

Mobility that transforms cities

Index



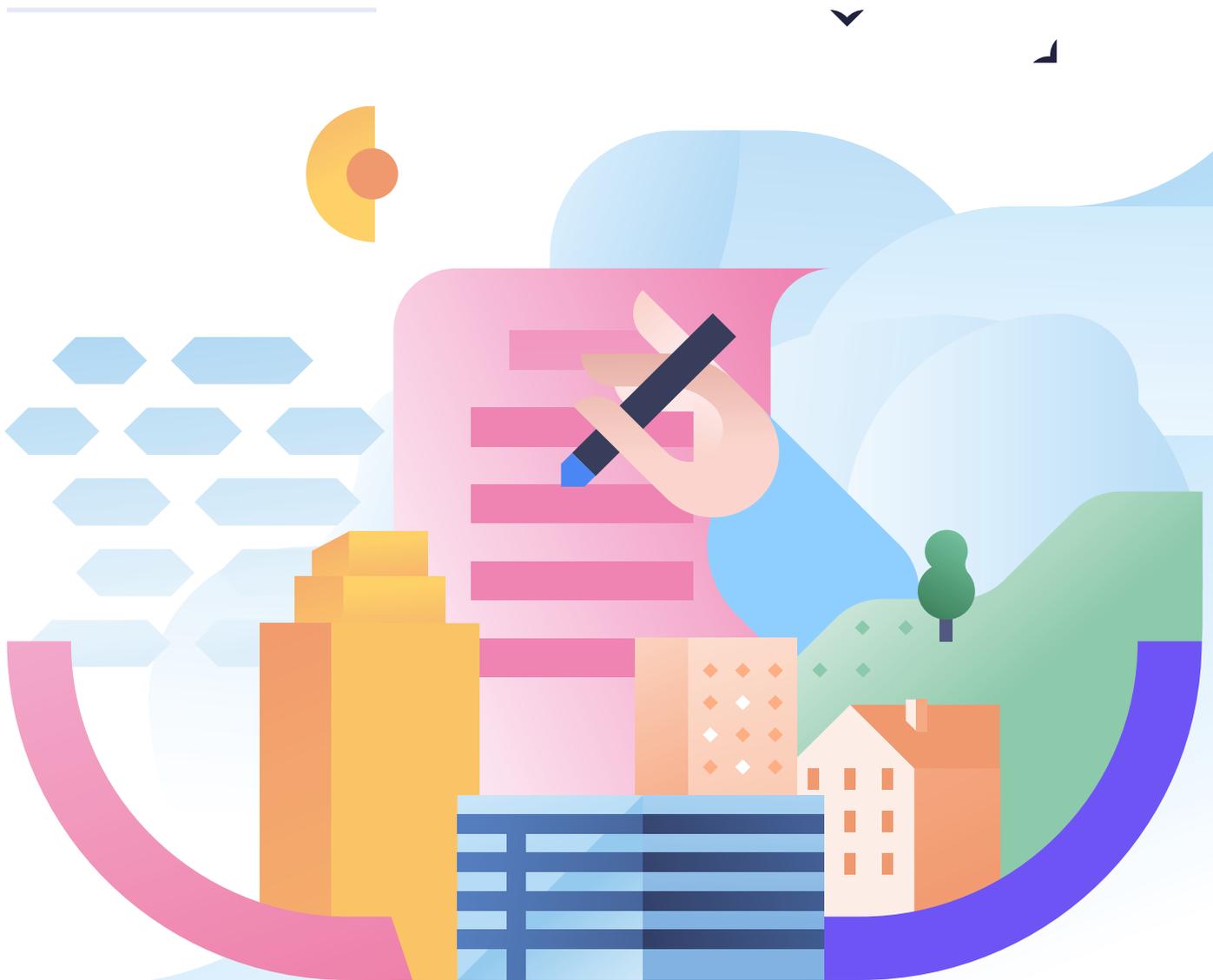
01.	Letter from the CEO	1
02.	Our organisation	4
03.	We are transparent	10
04.	Challenges & risks: past, present and future	13
05.	Our sustainability strategy	17
06.	Company culture	25
07.	Sustainable economic development	30
08.	Social development	37
	Pride & Talent: team	38
	Our app: for passengers and drivers	51
	Cabify Business	59
	Social Impact	60
	Awareness raising	61
09.	Environmental impact	62
10.	2020: A very present future	67

01.

Letter from the CEO

2019, in the words
of Juan de Antonio

02



2019, in the words of Juan de Antonio

02

Our project is already a solid business model, not only in Spain but also in Latin America.

What if we could share vehicles, paying only for the time we use them? When Cabify was still a dream, we asked ourselves infinite questions and so many different ideas came up, but in the end it was this question that gave meaning to our company. Little by little, we drew up this new project that sought to provide mobility options that would transform cities. We thought, for example, how wonderful it would be to decongest traffic, have more space in our streets, or breathe cleaner air.

Today, almost a decade later, our project is already a solid business model, not only in Spain but also in Latin America. And we are proud to contribute to making cities better places to live. Moreover, we are clear that this mission is still valid. In the mobility of cities, the inefficient use of resources keeps prevailing, with a high percentage of urban journeys made in private vehicles. In January 2018, we became the first company in our sector and globally to offset all our emissions. Now, we are working on reducing them. Our company's development is based on continuing to provide a better solution every day.

In 2019, the numbers have been especially strong for Cabify. For the first time since we were born, we delivered global operating profit of \$4 million in the fourth quarter. That is the best year in our history. And makes us the first company in our industry to achieve profitability.

From the beginning we have been clear that the only way to consolidate the positive impact that our activity generates in the cities and in the rest of the planet, is to ensure its continuity over time. This positive result –we also grew in clients– is the confirmation that we will be able to scale it up and make it last, reinforcing our independence. Profitability and sustainability go hand in hand: we believe that there is a lot of growth ahead and we are going to balance it with healthy and sustainable progress.

Sustainability is the epicenter of our vision. We manage it transversally, involving all departments and teams and covering all our activity. For example, we see R+D+i (research, development and innovation) as the way to generate the necessary skills and knowledge to make decisions towards more sustainable and accessible mobility alternatives. Here we have also managed to differentiate ourselves, reaching a figure for work carried out that is well above the national average for investment with respect to GDP.

In order to unify our services and open up the range of urban mobility options, this year we took important steps to create a multimodal platform. With the migration of the Easy Taxi app to Cabify, which was as complex as it was exciting, and the inclusion of this means of transport among our services in Spain, our users were the first to enjoy a taxi service with differential quality standards. On the other hand, we have also added MOVO, which allows access within our application to micro-mobility vehicles such as motorcycles and electric scooters to cover short distances. And, thanks to technology and our commitment to an inclusive society, Cabify's app is 100% accessible to blind people in all the countries where we operate and we have set ourselves the goal that our digital services will overcome any barrier and reach everyone regardless of their abilities, cultural level or age.



Everyone is part of the urban mobility that we project.

We have many challenges ahead of us. But we are also very eager to participate in their solution. With the boom in on-demand transport services, users are demanding more control, safety and transparency. The coexistence of modern mobility alternatives and traditional options urgently needs support and regulation in order to provide a response to the social and environmental challenges we face every day.

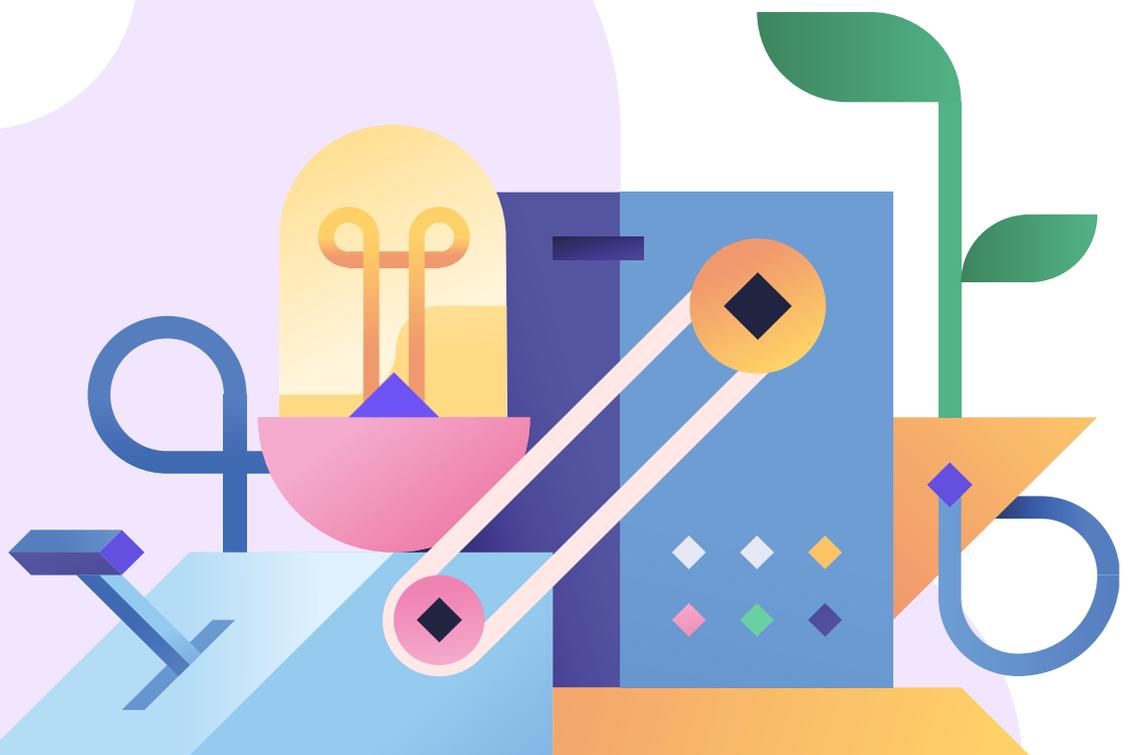
At Cabify, we believe in regulation that, by encouraging more mobility options in an orderly and gradual manner, also guarantees compliance with minimum safety conditions, quality work for professionals who transport people, and respect for the environment. We continue to believe that encouraging shared and efficient use of transport would decongest cities and make public space more habitable. And that pollution –transport is responsible for almost 20% of urban emissions– can be reduced with more efficient proposals that lower CO2 and NOx levels and have an impact on better air quality.

That's why, since 2018, we have been part of the United Nations Global Compact and have aligned ourselves with Agenda 2030, renewing one more year our commitment to the initiative and its Ten Principles, and working hand in hand with the European Union on the Green Deal and in all initiatives aimed at achieving carbon neutrality by 2050.

At Cabify, we understand that each person has their energy, each neighbourhood its essence and each city its soul. Everyone is part of the urban mobility that we project. We form a community of people who believe that cities can be brighter, better places to live. And we want to thank them all for creating, each day, a more sustainable future.



Juan de Antonio
Founder and CEO of Cabify

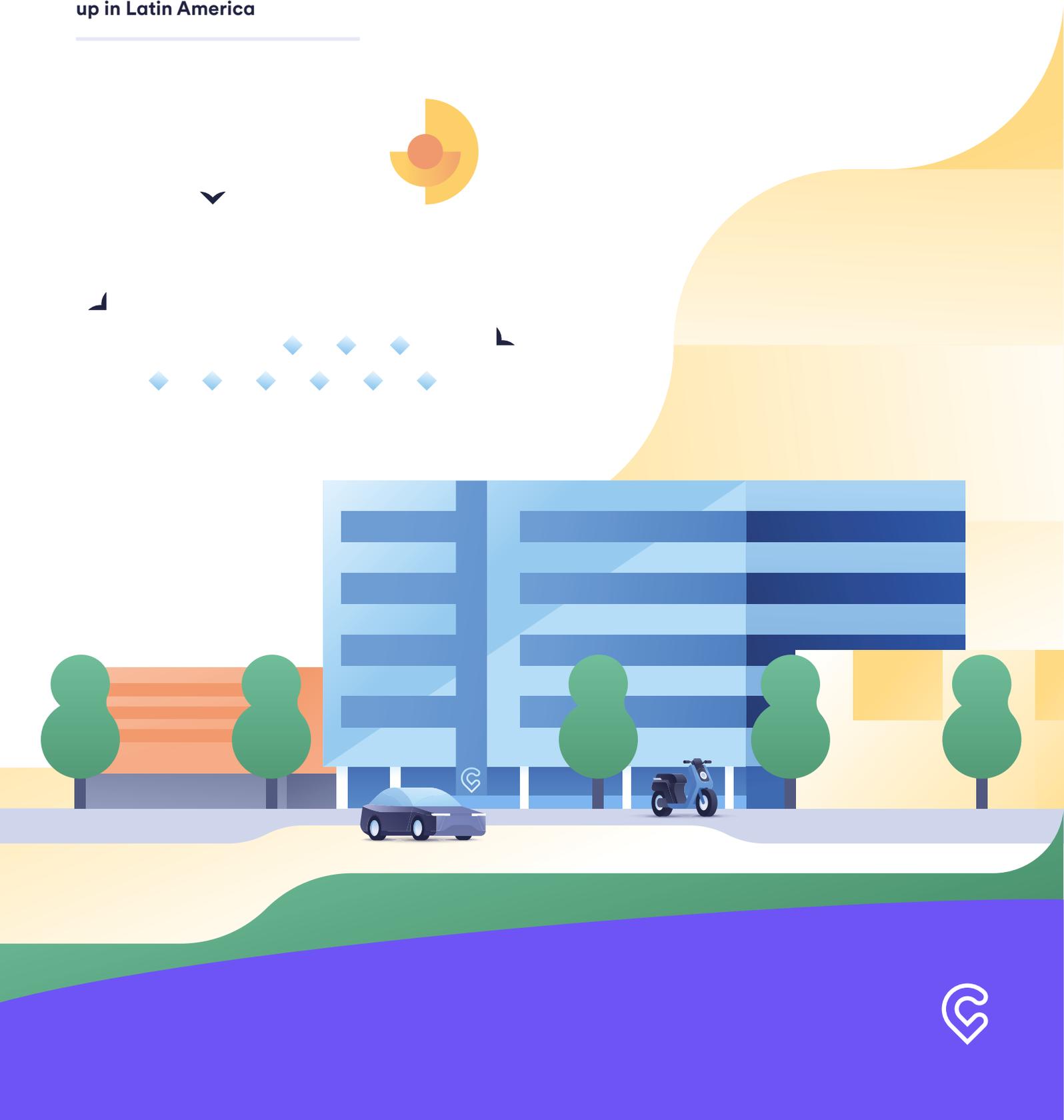


02.

Our organisation

Born in Spain, we grew up in Latin America

05

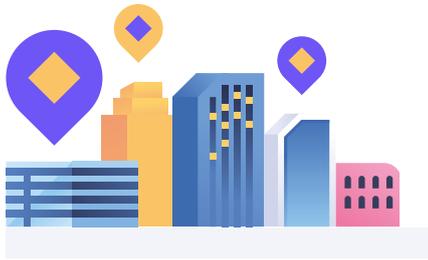


Born in Spain, we grew up in Latin America

05



In 2011 we were born in Madrid, and a few months later, our proposal for sustainable mobility was also on the streets of large cities in Latin America. Here, as it is there, our goal remains the same: to put private users and companies in touch with the forms of transport that best suit their needs, thus making cities better places to live.



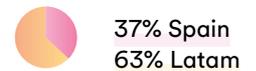
We are present in:

86 cities in **12** countries



Team:

1,089 employees



Collaborating partners (more than):

19.000
drivers in Spain

400.000
drivers in Latam



Active Users:

2 million
in Spain

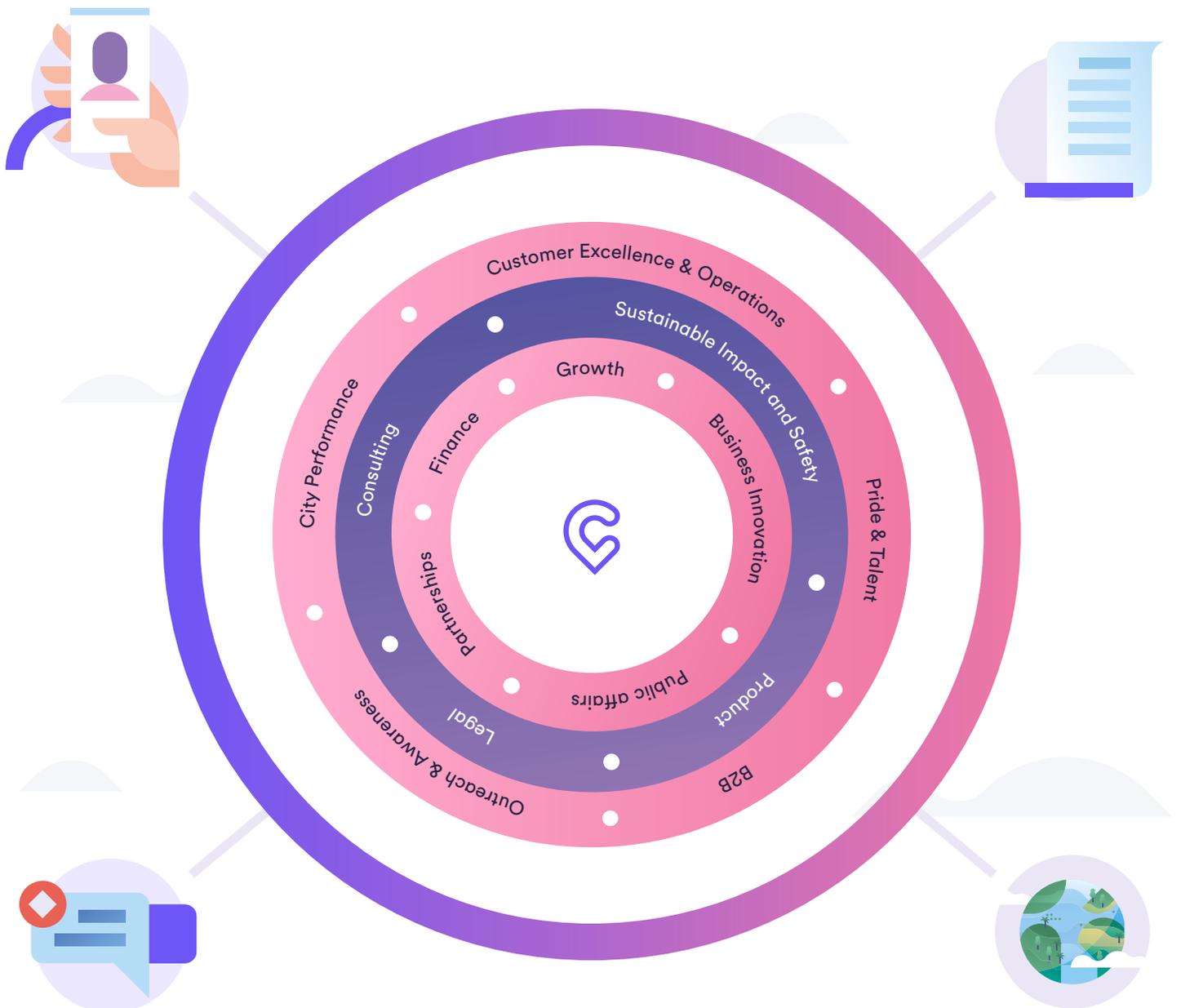
4,5 million
in Latam

Our structure



- Global areas
- Local areas

The organization chart in Spain responds to the needs of our service and operation in our country (local) and in all the countries where we operate (global).



