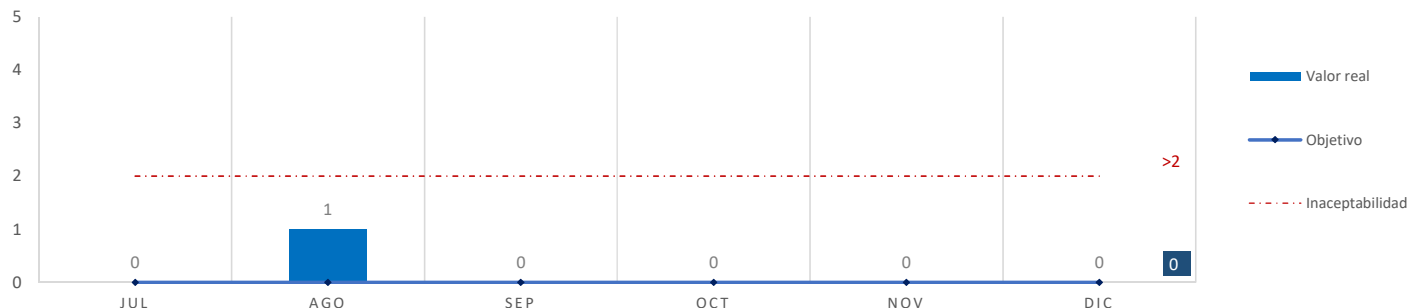
Number of complaints concerning lack of information at stops



Number of complaints concerning lack of information at bus

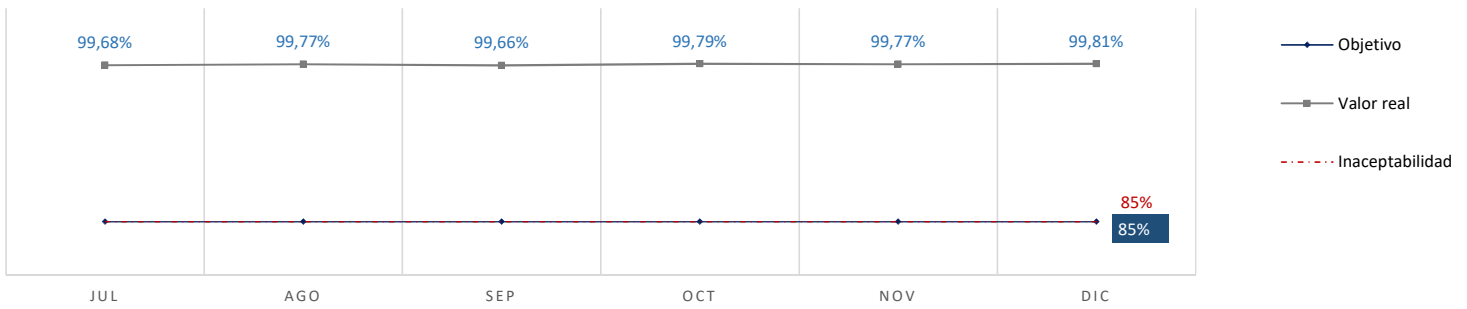


Number of complaints for lack of information in stops before any anomaly.