Presence in Spain and Portugal

07

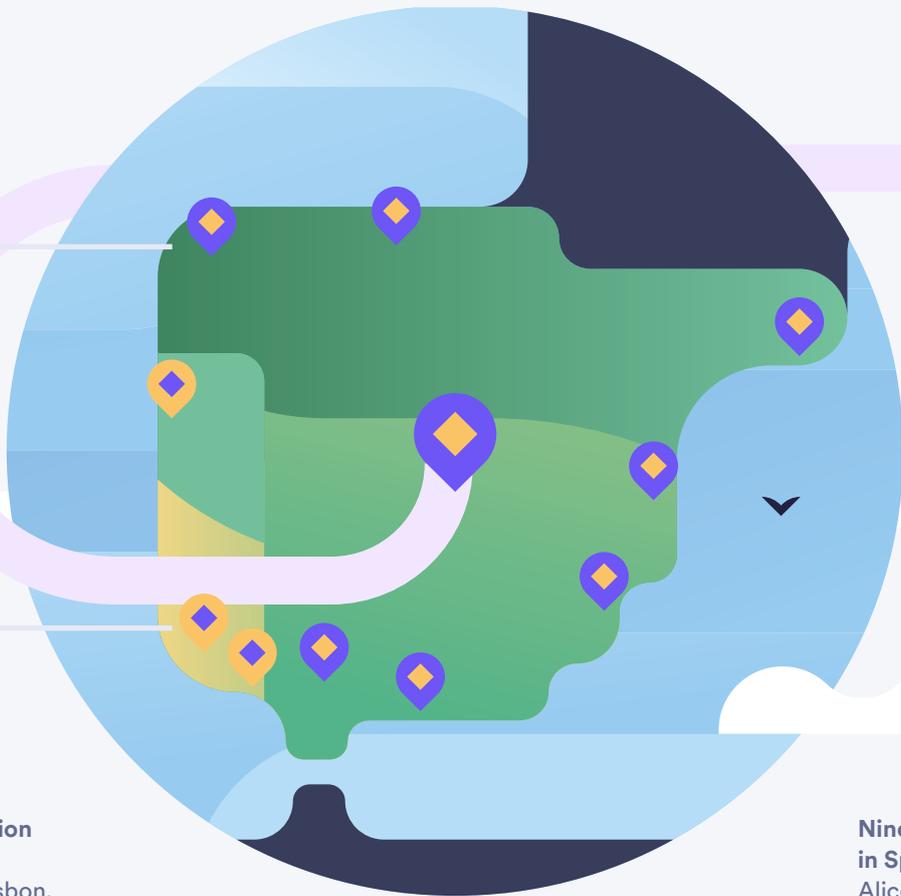
In Spain, we operate under the name of Maxi Mobility Spain SLU.

Our corporate headquarters are located at 42 Calle Pradillo.



Spain (9)

Portugal (4)



Four cities of operation in Portugal: Porto, Madeira, Algarve, Lisbon.

Nine cities of operation in Spain: Santander, Alicante, Barcelona, Murcia, Seville, La Coruña, Valencia, Madrid, Málaga.

In Portugal, we operate under the brand name Cabify¹.



1. In 2019 we left Portugal.

Madeira

Presence in Latin America

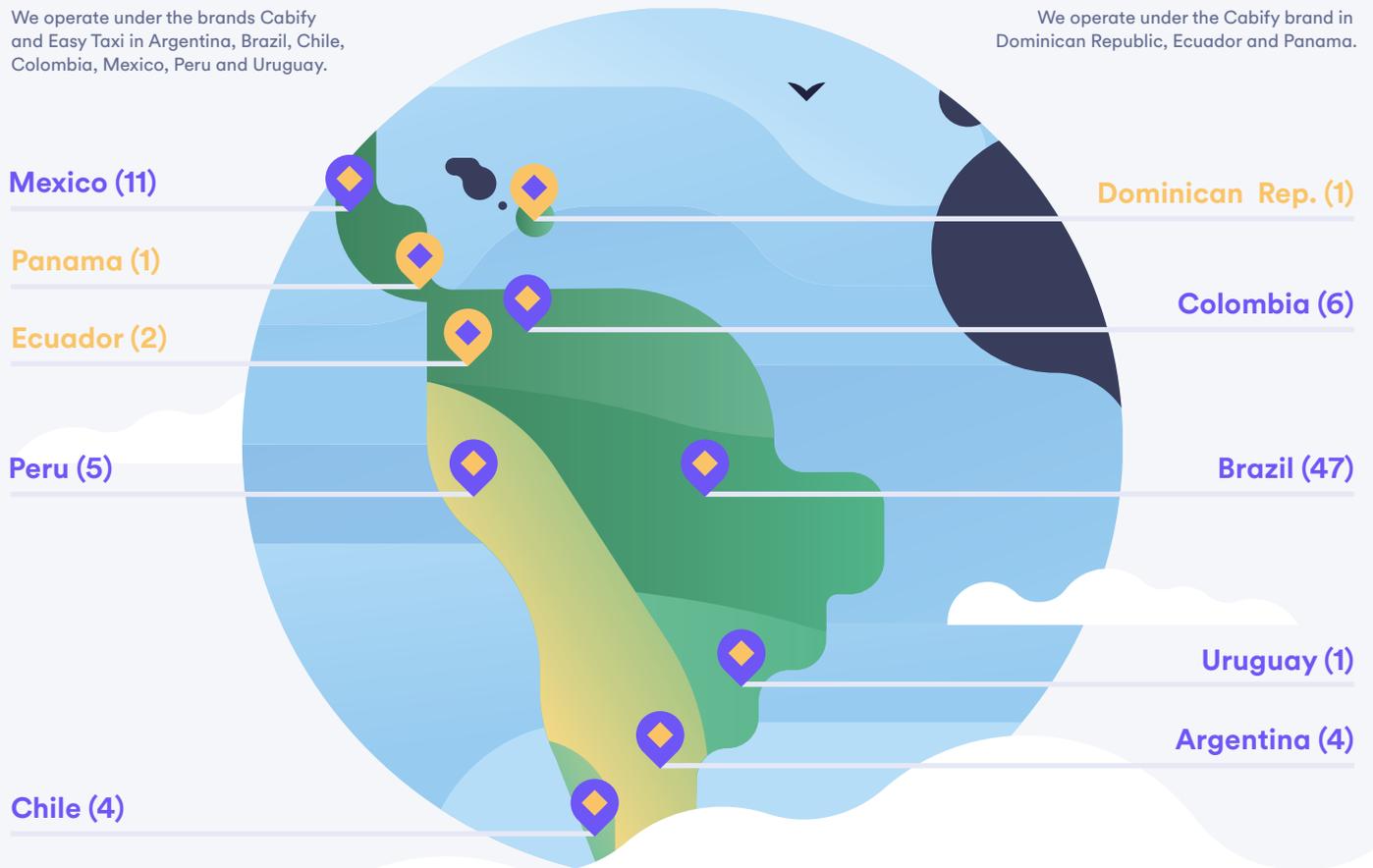
08



We operate under the brands Cabify and Easy Taxi in Argentina, Brazil, Chile, Colombia, Mexico, Peru and Uruguay.



We operate under the Cabify brand in Dominican Republic, Ecuador and Panama.



Argentina (4): Buenos Aires, Mendoza, Córdoba, Rosario.

Brazil (47): Porto Velho, Aracaju, São José do Rio Preto, Belém, Navegantes, Belo Horizonte, Rio Branco, Brasília, Sorocaba, Campina Grande, Maringá, Campinas, Palmas, Campo Grande, Recife, Campos dos Goytacazes, Salvador, Caxias do Sul, São Luís, Cuiabá, Uberlândia, Curitiba, Manaus, Feira de Santana, Natal, Florianópolis, Niterói, Fortaleza, Porto Alegre,

Goiânia, Presidente Prudente, Itu, Ribeirão Preto, João Pessoa, Rio de Janeiro, Joinville, Santos, Juiz de Fora, São José dos Campos, Jundiaí, São Paulo, Londrina, Teresina, Macaé, Vitória, Macapá, Maceió.
Colombia (6): Bucaramanga, Cartagena, Cali, Barranquilla, Bogotá, Medellín.
Chile (4): Concepción, Santiago, Iquique, Valparaíso.
Ecuador (2): Quito, Guayaquil.

Mexico (11): Tijuana, Puebla, Monterrey, Guadalajara, Querétaro, León, Toluca, Mérida, Mexico DF, Cancún, Aguascalientes.
Panama (1): Panama City.
Dominican Republic (1): Santo Domingo.
Peru (5): Piura, Arequipa, Trujillo, Cuzco, Lima.
Uruguay (1): Montevideo.

Service: Sectors and categories



Spain



Sectors:

- Individuals
- Private Companies

Latin America



Categories:



LITE
Most affordable category.



EXECUTIVE
Premium category, high-end vehicles.



KIDS
Lite category vehicles with group 1-2-3 child seats.



MOVO
Electric motorbike and scooter rental service.



GROUP
Vehicles with capacity up to 8 people.



ACCESS TAXI
Vehicles adapted for users with reduced mobility.



TAXI
Regulated by the corresponding authorities.



Categories:



EXECUTIVE
Premium category, in high-end vehicles.



LITE
P2P² option with higher quality service than the Economy category.



ECONOMY
Most affordable P2P category, in some markets such as Mexico includes P2P and taxi.



GROUP
Vehicles with capacity up to 8 people.



TAXI
Regulated by the legislation that applies in each city or country.



MOVO
Electric motorbike and scooter rental service in Mexico City, Bogotá, Lima and Santiago de Chile.

2. Peer to Peer (P2P) refers to forms of shared and collaborative mobility such as car-sharing or carpooling.

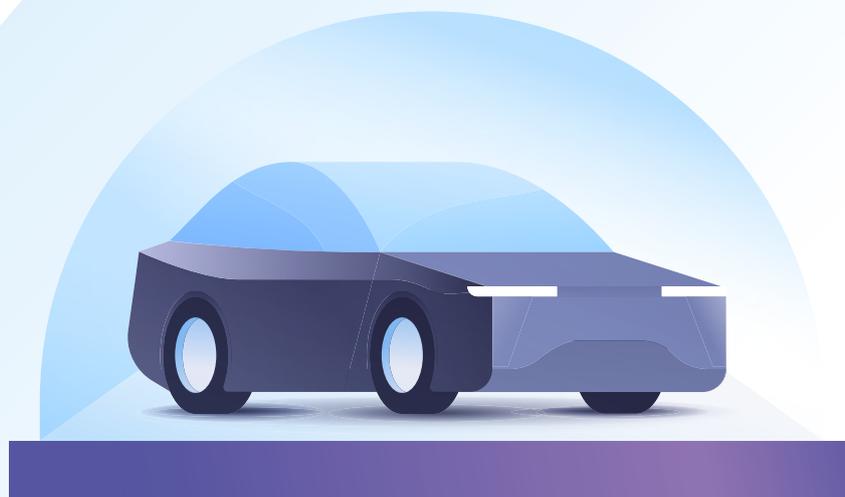


03.

We are transparent

How do we work on transparency? 11

About this report: know how 12



How do we work on transparency?

11 

Our annual accounts are audited by EY and deposited at the Mercantile Registry.

We publish annually our Sustainability Report, a report of non-financial information verified by AENOR.³

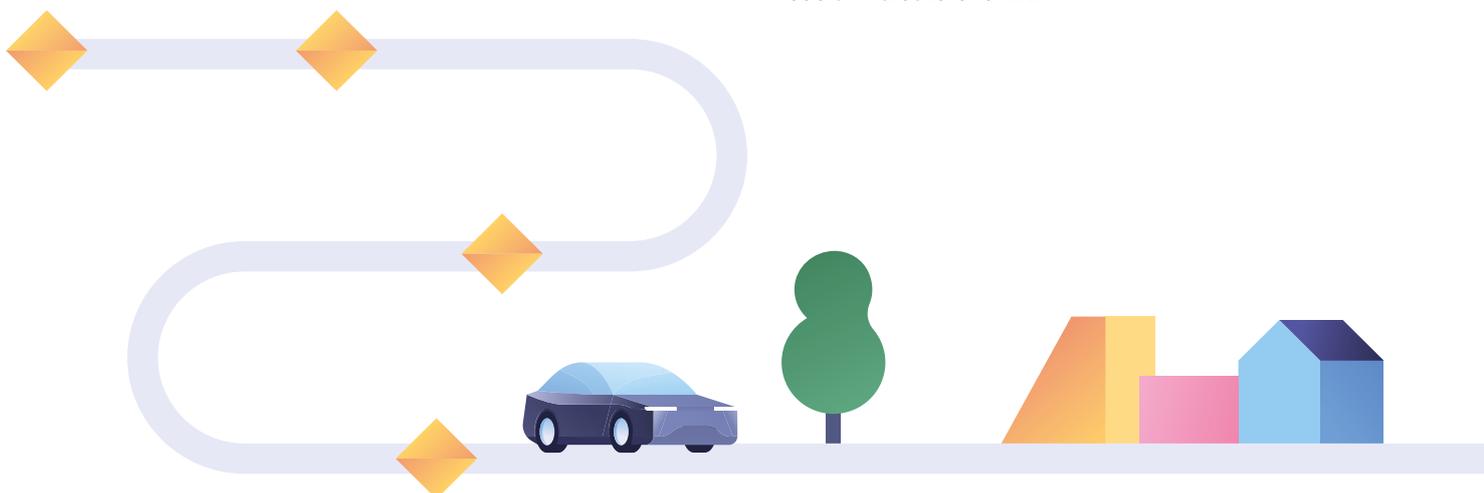
Transparency governs our management and activity:

-  We pay taxes in Spain and in each of the countries where we are present, declaring 100% of our activity.
-  The upfront price of our services is one of our differential values.
-  We invoice each journey with its corresponding taxes and deductions.

We encourage transparent communication with all our stakeholders and society in general.

We use different tools, external and internal, to identify areas of improvement in our management and to strengthen the relationship with our stakeholders:

-  eNPS and NPS⁴ are periodic satisfaction surveys with our employees and customers.
-  With Zendesk, we process the incidents during our journeys.
-  Mystery Shopper allows our employees to evaluate the service on board.
-  Every 6 months, we follow up the progress of our brand with Brand Tracking to guide our action plans.
-  We measure sustainability indicators and make a monthly report that helps us to make decisions.
-  Quarterly in Latin America, we report our progress on environmental and social indicators to IDB⁵ Invest.



3. The verification report is available at the end of this report.

4. NPS stands for Net Promoter Score.

5. Inter-American Development Bank.

About this report: know-how

12

We have prepared our second Sustainability Report, taking into account the three dimensions on which we seek to generate impact –economic, social and environmental– with the following characteristics:

REPORT REACH



Spain: information of 2019 on the group Maxi Mobility Spain SLU.

Latin America: report on operations in the region as a consolidated market.



SUSTAINABILITY REPORTS

All the information contained has been validated by our CEO and Founder.



COMPLIANCE



Global Reporting Initiative (GRI)⁶ guidelines.

Alignment with SDGs and UN Agenda 2030.

Current legislation: Law 11/2018 of 28 December.⁷



6. Information on GRI standards is provided from page 70 at the end of this report.

7. Amending (i) the Commercial Code, (ii) the revised text of the Law on Corporations approved by Royal Legislative Decree 1/2010 of 2 July 2010 and (iii) Law 22/2015 of 20 July 2015 on the Auditing of Accounts, with regard to non-financial information and diversity.

04.

Challenges & risks: past, present and future

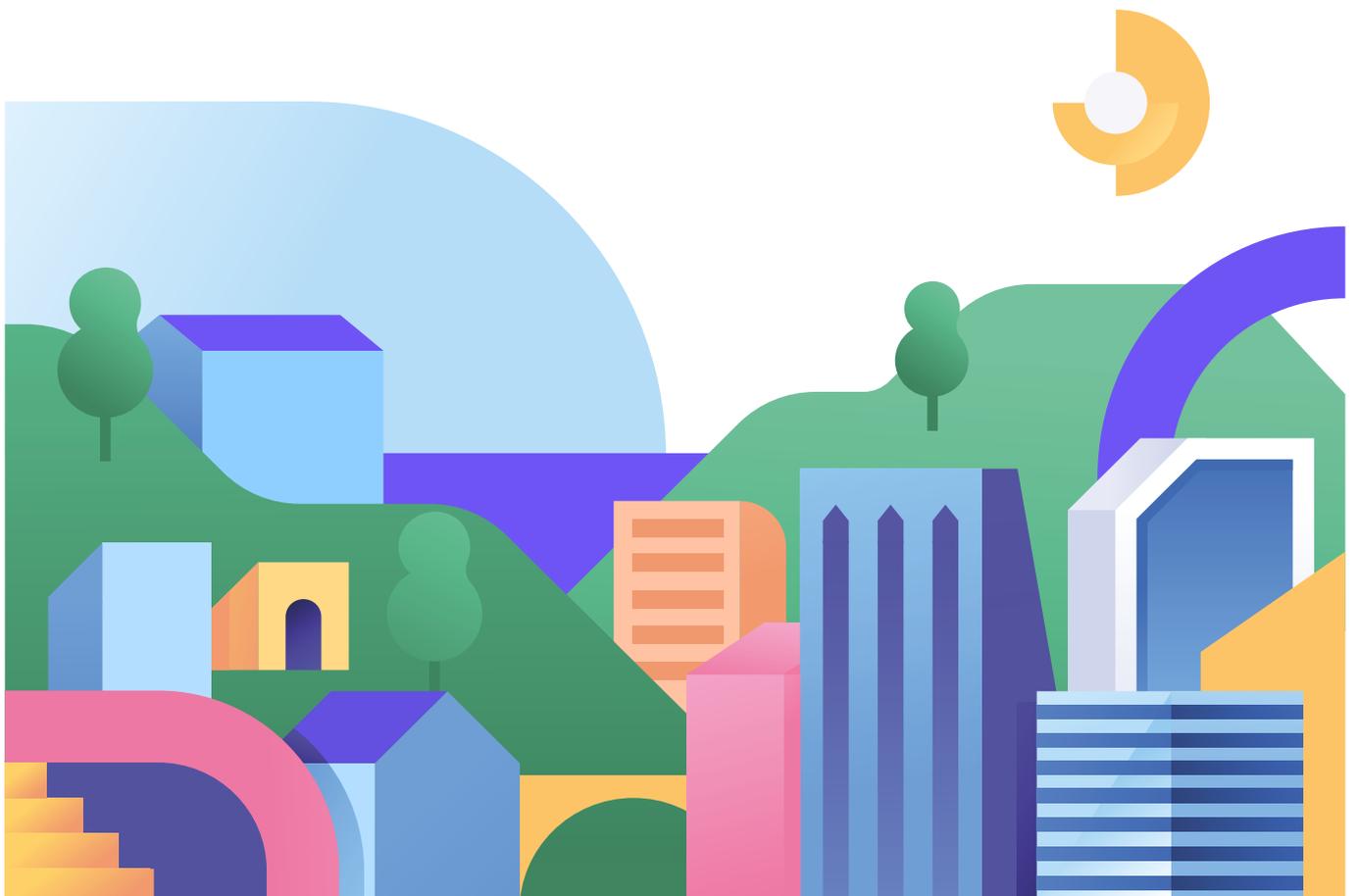
Distinct markets,
varying realities

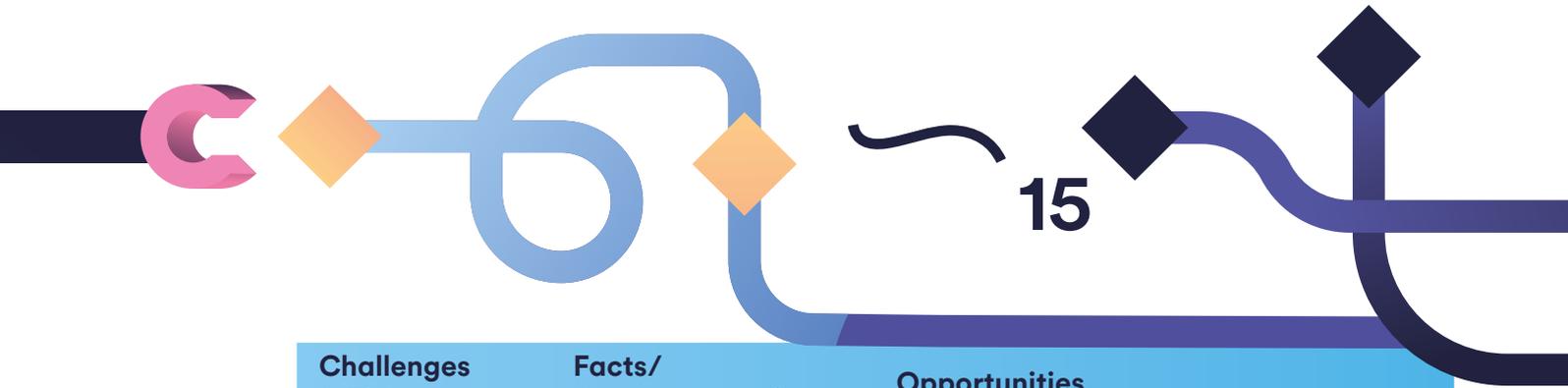
16



14

Cities, where our activity takes place, currently present numerous challenges that will also mark the future. Inequality and social exclusion, environmental degradation or insecurity are some of them. They say that every challenge is an opportunity and mobility has proved to be a lever for transforming this reality. At Cabify, we're delighted to take up the gauntlet.





Demographic



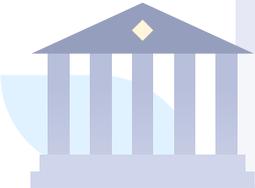
Challenges & Risks	Facts/Consequences ⁸	Opportunities
Overpopulation	<ul style="list-style-type: none"> • Today, more than 50% of the world's population resides in urban areas. • In 2050, 2/3 of the world's population will live in cities. 	<ul style="list-style-type: none"> • Our service provides people with an easy, inclusive and accessible mobility alternative. • The cities that best facilitate the movement of their inhabitants are considered the most habitable.
Economic and social inequality	<ul style="list-style-type: none"> • Economic and social inequalities increase with the growth of cities. • Trend towards less accessible and lower quality employment. • Segregation of population according to income in different areas of the city generates more social differences. 	<ul style="list-style-type: none"> • We create stable, quality employment and work opportunities for many families. • We generate work aimed at groups at risk of labour exclusion such as the long-term unemployed or young people, contributing to a better distribution of wealth. • A greater and better offer of mobility translates into a more inclusive and participative society and urban management. • Innovation and technological development, in favour of greater accessibility for any group and progress at local level.

Environmental



Urbanization and urban expansion	<ul style="list-style-type: none"> • Cities grow at a faster rate than population, generating more spending on infrastructure, more traffic and more pollution. • Horizontal expansion multiplies the distance of travel. 	<ul style="list-style-type: none"> • Multimodal mobility allows citizens to choose better options for moving freely, optimally meeting their different transport needs - leisure, business and other purposes. • The improvements to our app reduce the number of journeys and kilometres travelled by the driver without passengers.
Environmental degradation and high levels of pollution	<ul style="list-style-type: none"> • Cities account for at least 70 percent of global carbon emissions. • 78% of carbon emissions in cities are due to human activities. 	<ul style="list-style-type: none"> • We're carbon neutral. • We provide eco-efficient means of transport and we aim to have a 100% electric fleet by 2025. • We are committed to technological innovation as the main ally of urban efficiency and sustainability.

Political or sectoral



Regulation	<ul style="list-style-type: none"> • The legislation is not adapted to the new reality and context of mobility. • Tendency to stigmatize new transport alternatives. 	<ul style="list-style-type: none"> • We work with regulators to ensure that legislation meets current and future needs and requirements. • The coexistence of new forms of mobility with more traditional formats requires public programmes and policies that support and regulate them, and the will of all actors. • We operate in a fully legal manner in Spain, and encourage regulation in the countries where we are present that lack it.
Insecurity	<ul style="list-style-type: none"> • The greater the economic inequality and shortages, the greater the citizen insecurity and violence. • The growth of cities and the segregation of population leads to an increase in unsafe areas in urban centres and the periphery. • Users and drivers demand more security and transparency. 	<ul style="list-style-type: none"> • The traceability of the service is the best guarantee of safety. • All journeys are covered by insurance. • Our app is designed to improve the security of drivers and users. • We make an ethical use of the data and constantly strengthen our security and information systems.
Cash payment	<ul style="list-style-type: none"> • The availability of cash in vehicles means a higher risk of incidents for drivers. 	<ul style="list-style-type: none"> • Adding options to our services translates into greater accessibility and more job opportunities. • Minimizing incidents is a priority for the development and implementation of new security measures and utilities.

8. United Nations data and sectoral reports.

Distinct markets, varying realities

16



Spain, which was a pioneer with its innovative Land Transport Law (LOTT) in 1987, is currently facing a regulatory context full of multiple restrictions and gaps that contrasts with another reality: the Spanish population is more than ready to embrace mobility alternatives. According to a survey carried out by Sigma Dos in September 2018: 92.3% of Spaniards believe that having different transport alternatives is important and 89.5% think that this makes it possible for users to have a better service.

The activity of vehicle rental with driver (VTCs) worsened this year, as a result of the greater assumption of responsibility in this area by the Autonomous Communities to the detriment of the Ministry of Development and the limitation to 4 years of VTC authorisations for urban journeys. Subsequent legislation, through regulations and decree-laws, imposed additional restrictions: minimum pre-contracting times, prohibition of geolocation and the establishment of mandatory rest days.



We are saddened that none of these measures have taken into account the needs of passengers or the thousands of drivers whose income depends on this activity. We understand mobility as a right of all citizens and, furthermore, we know that they continue to demand more and better transport alternatives.

The situation requires the involvement and joint commitment of all the actors in urban mobility. We want to sit down with the administrations –at national, regional and local level– and defend the reduction of the use of private vehicles: in a gradual and orderly way, articulated between the public and private sectors, and using the public transport network as a central vector. At Cabify we have a lot to say. And we want to provide solutions in the transition towards more sustainable and efficient mobility.

In Latin America, home to some of the world's largest cities and to phenomena such as overcrowding, the reality is particularly marked by insecurity and social exclusion, an insufficient public transport network and enormous traffic congestion. These are factors that have a great impact on the quality of life of its citizens.

Through technology, and with our mission –to make cities better places to live– as a premise, we have set out to have a positive impact on each of these three factors. Reaching more people and covering new areas in these large cities always involves exciting challenges, which feed our desire to continue exploring solutions and opportunities.

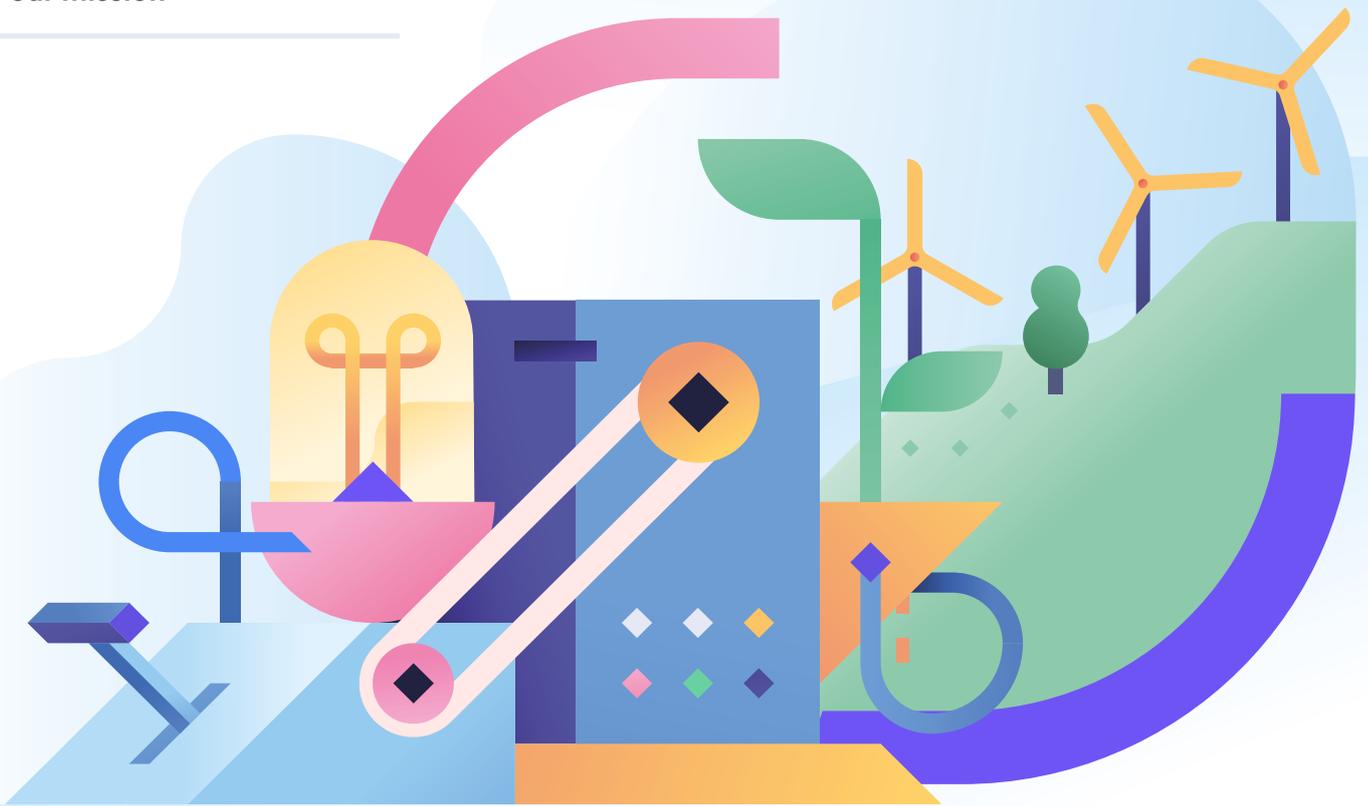
In our expansion from the city centre to the periphery and to overcome obstacles related to the safety of our drivers, we are integrating public data verification systems into our app. In this way, we will be able to ensure passenger reliability through their history –with identification data, payment method, origin and destination– and offer the driver more transparency and decision-making power before accepting a journey.

The situation requires the involvement and joint commitment of all the actors in urban mobility. We want to sit down with the administrations –at national, regional and local level– and defend the reduction of the use of private vehicles.

05.

Our sustainability strategy

Our understanding of sustainability	18
Sustainability Master Plan	22
The central axis of our mission	23



Our understanding of sustainability

18 

01.

We always rely on our principles and values to manage the company.

02.

Establishing fair and stable relationships. With shareholders, employees, drivers, customers, suppliers and all those social agents with whom we interact.

03.

Minimizing the negative impact that our activity generates in society and the environment.

04.

Maximising social and economic development wherever we are present.

On board for Agenda 2030

We are aligned with the United Nations global strategy for a more sustainable world, we want to contribute to it and be part of the solution. Therefore, the 5 Sustainable Development Goals on which we have an impact, inspire and reinforce our business commitment:



Materiality: what matters to you guides us



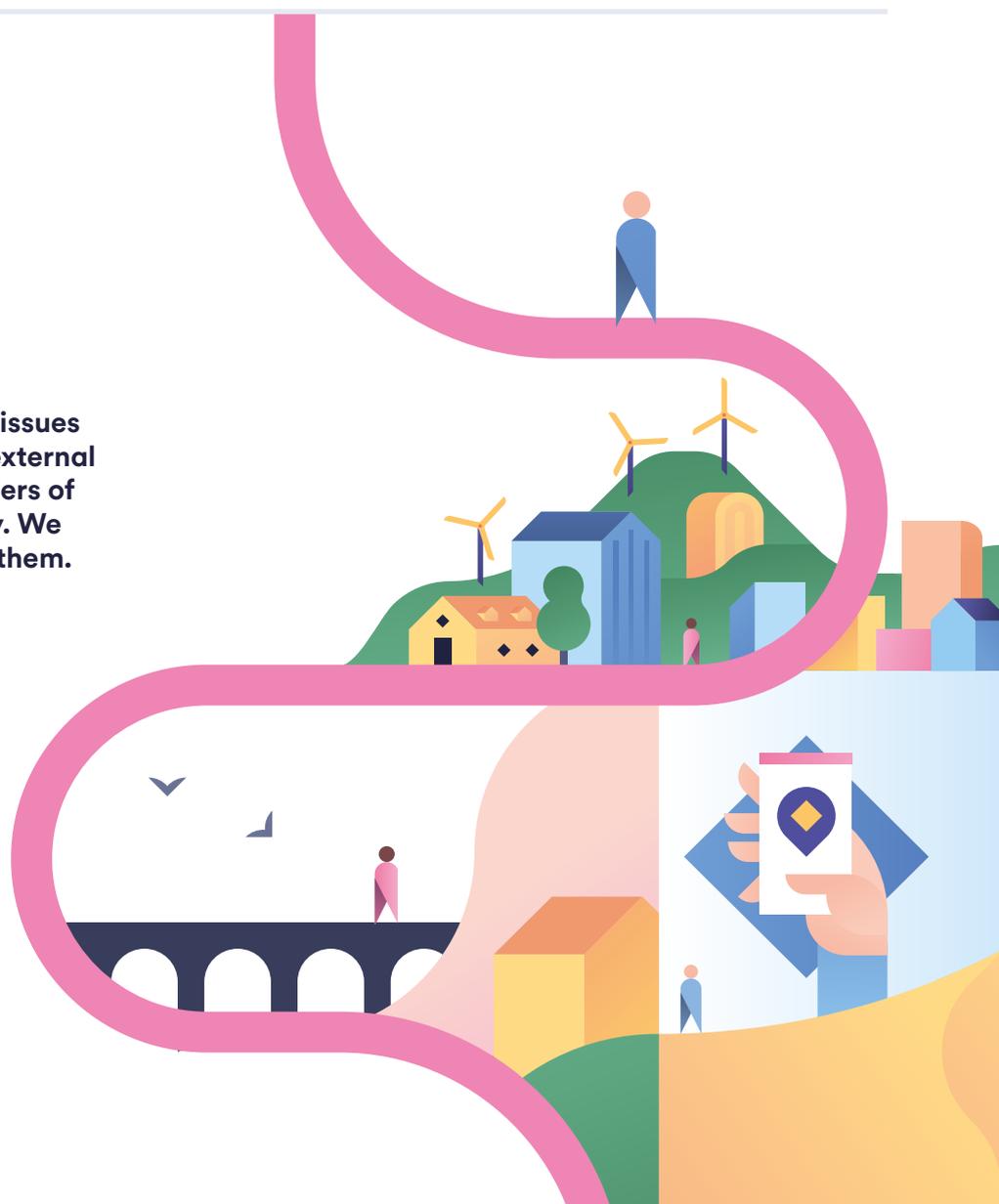
19

In 2019, we conducted our first materiality analysis, that is, a study of the issues that have the most impact on us and those that matter most to our stakeholders. With its conclusions, we have drawn up the Global and Local Sustainability Master Plan that will guide us for the next three years.

The analysis, step by step

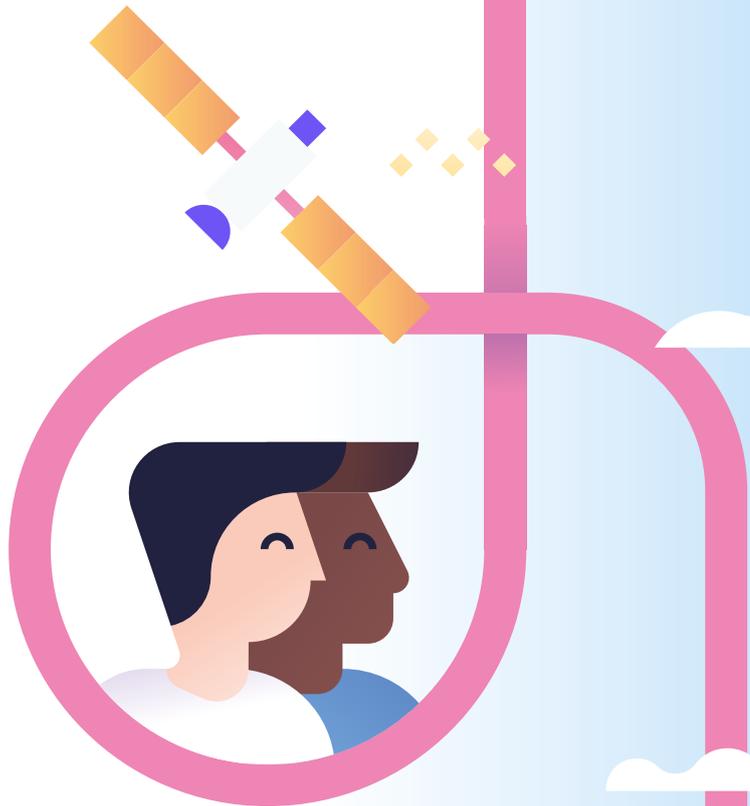
01.

We identified the most important issues for our sustainability, consulting external sources and interviewing the leaders of the main business areas at Cabify. We then associated and categorized them.



02.

We consult stakeholders through anonymous surveys, which we diversify by group and country in order to recognise and analyse the results in a limited and global way. We obtained 32,066 responses.

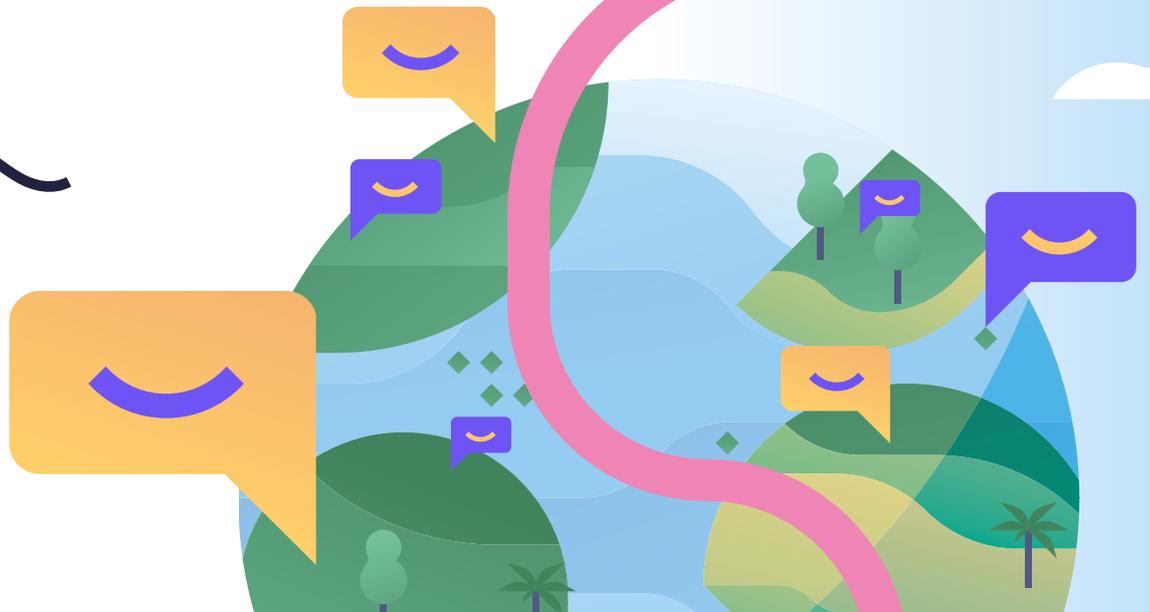


03.