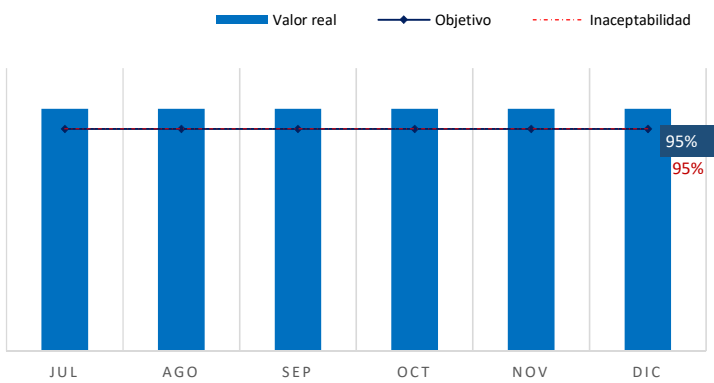
Puntuality

% of our services performed on time

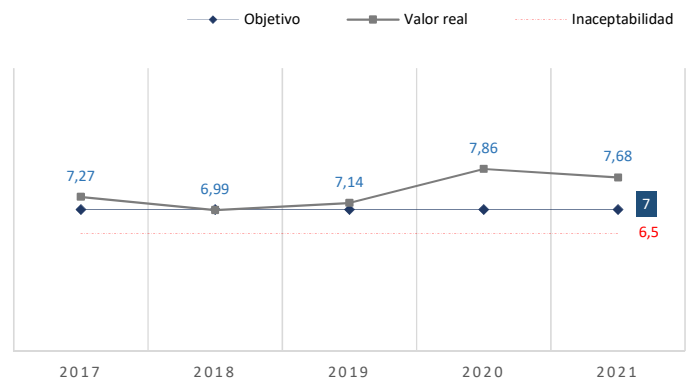


Customer Service

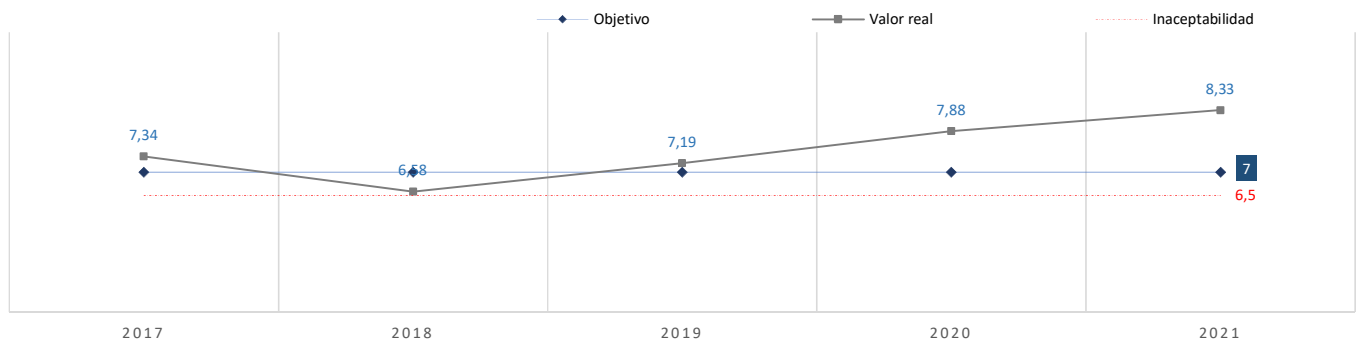
% of our customers who receive a response within 8 days to any claim