We classified the importance of sustainability issues based on the opinion of the groups:

- **Relevance:** they consider the issues that influence their decision to use the application or work with Cabify (employees, users, companies and drivers).
- **Impact:** they consider that they can have an effect - regulations, investment, reputation, risks - on our operation (management, associations, investors and analysts, reporting standards, SDGs).

20 ~~~~~



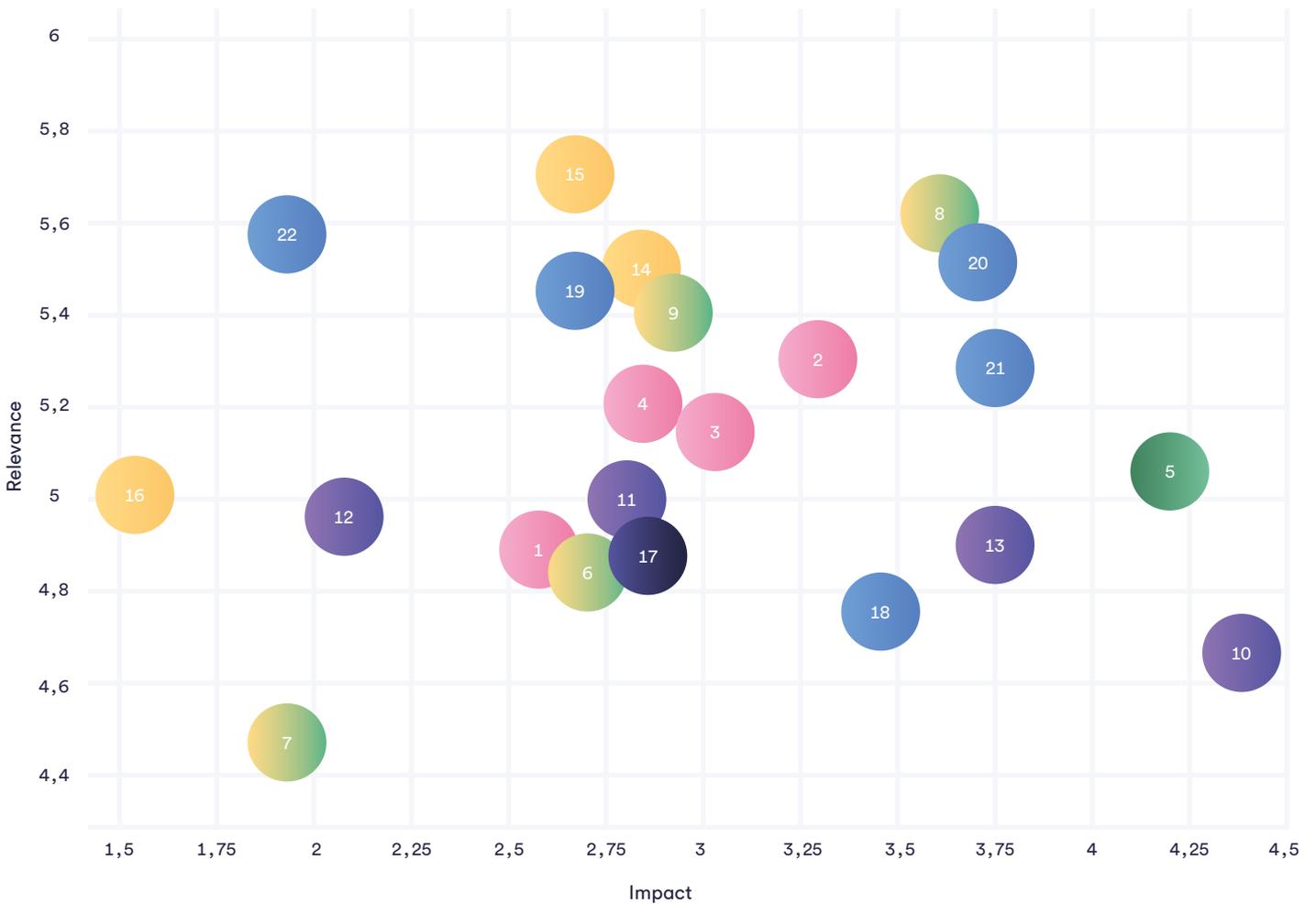
04.

We associate all information according to its relevance and impact to obtain our Materiality Matrix.

The most relevant issues for our sustainability

- 1. Anti-corruption and fraud
- 2. Employment and working life
- 3. Health and safety

- 4. MaaS (Mobility as a Service)
- 5. Customer health and safety
- 6. Ethical Standards



Community Development

- 1. City Impacts
- 2. MaaS
- 3. Sustainable Growth
- 4. Transportation equity

Environment

- 5. Emissions & Environmental impact
- 6. Investment in low carbon infrastructure

Ethics & Compliance

- 7. Anti Competitive Behavior
- 8. Anti-corruption and fraud
- 9. Ethical Standards

Governance

- 10. Board Composition
- 11. Business Model & Structure
- 12. Deals Oversight
- 13. Stakeholder engagement

Security & Safety

- 14. Customer Health and Safety
- 15. Customer Privacy
- 16. Marketing & Labeling

Supply Chain

- 17. Supply Chain + Supply Chain Ethics

Talent and labour conditions

- 18. Diversity and Equal Opportunities
- 19. Employment and working life
- 20. Health and safety
- 21. Human Rights Assessment
- 22. Training and Education

Sustainability Master Plan



Our roadmap for the next three years translates into five lines of action and specific commitments. To ensure that every step we take is in the right direction, we measure our actions through KPIs and other tools.

Lines of action

	Ethics and governance	Diversity and inclusion	Innovation and safety	Respect for environment	Entrepreneurship and wealth creation
Cabify Commitment	To be an ethical and transparent organization with a strategic and transversal vision of sustainability. To achieve a community where ethical behavior prevails.	An inclusive company with representation from all groups. To reduce the gender gap in the sector and be a leader in terms of inclusion.	To be one of the best places to work— with highly satisfied employees, safe and healthy spaces—and the safest application for drivers and riders.	Offset our CO2 footprint. All the organization's decisions seek to minimize the environmental impact we cause.	To be a space for the development of talent and entrepreneurship. To have an active role in the cities where we operate by supporting social development.
KPIs	% of cases related to practices not in line with our codes of conduct and internal behaviour policies	Index of inclusion (employees who belong to a vulnerable group)	% of absences and work accidents.	Index of CO2 emissions generated per employee (water, energy and waste)	Average training hours per employee
	% of journeys where misconduct by users has been identified	% of women drivers	% of journeys where there has been a road or safety-related incident	CO2 emitted per kilometre travelled	Investment in social projects
Tools to measure and track	Balance score card: We periodically measure the progress of our impact in each country and share it with other areas.				
	Monthly report of sustainability indicators: allows us to make decisions based on your information, linked to our business.				
	Regular meetings with our governing body and the different areas to review the sustainability strategy and strengthen its transversality.				

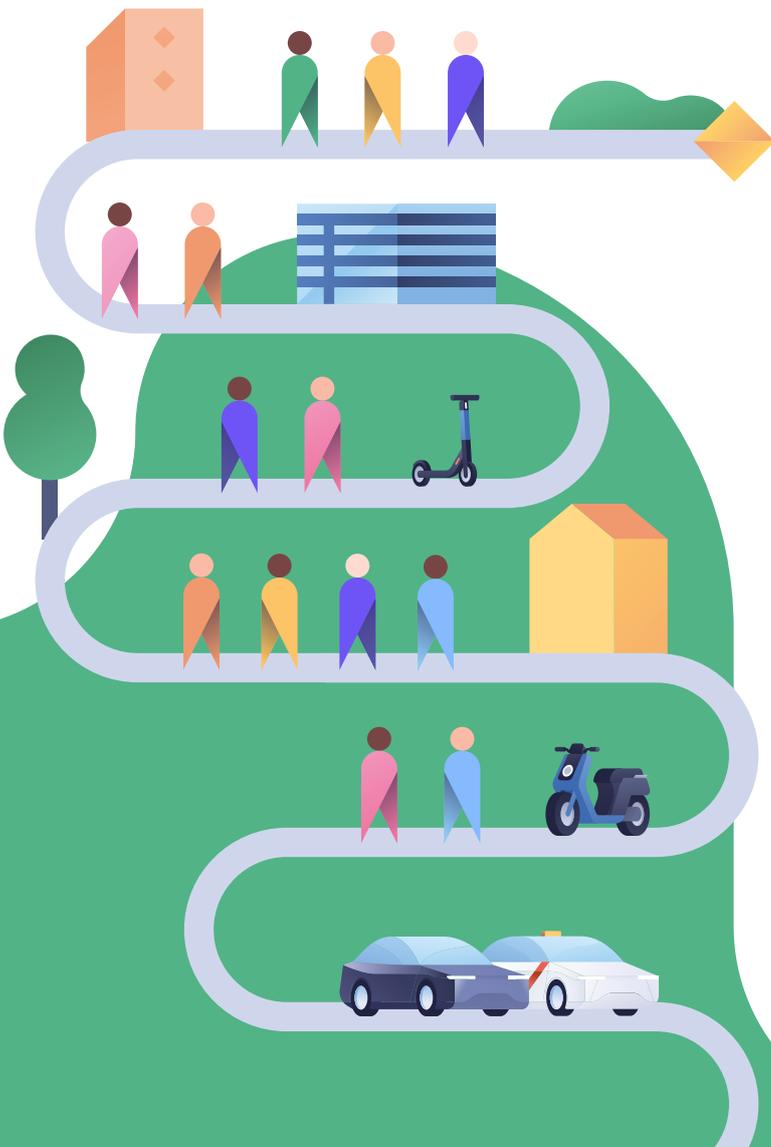
The central axis of our mission

We have a cross-cutting vision of sustainability. We conceive it as something that encompasses our entire vision and business structure and that requires the effort and involvement of everyone: team and collaborators.



Different departments, working as one

-  **Sustainable Impact and Security:** leads the vision of sustainability and sets the priorities for our impact to be sustainable.
-  **Pride & Talent (Human Resources):** among its objectives is that our employees are agents of change, have a transformative profile and are aligned with our sustainability strategy.
-  **Operations and User Experience:** ensures that our vehicle fleet meets defined quality and emissions requirements, and that drivers have the necessary support to provide a service and treatment that contributes to social sustainability.
-  **Product:** works to ensure that our app and the technology we use reflect the positive impact we want to have on cities.
-  **Growth:** strengthens the economic sustainability of drivers so that, as members of a family and social group, their needs are covered.
-  **Cabify Business:** looks after the relationship with our corporate clients, who value our environmental, economic and social commitment and expands the positive impact as agents of change.



Cabify Way: a matter of concept



Each person who is part of Cabify, from their individual contribution or as a team, has an effect on sustainability. In 2019, we created Cabify Way to better define the path to be followed by employees and collaborators when it comes to impacting the environment and our development as a company. Everyone's effort, coordinated and focused on clear and measurable objectives using the OKR (Objectives and Key Results) methodology, enables us to build a successful yet sustainable company in economic, social and environmental terms. And most importantly, to fulfill our mission.

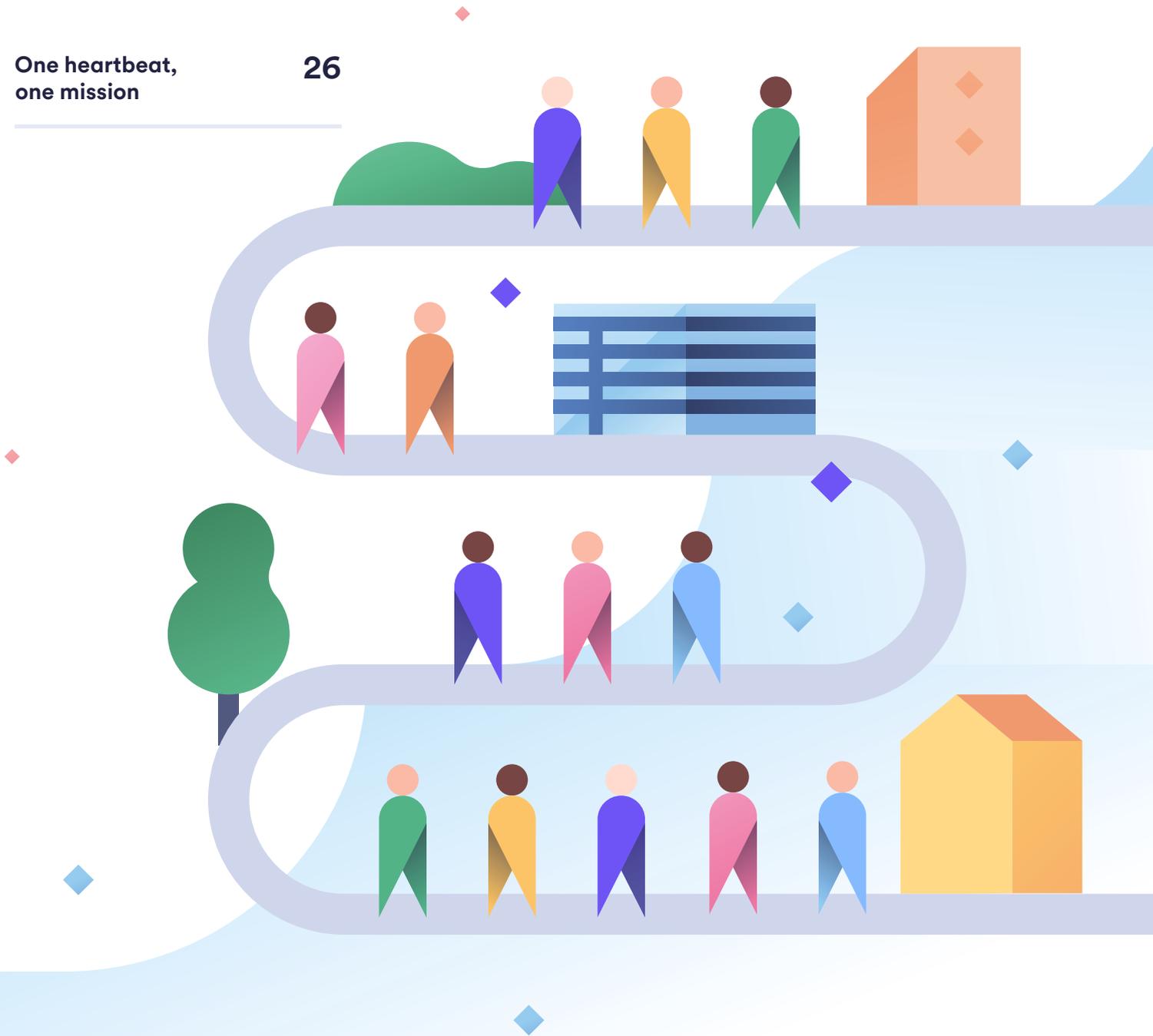


06.

Company culture

One heartbeat,
one mission

26



One heartbeat, one mission

26 

We have a way of thinking, feeling and acting that identifies and differentiates us. Behind our business structure there is a common beat that gives it life: the business culture. Sharing a mission, behaviour guidelines, principles and ethical values not only commits us but makes us what we are.

Mission, purpose and vision

 **Mission**

... **Making cities better places to live**

To make cities more livable by providing a safe, reliable and efficient alternative to the private vehicle. To extend the positive impact of technology beyond mobility by making use of recurrence, analysis and innovation.

 **Purpose**

... Connecting people to the rhythm of cities.

 **Vision**

... Technology must have a transformative effect positive in our cities.



What do we do?

Mobility as a service (MaaS):

we offer mobility alternatives to connect individuals and companies with the means of transport that best suits their needs.

Sustainable business model:



Sustainable economic growth



Social development



Environmental development

How do we do it?



Our principles

01.



We improve our cities

They inspire us to make a positive impact on them and their inhabitants.

02.



We make an impact

We seek to improve and add value to our actions.

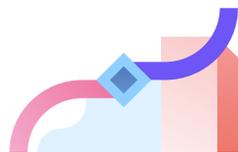
03.



We innovate and drive change

We adapt to the changing reality and generate new opportunities to constantly evolve.

04.



We trust, communicate and develop

We share knowledge, learn from others and trust in talent, act transparently.

05.



We act as co-owners

We are proud of what we have created and we work hard, thinking in the long term, to seek excellence.

06.



We analyze and simplify

We go to the root of problems, rely on data and test hypotheses to solve them.

07.



We contribute and commit

We are agile in making decisions and when we make them we all come together.

08.



We are humble

We learn from mistakes, we are constructive in the face of adversity and empathetic with others.

How do we do it?

28

Principles and ethical culture

01.



Code of Conduct

Establishes the rules that should govern the behavior and performance among our team and in our relationship with third parties.

02.



Ethics Committee

Internal body dedicated to ensuring compliance with ethical behaviour. Its members –a minimum of four and a maximum of five– are profiles from the areas of Pride & Talent (Human Resources), Legal, Finance, Sustainable Impact and Security.

03.



Ethical Channel

A confidential, anonymous and transparent communication tool through which we receive internal complaints in order to be a better organization.

04.



Zero Tolerance for Harassment

We maintain an environment of respect, safety, and freedom from harassment and discrimination for any reason in the communities where we have a presence and involving all our stakeholders.

05.



Ethical Principles

With the aim of achieving more ethical and sustainable communities, in 2019 we have been working on a guide to behaviour criteria that encompasses the entire Cabify community –employees, driving partners and users– and which we will launch in 2020.

Corporate policies

Anti-corruption⁹
 Appeals to the responsibility of all our employees, guiding the behaviour and actions we should take in case of situations of bribery or corruption.

Diversity, equality and respect
 Seeks to develop working relationships based on equal opportunities, non-discrimination, respect for diversity and zero tolerance for harassment, to ensure the fundamental human rights of our employees.

Environment, safety and occupational health
 Reflects our commitment to compliance with the law, standards and guidelines of the International Finance Corporation (IFC) in the area of environmental and social sustainability.

Anti-fraud
 Reference framework to prevent and combat fraud, based on principles and responsibilities for its prevention, detection, investigation and response.

Data and systems security

Use of personal and corporate accounts

Stock Options

Expatriates

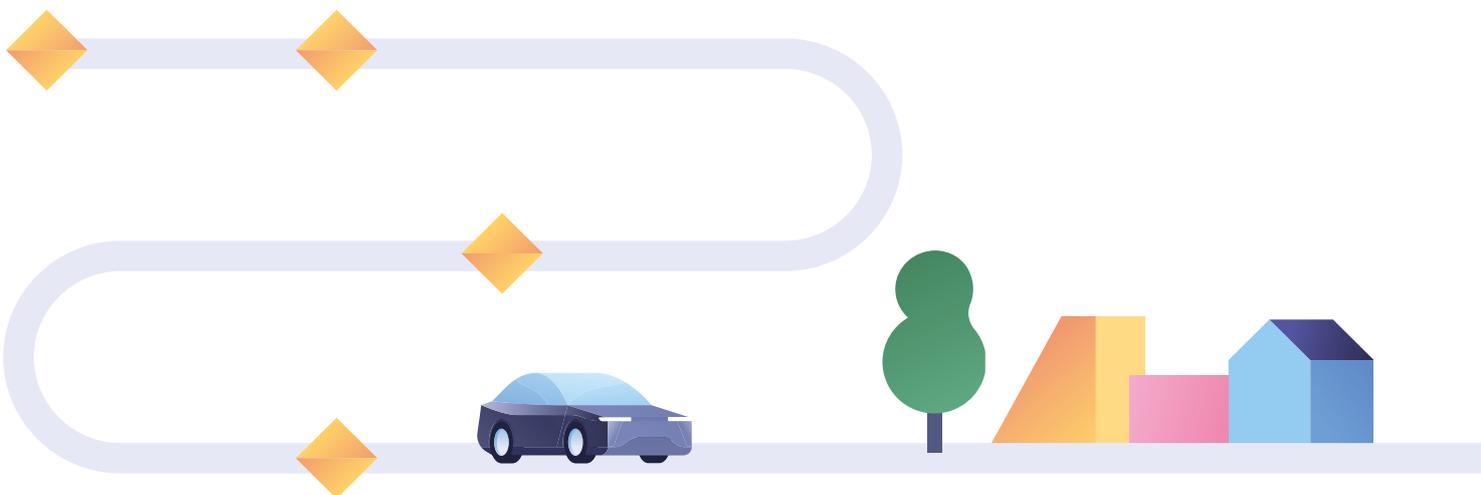
Mobile Equipment Security

Conflict of interest

Internal mobility

Salary review and promotion

Travel



9. In 2019 we have not developed specific anti-money laundering measures.

In 2019, we have no known cases of corruption, nor have we registered any legal actions related to unfair competition or monopolistic practices.

07.

Sustainable economic development

Leading the way to profitability 31

Sustainable growth is also 36



We can grow economically by obtaining profitability, and in addition, be sustainable. Benefiting communities, caring for resources for future generations, using technology and innovation to create sustainable solutions that generate wealth, jobs and a positive footprint in cities. This is the only way we want to grow.

Leading the way to profitability

31 



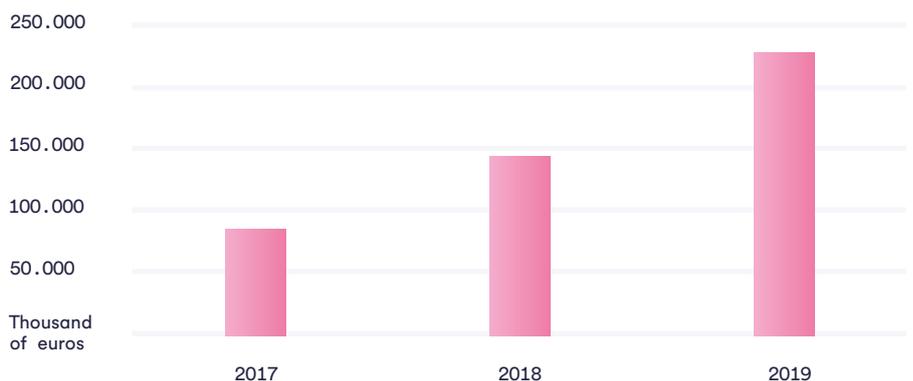
In the last quarter of 2019, we achieved profitability with a positive ebitda¹⁰ of \$4 million at the consolidated level; in other words, our numbers were positive for the first time. In addition, our net income was 12% higher than the previous year.

We are the first mobility company to demonstrate that economic sustainability is possible.

Economic value generated

We've managed to grow our business in Spain by 54% in respect to 2018 and double the number of journeys. We also have 35% more passengers.

Net turnover in Spain¹¹



10. Earnings before interest, tax, depreciation and amortization.

11. MMS & Ride Hailing Business Data.

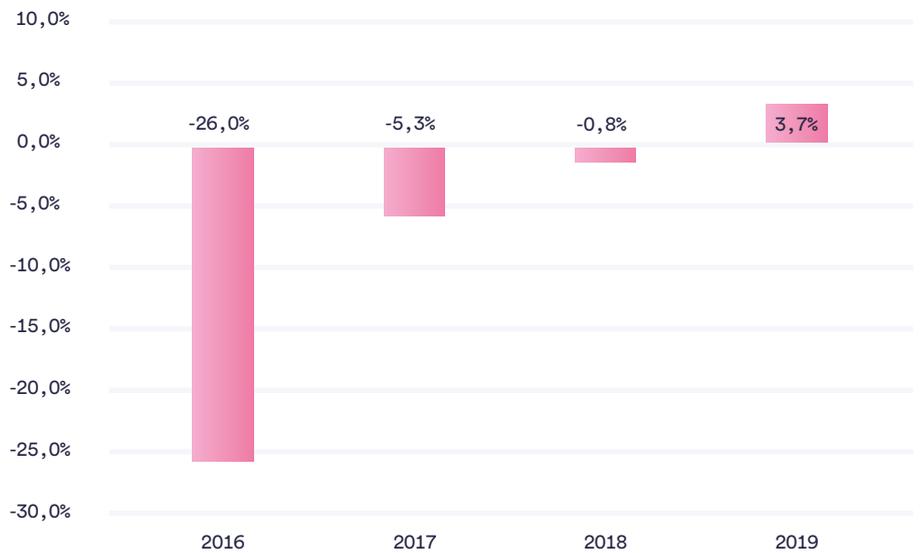
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Operating profit +
Depreciation of fixed assets

Gross operating profit¹²

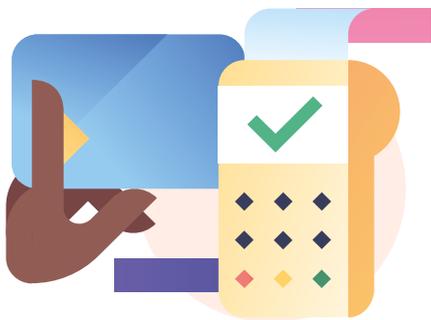


Gross operating profit vs INCN¹³



12. MMS & Business Data Ride Hailing.

13. MMS & Business Data Ride Hailing.
INCIN stands for Net Revenue.



Distributed economic value

33

Taxes paid



In 2019, our tax contribution in Spain¹⁴ increased by 60% over the previous year, almost 13 million euros. In addition, we consolidated our net contribution to VAT by doubling the collection volume, and generated for the first time a positive corporate tax base of 2.7 million euros.¹⁵

The entity Maxi Mobility Spain, through which we operate, generated a payable in its individual corporate tax of 209 thousand euros.

Taxes paid in Spain

	2016	2017	2018	2019
PIT and SS	4.421.839,00 €	4.257.763,00 €	5.941.814,00 €	8.319.155,78 €
VAT payable	— €	59.416,00 €	2.078.048,00 €	4.268.305,50 €
CT (Corporate tax)	— €	— €	— €	209.165,61 €
Total tax revenues	4.423.855,00 €	4.319.196,00 €	8.021.880,00 €	12.798.645,89 €

Taxes paid in Latin America¹⁶

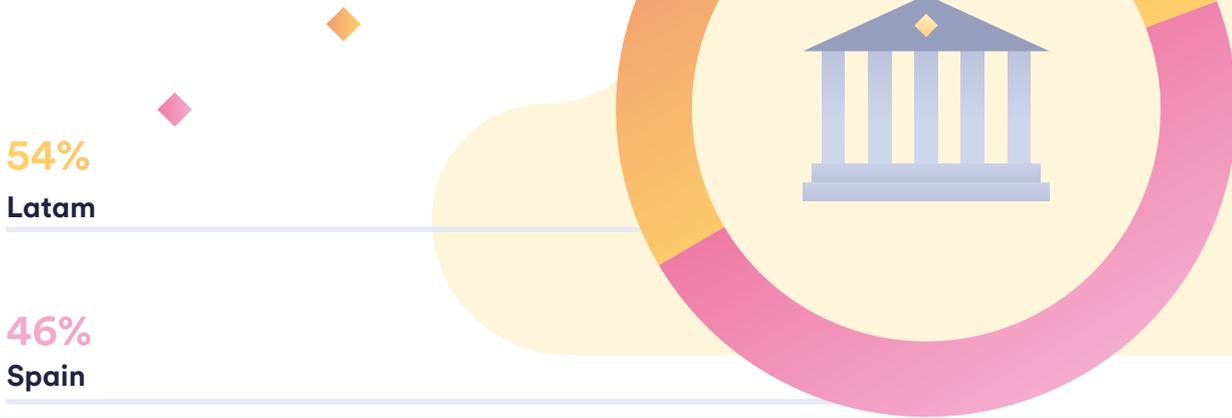
	2019
PIT and SS	5.810.366,55 €
Indirect taxes (VAT, Withholdings)	3.601.458,39 €
Direct taxes (WHT, ISR)	3.122.066,58 €
Local taxes	2.237.863,37 €
Total tax revenues	14.771.754,89 €

14. It considers own taxes and those collected on behalf of third parties and includes the brokerage business generated by the legal entity Maxi Mobility Spain and its subsidiaries Prestige and Miurchi.

15. Before offsetting tax losses from previous years.

16. It details the taxes paid in the different jurisdictions according to their nature.

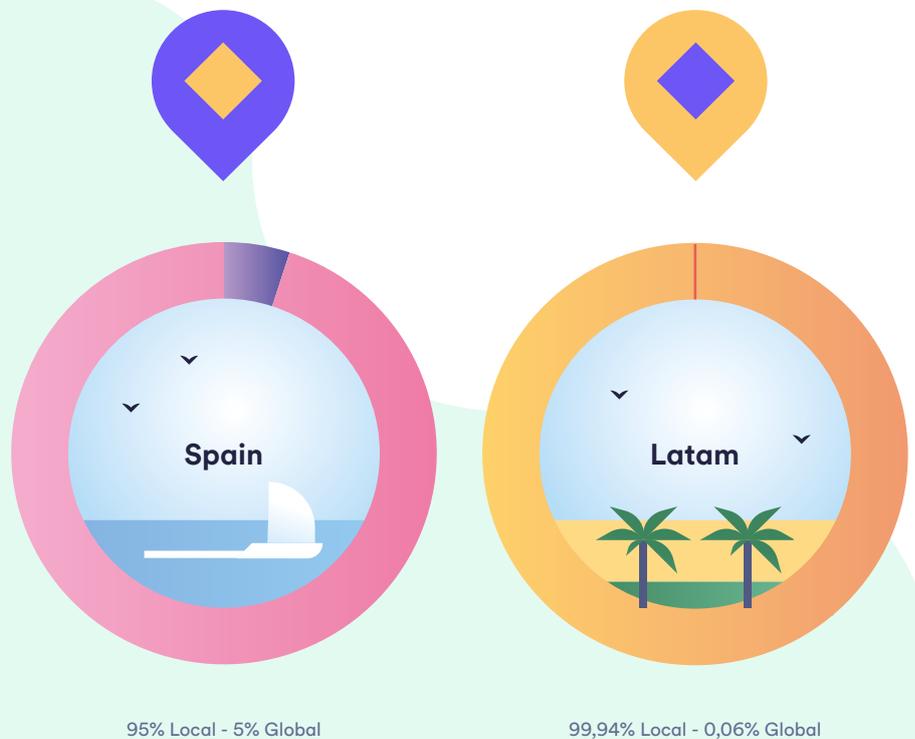
Tax revenues in Spain and Latin America



34

At Cabify, we are totally independent. We carry out our activity without making contributions to political parties or political representatives.

Proportion of spending on local suppliers¹⁷



17. For Spain, data from MMS & Negocio Ride Hailing.

18. We have not received any complaints of human rights violations in Spain or in any other market during the period.

By 2019, some of our contracts with corporate clients have already included clauses relating to human rights¹⁸ and ethical codes, and we are working to strengthen this measure over the coming year. In addition, we are taking steps towards a procurement policy that includes assessment filters and environmental and social monitoring tools.

R+D+i

35

We continue to generate figures well above the national average for investment in relation to GDP. In 2019, we invested more than 9 million euros in R+D+i, which represents 4.97% of the Net Revenue and 27.2% of our accumulated gross margin.

Our investment in research, development and innovation activities amounted to 20.6 million euros in the last 4 years, during which time we have certified 12 Technological Innovation (TI) projects and one Research and Development (R&D) project, representing an average of 4.94% with respect to our Net Revenue and 30.88% with respect to our accumulated gross margin (we are awaiting a Motivated Binding Report from the Ministry of Science, Innovation and Universities).

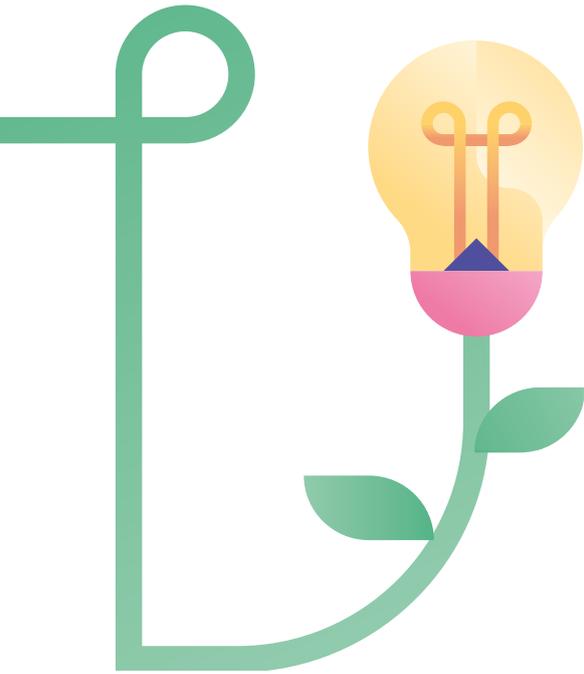
History of investment in R+D+i



Pursuant to the Corporate Income Tax Law in force, these activities have earned us the right to a tax deduction of 12% of the expenses incurred in technological innovation activities and 42% in research and development activities.

Between 2018 and 2019, our investment in R&D&I has enabled us to focus on improving our business model and service offering –taking advantage of opportunities at the technological level to act more effectively– and also on polishing the user experience, working on initiatives focused on improving access and registration in the app or on security when using it (masking techniques, tax authentication or risk transaction analysis).

Sustainable growth is also:



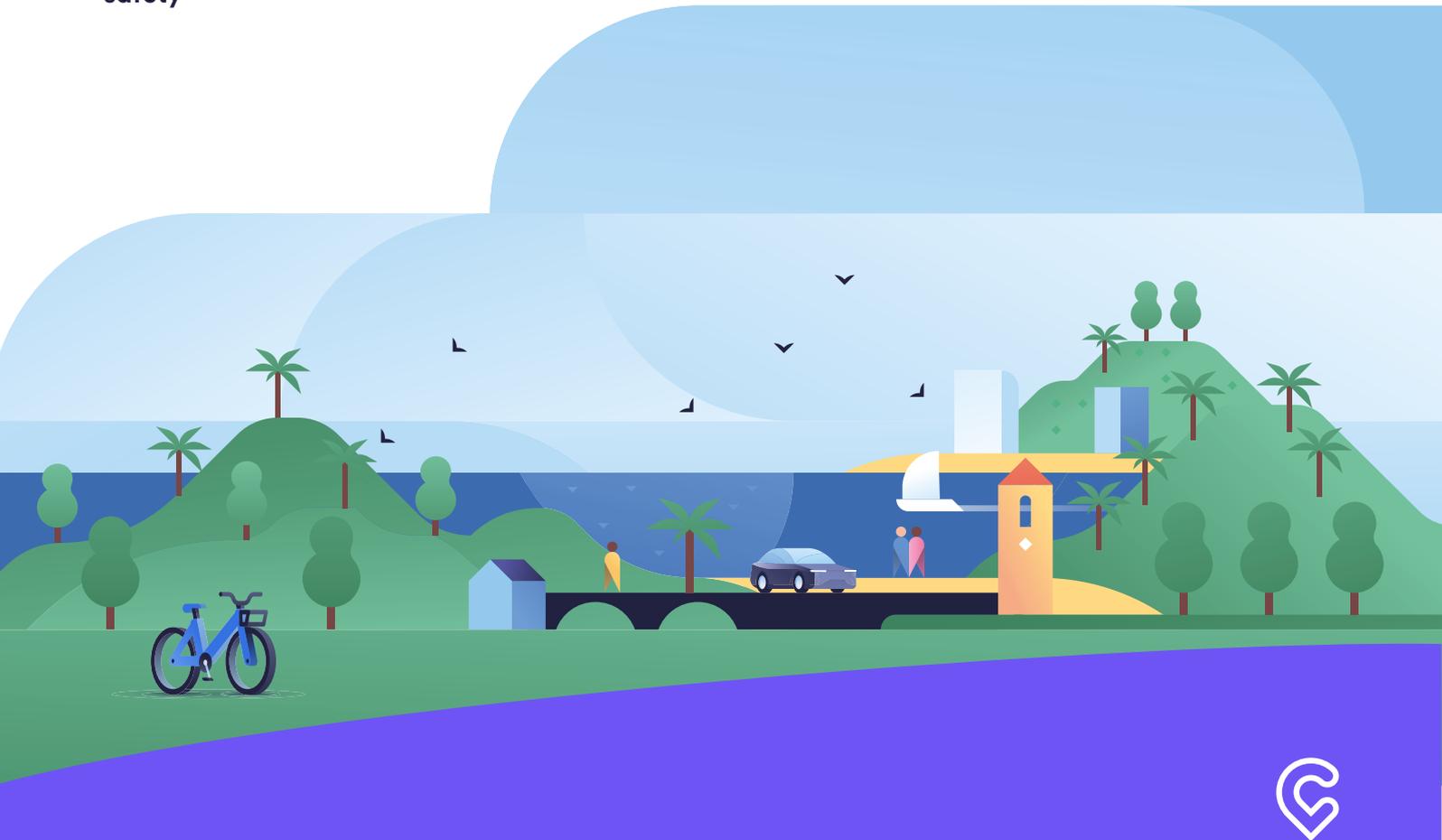
- Price transparency is one of the main differential values of our service. Offering a closed price, based on an optimal route in time and distance that takes into account factors such as traffic or weather conditions, allows both passenger and driver to be informed of the cost of the journey at the time of the booking.
- With the "Consecutive journeys" functionality, we take into account the destination of an ongoing trip to send the driver new requests near that location, allowing them to link two journeys. The benefit is threefold: passengers find a driver faster, drivers shorten the time they drive without a passenger and the vehicle reduces its ecological footprint.
- In Latin America, together with the Ibero-American Development Bank, the Universidad del Pacífico and the Banco de Crédito, we have developed the "Responsible Digital Savings" project. Available in Peru for male and female drivers, it offers them the possibility of automatically saving a percentage of their income and have a greater economic forecast with which to face unforeseen expenses, emergencies, or invest in their future.
- We are a project with a long-term commitment and with the clear objective of building added value. One of the milestones that have marked the reality of our company throughout the year has been the entry of Cabify, for the first time in our history, in the Merco Ranking of Companies with the highest reputation in Spain, with position 87. This sign of recognition highlights the value of our business, from a reputational point of view, and the scope achieved by the business proposal that we started in 2011.



08.

Social development

Cabify is great because of its talent	38	We are available 24/7	53	One user, multiple modes of movement	58
Because talent must be nurtured, and loyalty earned	44	Professionalism at the wheel	55	We take your company on the best path	59
Agreement and Work Committee	50	Our users, at the centre	56	We are agents of change	60
A safe and sound team	50	Accessibility and technology: Cabify for all	57	We raise our voices with you	61
We prioritise safety	51				



Our idea of mobility is associated with the fact that it can benefit society, cities and the communities we move to. It is about moving people but also about moving them better. It is about connecting them with a purpose: to build community, to bring together needs and solutions, to make streets and the world better... We know it is possible.