Overall satisfaction of our customers with our service

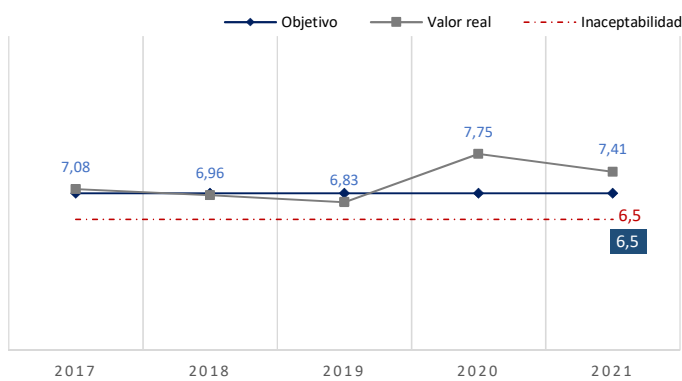


Assessment obtained from our clients on the treatment received

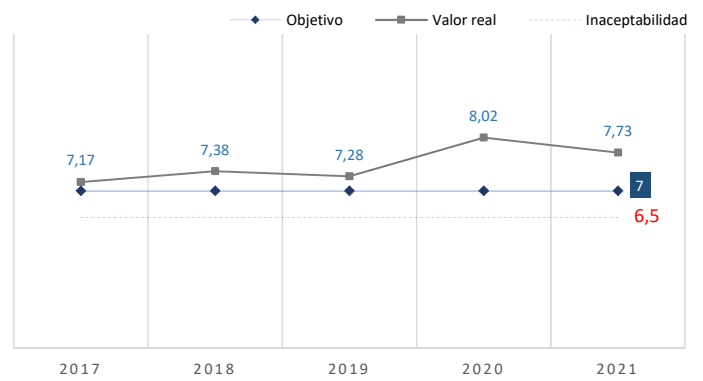


Comfort, Cleanliness and Maintenance

Assessment obtained from our clients on the comfort on the way

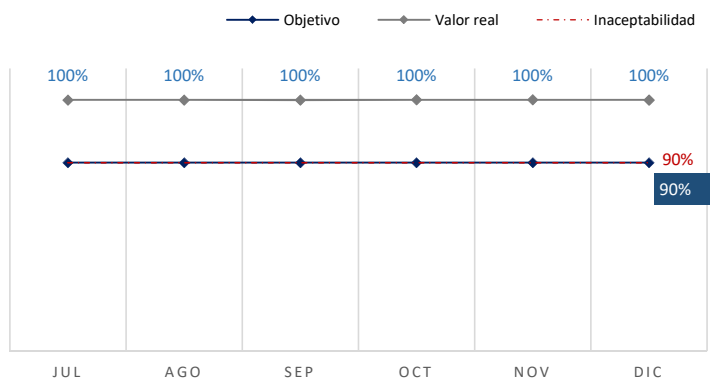


Review obtained from our customers about cleanliness

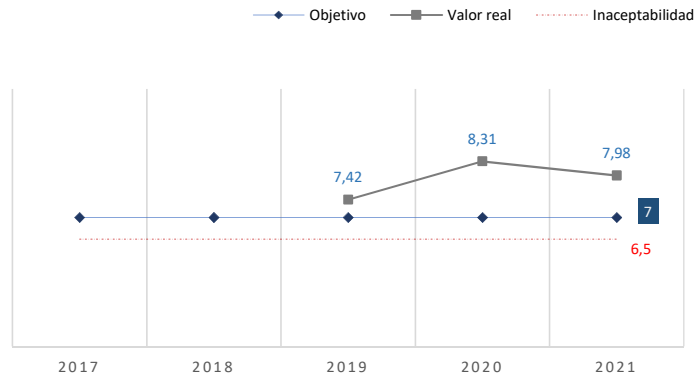


Security

% of our customers who are protected by our video surveillance system

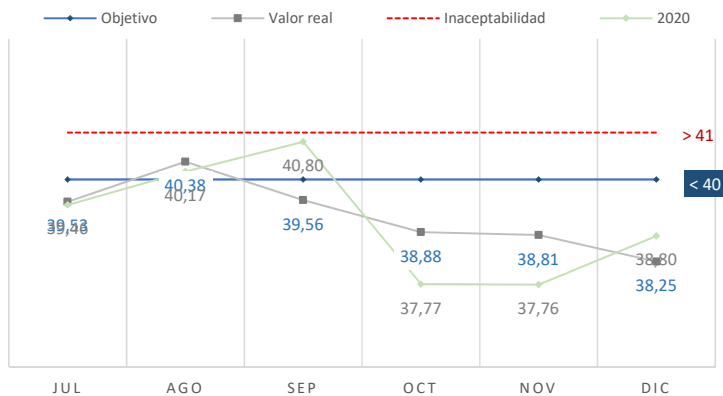


Assessment obtained from our clients on the "feeling of security"



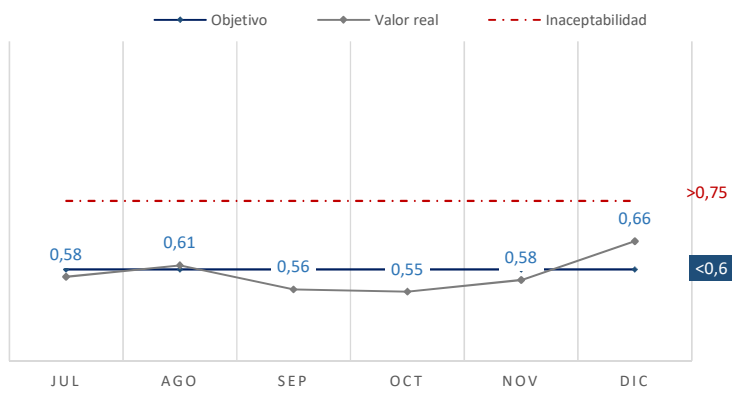
Environmental impact

Fuel consumption in units (l)/100km



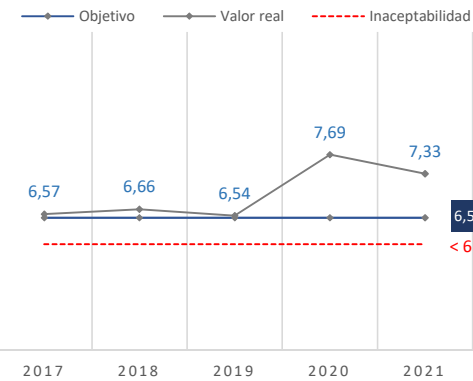
*The year 2020 was affected by the pandemic

Fuel consumption in units (l)/travelling persons per month

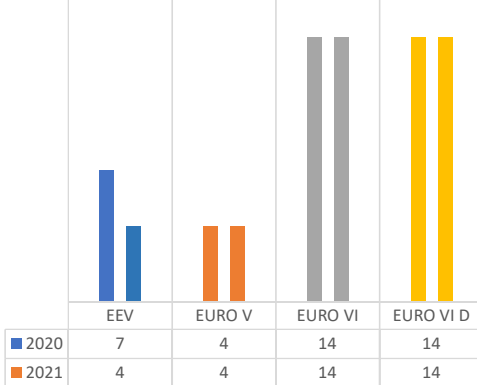


*The comparison with the year 2020 is not representative due to the influence of the pandemic

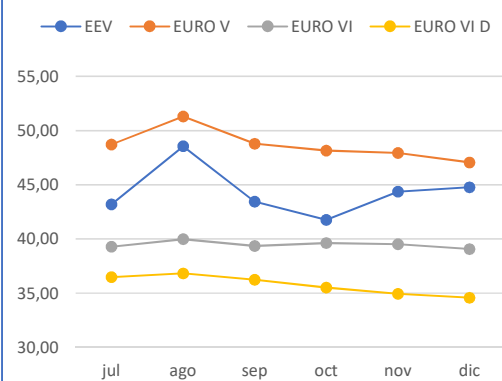
Rating obtained from our customers on the sensation of noise



Our vehicle fleet by vehicle type



Consumption l/100 km by vehicle type



* The comparison with 2020 is not representative due to the influence of the pandemic on the service. Even so, an improvement in the fuel consumption trend can be observed thanks to the better use of EURO VI and EURO VI D vehicles.