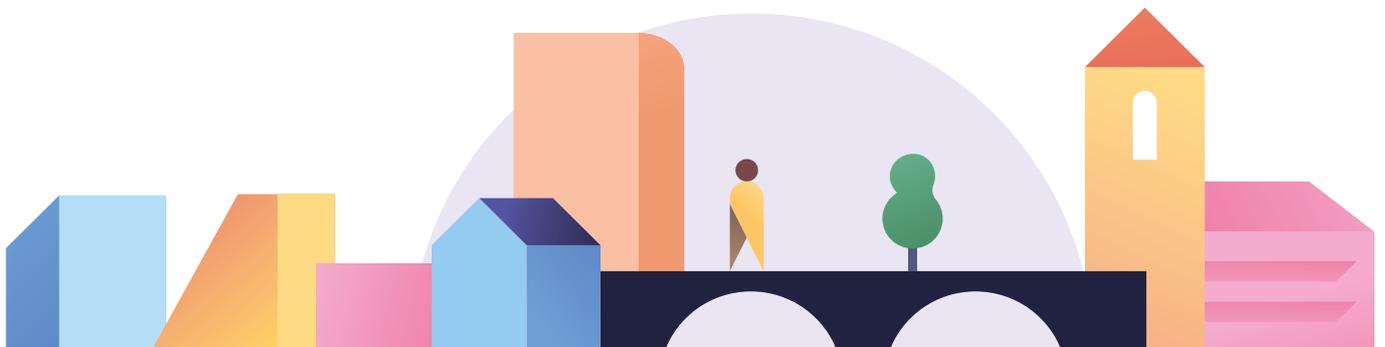
38

Pride & Talent: Our team

The name we give our human resources says it all. **Pride**, because working at Cabify makes us happy and motivated. **Talent**, because we are professional, skilled and dedicated.

Cabify is great because of its talent

If there is one thing that distinguishes our team, it is that they are the best talent in our sector. In 2019 we were almost 1,100 people on the team, united by diversity and the shared pride of belonging to Cabify and representing its values.



Team size¹⁹

Region	N° employees	%
Spain	400	36,73%
Latam	689	63,27%
TOTAL	1.089	

19. On 31st December 2019.

39

Distribution of employees by gender



Gender equality is one of our priorities and the number of men (53.3%) and women (46.7%) is practically balanced in our employees.

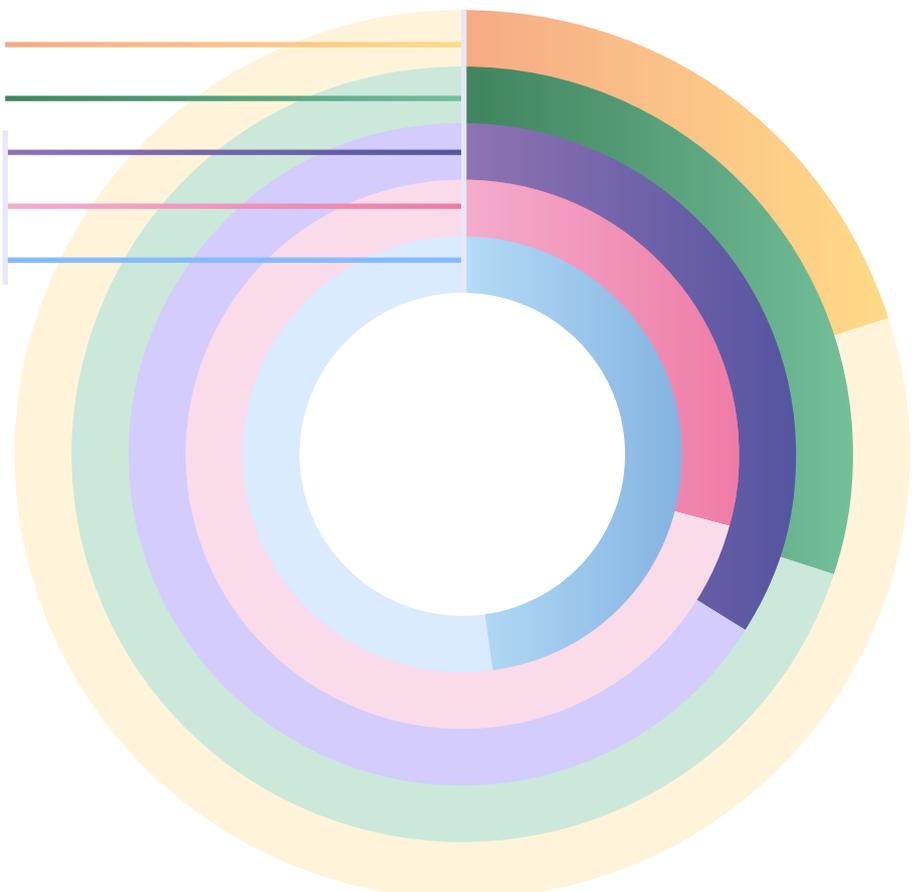
	Male	%	Female	%
Spain	265	66,25%	135	33,75%
Latam	316	45,86%	373	54,14%
Total	581	53,30%	508	46,70%

Women represent 34% of our team in Spain, a figure above the European (30%)²⁰ and world (20%)²¹ averages in the technology sector but one that we want to continue to exceed. To reduce this gender gap, in 2019 we hired 65 women against 50 men in the Business area, achieving a ratio of almost 1:1 (48% women, 52% men), and we have also improved the ratio of women in management positions (29.41%) compared to 2018 (23%).

Presence of women in the technology sector

46,7%
Cabify

- 20% World average
- 30% Europe average
- 34% Team in Spain
- 29,41% Top Management
- 48% Business area



20. According to European Commission data included in the *White Paper on Women in Technology* (Ministry of Economy and Enterprise, March 2019).

21. Figure based on an ILO comparative study in 69 countries worldwide on women's employment in STEM (International Labour Organization, February 2020).

Spain



Distribution of employees by professional category and gender

40

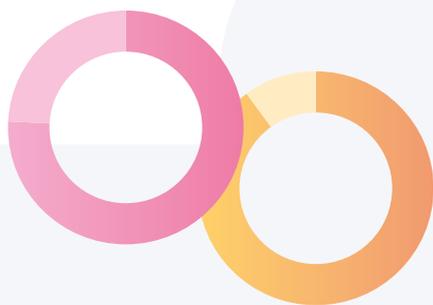


Category	Employees	%	Male	%	Female	%
Executives	17	4,25%	14	82,35%	3	17,65%
Directors	34	8,50%	24	70,59%	10	29,41%
Middle Managers	127	31,75%	105	82,68%	22	17,32%
Operating roles	222	55,50%	122	54,95%	100	45,05%

Latin America



Category	Employees	%	Male	%	Female	%
Executives	10	1,45%	9	90,00%	1	10,00%
Directors	35	5,08%	27	77,14%	8	22,86%
Middle Managers	55	7,98%	34	61,82%	21	38,18%
Operating roles	589	85,49%	246	41,77%	343	58,23%



Proportion of senior executives recruited from the local community

76% Spain

90% Latam

Team distribution by gender and generation

41 

Cabify



Generation	Years	Employees	%	Male	%	Female	%
Generation X	1965-1979	87	7,99%	52	8,95%	35	6,89%
Millennial	1980-1994	851	78,15%	477	82,10%	374	73,62%
Generation Z	1995-2010	151	13,87%	52	8,95%	99	19,49%

Spain



Generation	Years	Employees	%	Male	%	Female	%
Generation X	1965-1979	45	11,25%	36	13,58%	9	6,67%
Millennial	1980-1994	344	86,00%	222	83,77%	122	90,37%
Generation Z	1995-2010	11	2,75%	7	2,64%	4	2,96%

Latin America



Generation	Years	Employees	%	Male	%	Female	%
Generation X	1965-1979	42	6,10%	16	5,06%	26	6,97%
Millennial	1980-1994	507	73,58%	255	80,70%	252	67,56%
Generation Z	1995-2010	140	20,32%	45	14,24%	95	25,47%



Globally, the majority of our workforce is Millennial and Generation Z, although we also have a small percentage of Generation X. This proportion is very similar in Latin America, except that in Generation Z there are twice as many women as men. In Spain, the vast majority are Millennial and Generation X, and of the latter 80% are men.

42

We create stable and quality employment, with more than 99% of permanent contracts in Spain and 98% in Latin America.

Distribution of team by employment contract, gender and region

Type of contract	Employees	%	Latam	%	Spain	%
Permanent	1,072	98,44%	674	97,82%	398	99,50%
Temporal	14	1,29%	14	2,03%	0	0,00%
Trainee (prácticas)	3	0,28%	1	0,15%	2	0,50%

Hiring, involuntary termination and rotation in Spain



	Total	Male	Female
Hires	200	122 (61,00%)	78 (39,00%)
Terminations ²²	67	32 (48%)	35 (52%)
Rotation ²³	33%	25%	47%

Involuntary terminations in Spain by generation, professional category and gender

	Male	Female	Total
Millennial	29	30	59
Generation X	1	3	4
Generation Z	1	2	3
Baby Boomers	1	0	1
Total	32	35	67

	Male	Female	Total
Operating roles	20	30	50
Middle Managers	6	4	10
Directors	6	1	7
Executives	0	0	—
Total	32	35	67

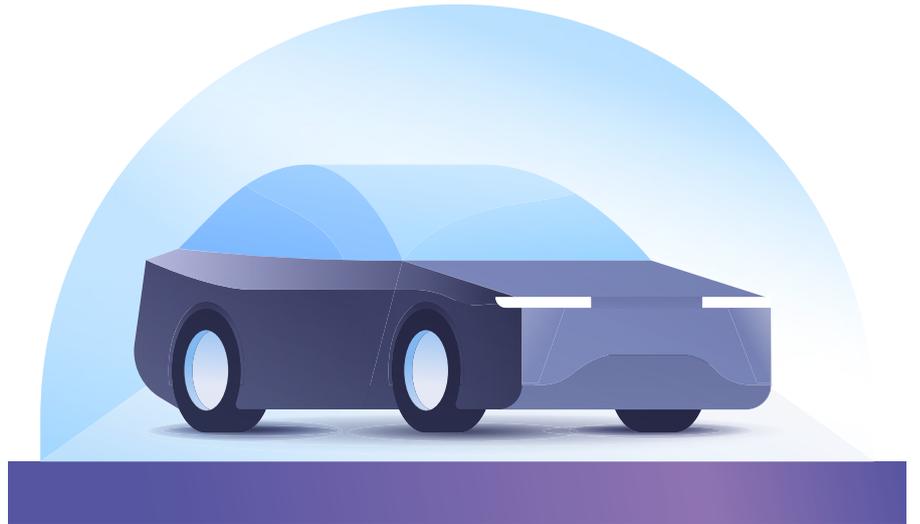
22. We consider as involuntary terminations dismissals, termination of contracts and the failure to pass probationary periods.

23. Rotation includes voluntary and involuntary terminations.

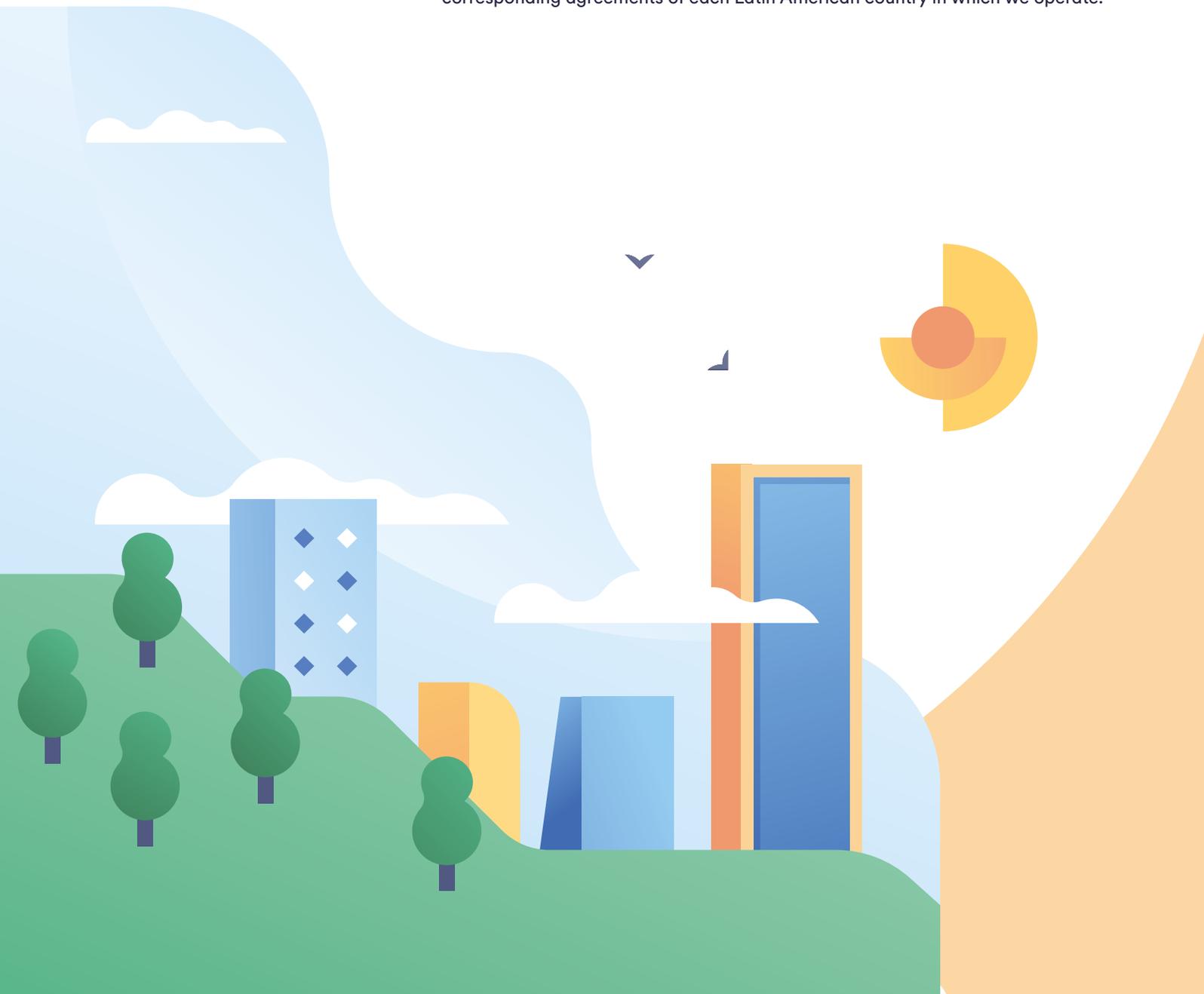
We are also known for our efficiency, which we work on year after year so that our teams are as optimized and defined as possible. Our workforce decreased by 10.7% compared to 2018 following the merger of several of our subsidiaries and a readjustment process that reduced the team by 22.6% in Latin America and increased it by 21% in Spain.

Always transparent, even in the face of change

43



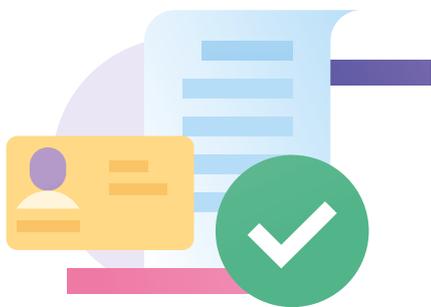
When faced with an operational change, each country has a regulation regarding notice periods –some 15 days, some 30 days and others no notice at all–, settlements or compensation. At Cabify, we include the change in our own policy and comply with current legislation and the provisions of the Workers' Statute for Spain and the corresponding agreements of each Latin American country in which we operate.



Because talent must be nurtured, and loyalty earned

44 

Remuneration



In 2019 we designed and implemented a strategy of salary bands according to contribution levels. Based on market information from a leading consultancy firm in remuneration studies, we adapted the fixed remuneration to the reality and needs of each country in which we operate to ensure the attraction and retention of talent.

-  Variable remuneration by objectives for the sales team and operational positions.
-  Fixed remuneration reviewed and updated annually.
-  Salary increases based on performance and salary updates required by law in Spain and Latin American countries.
-  Stock options policy and plan for the purchase of shares by employees.
-  All our stakeholders are periodically informed of our activities and compensation processes, which always include the involvement of our Senior Management.

We maintain a commitment to constantly improve the salary conditions of our employees and average salaries have increased with respect to 2018. The salary gap represents an improvement for middle management in Spain and has been practically nil in Latin America, both for executives and middle management.

Average salaries in Spain (in euros)

Category	Average salaries	Male	Female	Gap
Directors	67.439	70.230	60.740	13,51%
Middle Managers	50.537	51.601	45.457	11,91%
Operating roles	31.685	33.168	29.875	9,93%

Average salaries in Latin America (in dollars)

Category	Average salaries	Male	Female	Gap
Directors	51.514	51.443	51.755	-0,61%
Middle Managers	34.531	34.500	34.581	-0,23%
Operating roles	10.400	11.893	9.329	21,56%

To seek a better balance and reduce the salary gap, in 2019 we froze salaries for our highest positions.

We have a total annual fixed compensation ratio²⁴ of 6.25, which means that our CEO's salary is six times higher than the median for all employees.

Ratio of the percentage increase in the total annual fixed compensation

	Average increase	Average increase for top earners
Spain	16%	0%
Latin America*	19%	3%

(*): Latam excludes increases in Argentina due to the high inflation (50% inflation) in 2019, which distorts the data. Included would be an average of 29%. Increase of the best paid is maintained since it is not located in Argentina.

Benefits

Taking care of our team is not only a duty, but a pleasure. We strive every day to offer our employees the best benefits and flexibility, and helping them maintain a work-life balance. This year, for example, we have made a commitment to draw up and develop a Digital Disconnection Policy during 2020.

General benefits:

	Flexible pay program (restaurant ticket, day care, transportation and health insurance).*		Agreements, discounts and special promotions at gyms and other local companies.
	Optional medical insurance, with the same coverage for family members.		Tax exemption for jobs abroad.*
	25% discount on journeys with Cabify.		Library service.*
	Free fruit and coffee in all our offices.		Loyalty program to reward seniority of employees.
	Healthy dishes and vegetarian options at the canteen at reduced prices.*		

*Available in Spain.

24. Ratio of the total annual fixed compensation of the highest paid person in the organization in each country of significant operation to the median total annual fixed compensation of all employees (excluding the highest paid person) in the same country.

46

Reconciling work and family life:



Flexible schedule when coming and going to work.



Additional days off for own or direct family members.



Intensive day every Friday, December 24th and 31st and in the summer months.*



Half day off on birthday.*



Two days of teleworking per week and remote working for some areas and positions.*



A gift upon birth of children or marriage.



Two extra days of vacation at Christmas.*



Exceptional extension of days off for rest (quoted at 100% and paid at 50%).*



Supplementary leave at 100%.

*Available in Spain

Being a mother and father is a job in itself and at Cabify we recognise that. Since 2015, our employees have an extra week of leave after the birth, adoption, fostering or care of a child, flexible hours and half a day off when their children have a birthday.

Birth and childcare leave

Male employees	Female employees
16	3
84%	16%

Male ex-employees	Female ex-employees	Total
3	1	4
16%	5%	21%

In 2019, 100 % of mothers were on full-time leave, compared to 19 % of fathers. The remaining 81% chose to take leave on an interrupted basis as permitted by law.



Equality and diversity

47

At Cabify, we recognize as a strategic objective the development of labour relations based on equal opportunities, non-discrimination, respect for diversity, zero tolerance of harassment and compliance with local regulations to ensure the fundamental human rights of the people who work with us.

We have formulated Equality Plans,²⁵ adapted to each country in which we work, and we want to continue joining efforts so that all the people in our team enjoy a working environment with equal opportunities.

Likewise, our Diversity and Equality Committee leads and monitors all diversity and inclusion initiatives globally, and we have a specific Diversity Committee for the Product area, as this challenge is greater in the technological field.

In 2019, one person with a disability was part of our workforce and the building that houses our headquarters is adapted for universal access.²⁶ In addition, we carry out social investment, volunteering and accessibility measures in our implementation to make cities more inclusive.



Development and training

Because talent is built, we seek to magnify the professional and personal development that our team already brings as standard. In 2019, 4,275 hours of training were provided in Spain, an average of 10.68 hours per employee (similar to 2018, 10.13 hours).

We are committed to the growth of our employees through the following initiatives and programs:

- 
Ongoing training programs for the entire workforce and for managers at Stanford and Harvard (USA).
- 
Succession plan: in the face of possible changes, we identify who could occupy key positions in the company in the future and thus be able to prepare them better.
- 
IDP (Individual Development Plan): our employees have an individual development plan since 2019, working together with their manager to identify and address their areas for improvement.
- 
Forward: monthly mutual learning event in which we invite our employees and external profiles to share knowledge and ideas on how to improve our product and discuss the technical challenges we face in improving it.
- 
Go & Learn: 10 of our employees enjoyed the opportunity to visit another country's office in 2019 to exchange knowledge, experiences and ways of working, fostering multicultural teams.
- 
Human Rights: our Sustainable Impact and Security team received human rights training –as did all our outsourced security staff– and all other areas will receive training in 2020.
- 
Keep Learning: entrepreneurs, people with admirable stories, or specialists tell us their experience every month, in talks on topics relevant to us and society in general.

25. The document that guides our actions to guarantee the effective equality of women and men in Spain has been prepared in compliance with the Ley Orgánica 3/2007 of 22 March and RDL 6/2019 of 1 March.

26. It has an access ramp, elevators and adapted bathrooms on all floors and wide doors to the work spaces.



The motivation that unites us

Our Pride & Talent strategy is aimed at ensuring that our team is always motivated and that our activity responds to the challenges of our business. This is how we work on motivation in 2019.



In the Cabify EVP²⁷ project we jointly define what defines us as a brand and we put it into value. This year, more than 100 employees participated in the project.



Internal promotion: we cover 65% of our positions in the Business area internally so that our employees can have the opportunity to develop, retrain or have a career without leaving Cabify.



We launched #CabifyLovers: each employee is an ambassador of our brand in social networks.

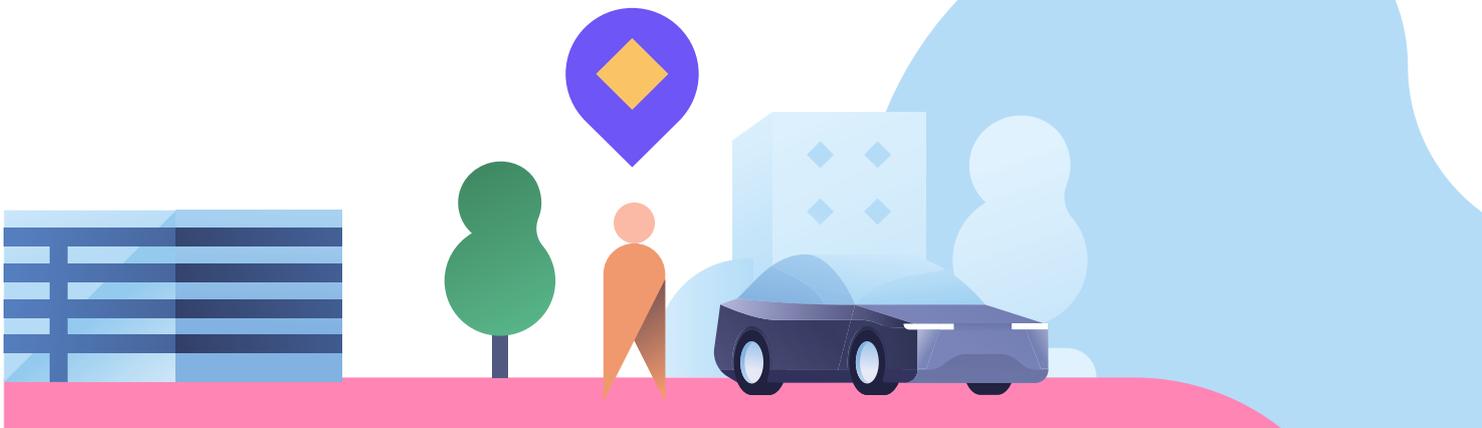


For the first time, we participated in Merco Talento and achieved the 85th position in Spain.



Jump in, we'll take you

We support our employees from the moment they join Cabify and accompany them during their first months. In 2019, we have unified the Onboarding Process in all countries.



WELCOME
A Cabify picks them up and takes them to the office.

27. Employee Value Proposition.

They receive a welcome pack and an immersion talk.



They are assigned a 'buddy' (support person).



ONBOARD TRAINING: training itinerary of their work area.

BUSINESS INTRO: our managers explain the Cabify set-up and how to work in each area.



GLOBAL INDUCTION: presentation of each department in which their new colleagues explain who they are and what they do.

CEO CALL: Juan de Antonio welcomes them.

TOGETHER: they also participate in the spaces that the Cabify family shares and enjoys throughout the year, encouraging the team to come together.



- Teambuildings
- Afterworks and barbecues
- Theme parties to celebrate successes
- Social clubs and sports activities
- Hackathons²⁸



28. Hackathons are an intensive dynamic of work in multidisciplinary teams aimed at solving specific challenges that we have identified.

Agreement and Work Committee



In Spain, our agreement is for Consulting and Market Studies. In order to look after the interests of the staff, decisions are taken democratically through surveys where the team can propose, give their opinion and vote. We are proud to have a collaborative and participatory culture in which we respect the right to association and collective bargaining.



A safe and sound team

During 2019, we recorded two in itinere accidents and none during the working day, obtaining a TFA (accident frequency rate) of 1.51 and a TIEP (occupational disease incidence rate) of 0.

The rate of days lost (TDP) was 0.04 and the rate of absenteeism (TAL) was 0.02. Fortunately, there were no deaths from occupational accidents or diseases.

Summary of contingencies

Work-related accidents with sick leave	1
Work-related accidents without sick leave	1
Occupational illnesses with sick leave	0
Occupational illnesses without sick leave	0
Work-related accident relapses with leave	0
Common Contingency Discharges	39

The Incidence Index²⁹ at Cabify was 0%, a very positive figure compared to the figures for our sector -0.93% for companies of the same size and with the same economic activity, and 3.77% for companies of the same size at national level-. Our Common Contingency Absenteeism Index reached 0.90% -that of the sector was 2.13%- and, finally, our Index of Absenteeism due to Occupational Accidents and Diseases was 0.02% -0.09% in the sector-.

These data, provided by our Mutual Insurance Company for Occupational Accidents and Diseases, show that the accident rate at Cabify is well below the national and sector average, a milestone that we have been repeating in recent years.

This low accident rate allowed us to access the "Bonus"³⁰ incentive system in 2017, which we applied for again in 2019 for the 2018 financial year, pending resolution.

29. List of occupational accidents with sick leave according to the workforce (Yearbook of Statistics of the Ministry of Employment and Social Security, corresponding to the division of activity according to CNAE-2009)

30. Granted by the Dirección General de Ordenación de la Seguridad Social, it allows a reduction in contributions for professional contingencies for companies that achieve a low work accident rate thanks to their preventive actions.

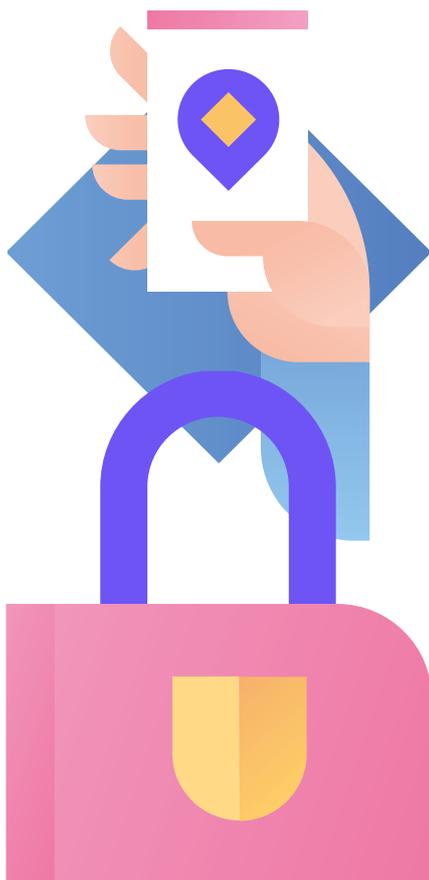


Our app: for passengers and drivers



Cabify exists to serve. To help get there. Or to return. We want to be there. On the way to and from work, when you have to run to the nursery or if the after-work meal has been extended. Offering safe and comfortable transportation. Because we believe that if people can move well, they can get anywhere.

We prioritise safety



The safety of our community and service is a priority and something that sets us apart. Every year we incorporate new elements of active and passive safety to improve it.

Characteristics of our system



Traceability and geolocation

Monitors all journeys and allows our users to share their journey with a trusted person in real time. We always know which passenger and driver are in which vehicle and the route they're taking.



In safe hands

Drivers perform psychometric tests when they sign up for the app. The system validates their personal and vehicle documents and checks for criminal records.



Social behaviour

Detects inappropriate behaviour, both of passengers and drivers.



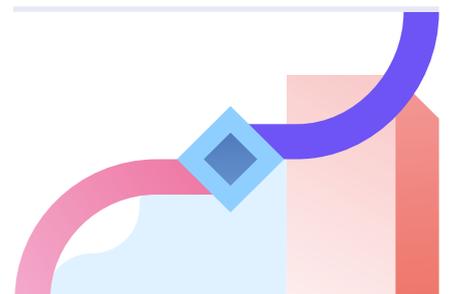
Liability insurance

100% of our journeys are covered by a liability insurance policy.³¹



Hooking

Locates devices that alter the normal operation of the app.



31. In the case of our operation in Spain, at Cabify we contractually require these insurances from our partner companies, which are responsible for their maintenance.

Improvements 2019

Passive elements	Active elements
<p>Safety Kit, a function that allows the user to configure different security options:</p> <ul style="list-style-type: none"> • Add a trusted person, who automatically receives the data of each of his journeys by email and/or SMS. • Share the journey in real time with any person. • Contact emergency services in one click. 	<p>Blocking of dangerous areas, in agreements with the regional governments of all the countries in which we operate.</p>
<p>Phonemasking: ensures the confidentiality of the telephone numbers of passengers and drivers in the case of a call.</p>	<p>Real-time monitoring of journeys at specific times to ensure that they take place in the given operation area(s).</p>
<p>Periodic review of drivers' personal data and documents in Peru, Brazil, Chile, Colombia and Mexico.</p>	<p>Limit of intra-city operating zones when too long a journey may compromise passenger and driver's safety.</p>
<p>Updating and continuous improvement of insurance policies.</p>	

In addition, to further improve the security of our app and proactive incident management, we continuously test passenger identity verification techniques to avoid false records and telemetry systems that alert us of, for example, reckless driving.

A semi-automatic system allows us to detect inappropriate behavior, coming from drivers or passengers, along the customer journey, by analyzing the following data:

- Cancellation of journeys.
- Non-collection of passengers.
- Mystery shopper ratings.
- Low score.
- Reckless driving.
- Bad practices.
- Customer frauds.

Drivers receive direct feedback when their behaviour is assessed as inappropriate, and we take action if they have jeopardised the safety, integrity or financial solvency of the passenger or of Cabify.



53

Harassment? Zero tolerance



We have a policy of zero tolerance for harassment, understood as any intentional, directed and unequal conduct of power (of any kind) that is exercised between people, with the aim of subjugating, exploiting and/or causing harm.

In 2019 we updated our service protocols, increasing the number of causes and eligible cases, incorporating a natural language engine to reduce false negatives, a model of monitoring and attention according to the seriousness of the matter, and creating a specific group of agents to deal with this type of incident.



Ticket2Vec Project

By applying an algorithm that processes the language of the tickets issued by users through the app's Help menu, we have managed to reduce the number of harassment cases undetected in the first instance from 82% to 10% and increase by 15% those that have a response within the first two hours after the incident. The project was validated in a presentation at T3chFest, where we shared with the software community how new technologies can be at the service of potential victims of harassment.

We are available 24/7



We manage the attention to our users mainly through the app, the business API interface and the ABI virtual assistant, using also additional channels such as social networks, Whatsapp or app stores to attend their suggestions or incidents and help them with any doubts.

Our customer service is based on 4 pillars:

- **Personalization:** we give a homogeneous response taking into account who is contacting us and the reason for their contact.
- **Resolution:** we always aim to solve contacts the first time.
- **Anticipation:** we implement predictive rules to identify what kind of needs our clients may have.
- **Excellence:** the work of our customer service team is centralized.

Our customer service strategy, developed in 2018, has been perfected throughout 2019 through an internal management model that structures the different assistance and support operations, and the incorporation of technology to facilitate the work of our agents or the possibility of our users contacting us through different channels. In addition, we have a research team that regularly interviews users and drivers to gather their needs and refine their experience.

54



85% of cases, in Spain and Latin America, were solved at the first attempt and no further contact from the user was necessary.

Type of complaints

	%			
	Drivers		Passengers	
	SP	LATAM	SP	LATAM
Account (locks, changes, reservations)	1,26	9,24	8,72	9,75
Charges, fees, invoices	30,89	27,84	43	36,51
Problems with journey (passengers)	5,96	3,97	10,27	14,32
Journey problems (drivers)	26,11	10,01	6,76	3,20
Driver support	9,14	15,52	0,15	3,70
Duplicates	10,29	12,27	11,47	10,85
General questions	4,11	9,89	10,84	11,66
Verification of identity	0,03	0,07	0,01	0,03
Error	1,67	1,96	1,96	2,90
Problem with the app	1,48	1,16	0,36	0,91
Spam	0,12	0,29	0,23	0,39
Migration	0,41	0,49	2,62	-,00
Inappropriate behavior/harassment	2,15	1,13	1	0,83
Legal compliance	0,00	0,02	-,00	0,01
App stores	0,03	0,19	0,01	0,06
Uncategorized	6,34	5,94	4,12	4,90

Customer service: Passengers

	N° CONTACTS (av/month)	RESOLUTION (hours)			CONTACT CHANNEL		
		Average	< 24	< 48	API	Web	Mail
SPAIN	21.000	73	41,50%	58%	76%	15%	9%
LATAM	91.000	104	46%	60%	71%	16%	13%

In Spain, we managed 10,947 cases of misconduct³² as a priority, of which only 303 –0.001% of the journeys made in 2019– were real cases. 80% of the cases were dealt within less than 12 hours.

In addition, automating the management of lost objects allowed us to reduce the hours of service and improve this score by more than 20 points in the NPS –Net Promoter Score– index, a tool that measures loyalty based on recommendations.

32. We consider inappropriate conduct those cases related to discrimination, violence, drugs and/or alcohol or abuse of a sexual nature.

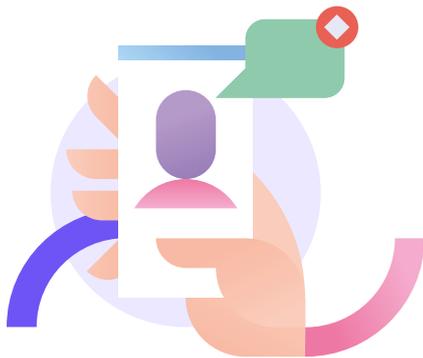
55

Customer Service: Drivers



	CALLS	ANSWERED
SPAIN	> 50.000	65%
LATAM	> 1.000.000	

In Spain, the rate of contacts per Drop Off was 3%. In Latin America, we added the channel "Chat for Driver" in which almost 1.4 million chats were received and 67% were attended.



Hello, how can I help you?

ABI is our virtual assistant and is available in all countries where we operate, accompanying our community regardless of geographical location or communication channel.

In the last quarter of 2019, ABI had over 12,000 conversations with our customers through Facebook Messenger and Whatsapp, and in the near future will be able to cover up to five customer service channels. At the moment, it's proving decisive in speeding up the sending of documents or the resolution of doubts to drivers through Whatsapp.

Professionalism at the wheel



The drivers' average age is 44 in Spain and 37 in Latin America.

At Cabify, we put professionals in the transport of people in contact with those who need to move. Our collaborating partners undergo a rigorous registration process before offering their services through our app.

Driver profile

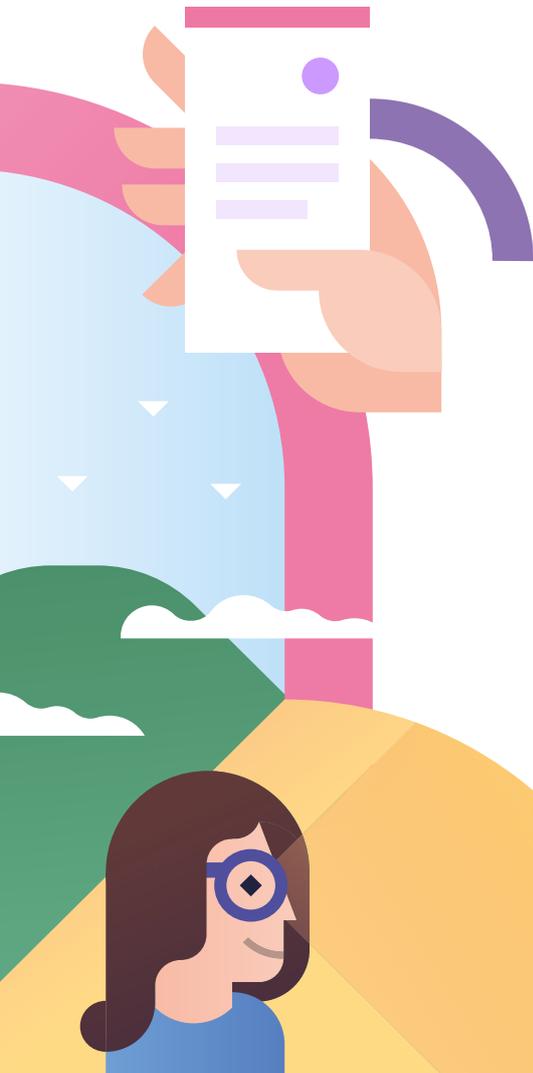
	TOTAL	WOMEN	MEN
SPAIN	> 19.000	6%	94%
LATAM	> 447.000	5%	95%



Women Drivers Project

We have set out to give weight to the inclusion of women in the urban mobility sector. In Mexico, we joined forces with IDB Invest to better understand the profile of women drivers who collaborate with us and how we can help them overcome the barriers they face in the performance of their work. Thanks to the project, we have committed ourselves to having 15% of the drivers who collaborate with us be women in all the markets where we operate within a three-year period.

Our users, at the centre



Our users are at the center of everything. We think about their wellbeing and offer them a warm environment on every journey, which begins with knowing in advance what they are going to pay and ends with their assessment of the service. Because listening to them is key to our ability to improve and their feedback is decisive in the development of our product, all the information they generate is analysed in detail under the name Voice of Customers (VOC).

To achieve a perfect 10 experience, listening to the users is not enough, we have to put ourselves in their shoes (and the same goes for the drivers). In 2019, our employees have valued service through the "Excellence experience" –we call our customer service team Excellence–and the "Driver experience". The initiative enabled us to:

-  Generate empathy and recognition for the people who move the business (drivers) and those who give Cabify a voice with users (Excellence).
-  To live the experience in first person and to have our community (users and drivers) in mind when dealing with our daily work.
-  To have a source of proposals to improve the experience of drivers, users and employees.
-  To experience the company's values.

56

The NPS is an indicator that helps us measure the loyalty and satisfaction that Cabify generates through its product and service. It varies from -100 points (minimum value, worst satisfaction/loyalty) to +100 (maximum value, best). Globally, our average NPS rate in 2019 was +55 for our users and +37 for our employees (4 points higher than in 2018).

57

Seeking constant improvement

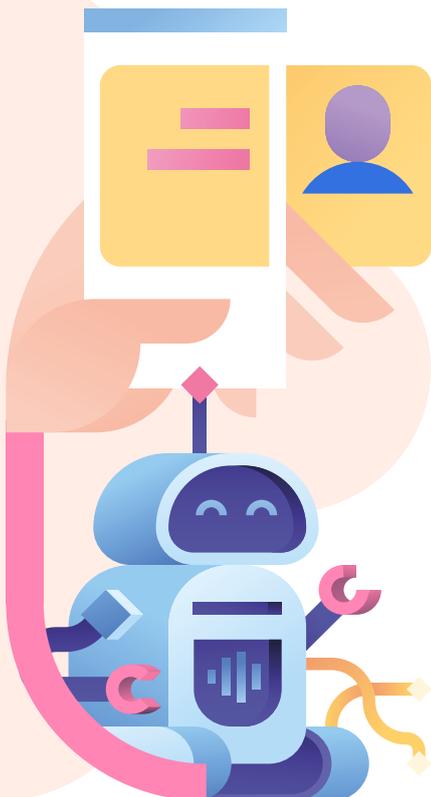
We work constantly to improve the service we provide and each year is an opportunity to move up a level in terms of quality. In April 2019 we received the ISO 9001 certification in Spain, which guarantees that we meet its standards to ensure excellence in resource management, customer satisfaction or management of risks that affect the quality of the service provided. In 2020, in all the countries where we operate, we will optimize how we calibrate quality and the application of corrective measures to improve it.

Accessibility and technology: Cabify for all

We are committed to accessibility, diversity and inclusion. We want all of our digital products and services to be usable by any person or group and for our offices to be universally accessible. Every year, we go further to reach this goal.

If technology allows us to optimise our app in the face of any semantic, functional or generational barrier, making our service accessible to people with any level of motor, hearing or visual disability, low literacy or cognitive problems... how can we not go for it?

This 2019 we become a **100% inclusive mobility application and service for blind people:**



Our app allows you to use the iOS and Android device screen reader tools.



We guide more than 300,000 drivers in the countries where we operate so that they can offer a service that is respectful and adapted to visual impairment.



We raise awareness among our employees so that inclusion is understood as a motor for competitiveness.



We supported the launch of this new option with a communication campaign based on the normalization and naturalization of the life of a blind person. The protagonist of the campaign is José Luis García Serrano ("Jota"), a Paralympic triathlete who we sponsor and who will participate in the Tokyo 2021 Paralympic Games.

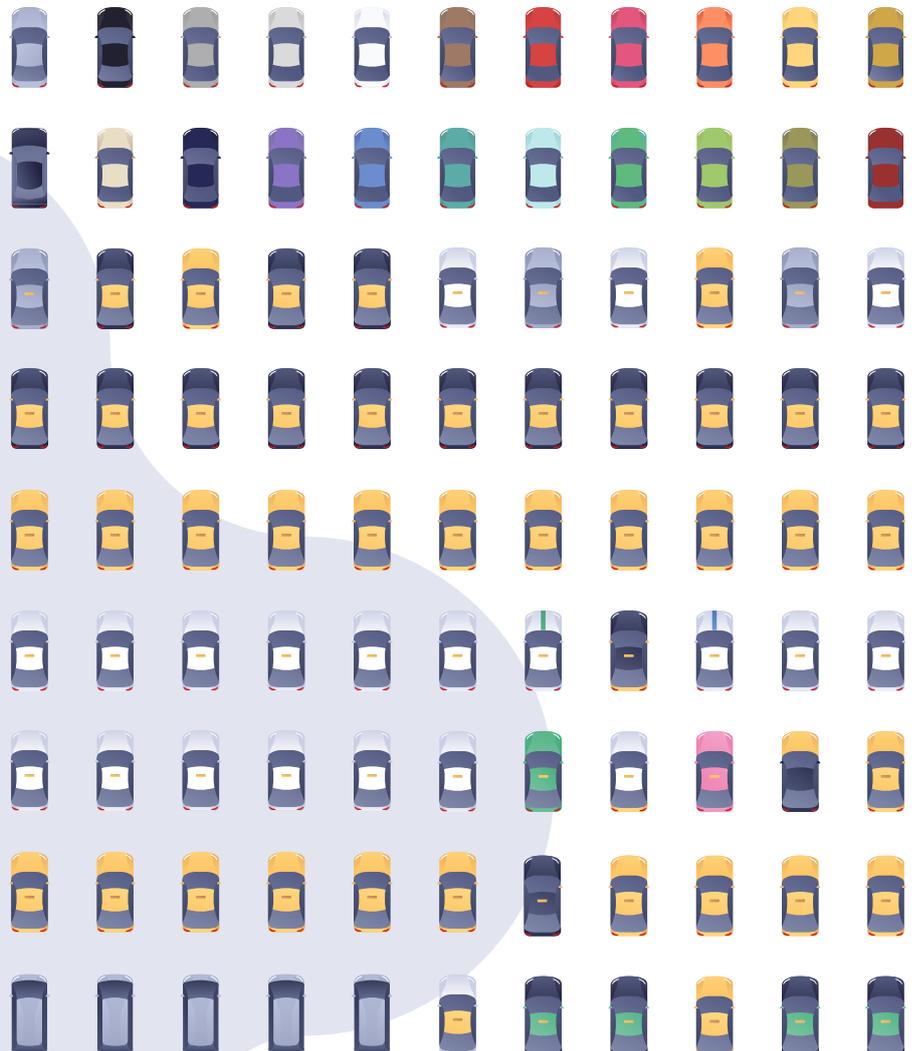
One user, multiple modes of movement

58



Also in 2019, we became a multimodal mobility platform that offers the possibility of combining different means of transport to cover the same route or choose the most appropriate vehicle to respond to different needs and times. Cars with driver, taxis, motorbikes and electric scooters are already available in our application.

We welcomed the taxi with the merger of Easy Taxi in Latin America and the addition of this category to our app in Spain. Recognized for the availability of its service and for being the first to accept cash payments, the application operated in eight markets in Latin America. At Cabify, we provide standards of quality, safety and ethics, in order to offer a taxi service in Latin America and Spain, a traditional pillar of urban mobility, under the umbrella of sustainability.



Cabify Business



59

We take your company on the best path

We accompany companies in the design of their mobility strategy with proposals adapted to their transport needs and the reality of their cities. Through a comfortable, efficient, safe and profitable service, with competitive rates and advanced technology tools that allow them to manage and control their use of it.

A service with three advantages

★ Quality

Impeccable and comfortable cars, permanent attention through the app or service and safety recommendations for drivers, are just some of the quality standards for companies.

🛡️ Control

Various tools –graphic reports, real-time information on each user's routes, configuration of alerts or user restrictions– allow companies to control their use of the service or their expenses.

📄 Simplified management

Our platform is intuitive and easy to use, with different payment methods, invoice downloads and journey reports. The day-to-day tasks, synthesized.

Spain and Latin America: different contexts, same objectives

Cabify Business operates with the same quality, control and safety standards in the 12 countries where we are present. What changes is the type of the vehicles in which we move them and the regulatory environment of each territory.

In Spain, licensed vehicles (VTC) make up 100% of the fleet and comply with the requirements established by the various autonomous communities.

60

2019, a year of milestones and innovations



Corporate API

Access interface to our system for corporate customers where they can estimate, request and cancel journeys, as well as integrate their ERP (enterprise resource planning system) or custom applications of their own.



Multimodal mobility

Car with driver, taxi, electric motorcycle... our multimodal platform allows them to choose different transport options for every need.



Self Service

Self management model designed for small businesses and the self-employed.



Certificate of compensation

Companies receive a certificate for the carbon footprint of all their travel.

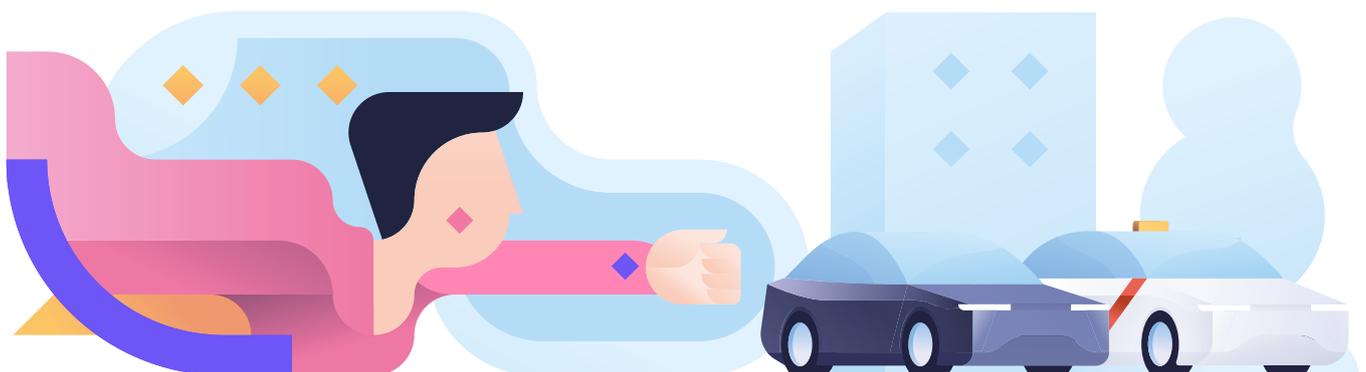
Social Impact

We are agents of change

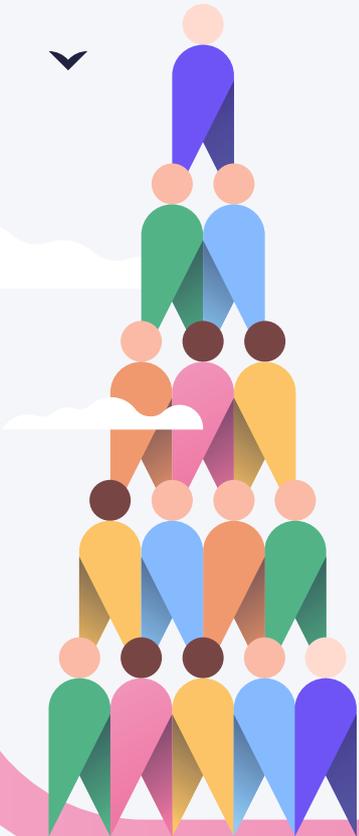


In 2019, we put 61,671 euros towards the social initiatives we collaborate with.

We have a commitment to society. In addition to offering mobility solutions, we use our presence in cities to benefit their inhabitants, whether they are part of our community or not, through social initiatives or corporate volunteering. And we put our heart into it.



61



Spain

United Way

The "Music that moves us" project aims to reduce the percentage of school dropouts among young people in secondary and basic vocational training. Through music, they develop skills in technology and mathematics, overcoming academic detachment by learning in a fun way.

Help Up

In 2019 we collaborated with the soup kitchen of San Ramón Nonato, in the Madrid neighbourhood of Vallecas. In addition, we carried out voluntary work in a day dedicated to the attention of disadvantaged people.

Everis Foundation

The "Púlsar Programme" is aimed at girls with high capacities, aged between 15 and 17, at risk of exclusion. It is based on mentoring to encourage their personal and professional development for the future.

Polytechnic University of Madrid

We joined this renowned educational institution to develop a training chair for software engineers, analysts and data scientists, with the aim of carrying out R&D activities, transferring knowledge in areas of common interest and supporting young talent. Together, we want to solve the mobility problems of the 21st century.

Latin America

2,598 people. This is the number of direct beneficiaries we have supported in 2019 through the volunteer activities of our employees –1,450 hours, 17 per employee– and the 20,374 euros we have allocated to social projects through Fundación Sí (Argentina), Correios (Brazil), Fundación Chocopan and Fundación Creando Futuro (Colombia), Protectora de la Infancia (Chile), Comedor Santa María (Mexico) and Kantaya (Peru).

Awareness raising

We raise our voices with you

Communication is a fundamental tool to speak up for different social causes and to promote social inclusion. During this year, we have carried out global campaigns on the occasion of International Women's and Girls' Day, LGBTBI+ Pride Day, International Day of Persons with Disabilities, International Environment Day and Earth Day.



09.

Environmental impact

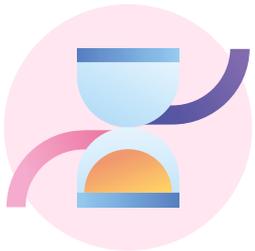
Green energy, recycle, reuse...	63
Indirect impact: proud to be carbon neutral	64
We minimize our impact	66



Green energy, recycle, reuse...

63

We have a firm commitment to respect the environment and in 2019 we set out to **reduce our direct environmental impact.**



01.

We set short-term goals:

- Reduce environmental impact by 15% in all our offices by 2020.
- 100% green energy in our Spanish office from 2020.

02.

Replacing the water bottles on board with 100% recyclable cardboard meant a saving of 1,105 tonnes of CO2 and 159,741 kg of plastic.

03.

We are partnering with institutions, such as the Polytechnic University of Madrid, to better measure our consumption and reduce our impact.

04.

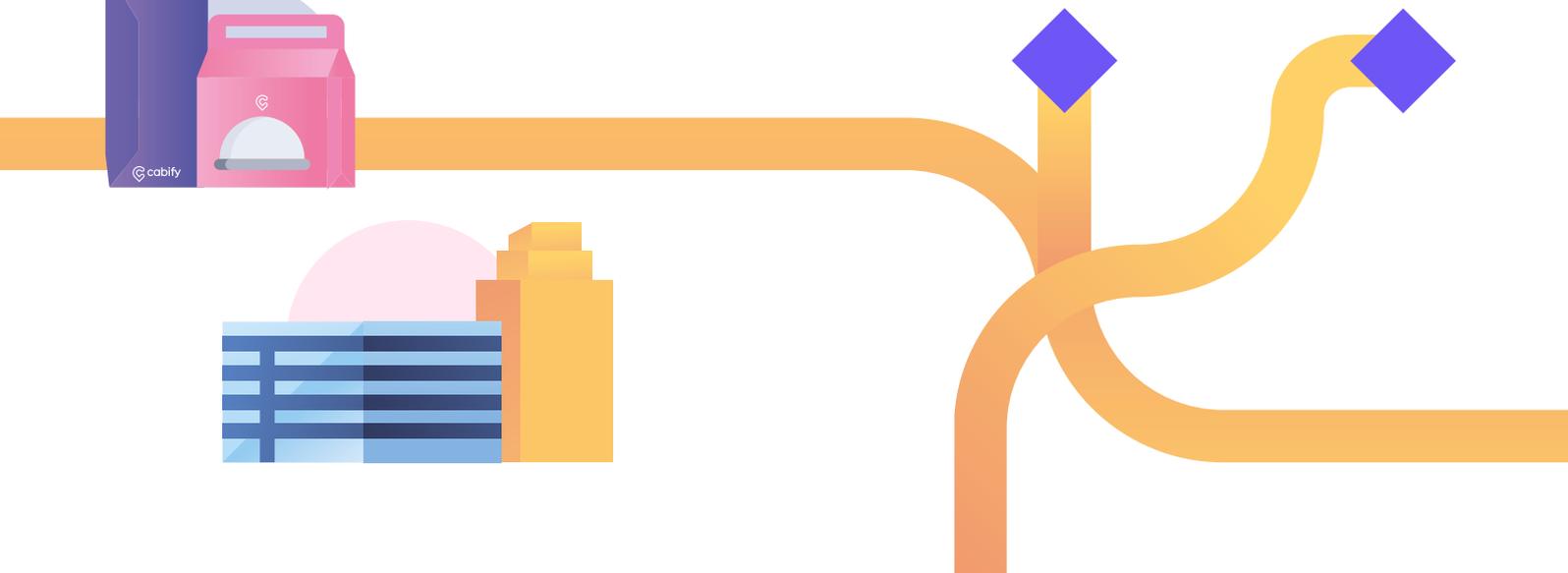
We manage the recycling of our waste with specialized suppliers or send it to recycling plants when its useful life cycle is over.

05.

We use reusable containers in our beverages and food suppliers.

06.

We are good neighbours: our noise level is not harmful and we close offices at 10 pm.



64



Consumption in offices in Spain and Latin America

SPAIN				
	2018	Consumption per employee 2018	2019	Consumption per employee 2019
Energy (light)	286.932 Kwh	869,5 Kwh	596.710 Kwh ³³	1420,94 Kwh
Water	1.233,60 m ³	3,74 m ³	2.422 m ³	5,59 m ³
Fuels	Included in electric consumption			
Paper	87.750 kg	265,9 kg	86.760 kg	216,90 kg
Waste	15.500 kg	47,0 kg	10.096 kg ³⁴	25,24 kg
Plastics	150 m ³	0,5 m ³	791,79 m ³	1,98 m ³
Tonnes	12 units	0,04 units	22 units	0,06 units

LATAM	
	2019
Energy (light)	361.012 Kwh
Water	9.056 m ³
Waste	27.347 kg

We are the first mobility app in the world to become carbon neutral. We offset 100% of the CO2 that we generate.

Indirect impact: proud to be carbon neutral



33. Projection based on the consumption of 497,259 Kwh generated in the period from March to December, giving a monthly average energy consumption of 49,725 Kwh.

34. Projection based on the consumption of 5,889 kg generated in the period from April to October 2019 which gives a monthly average of 841 kg/month of waste generation.

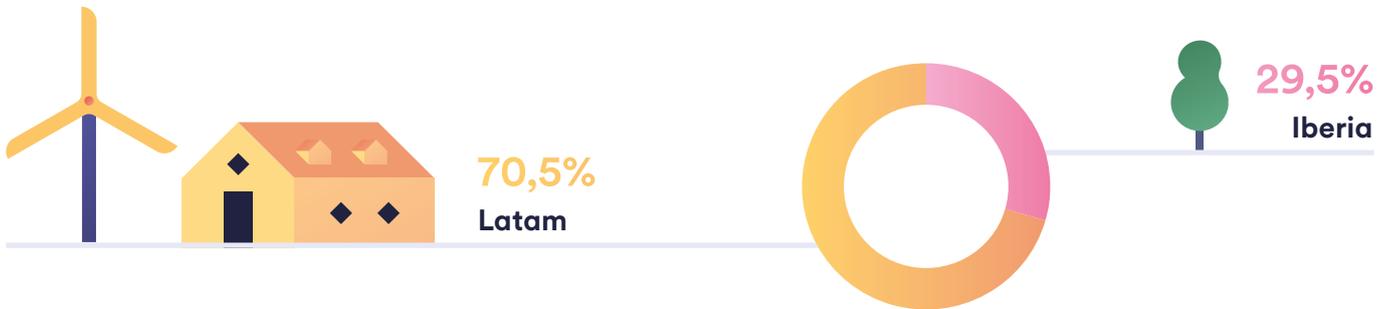
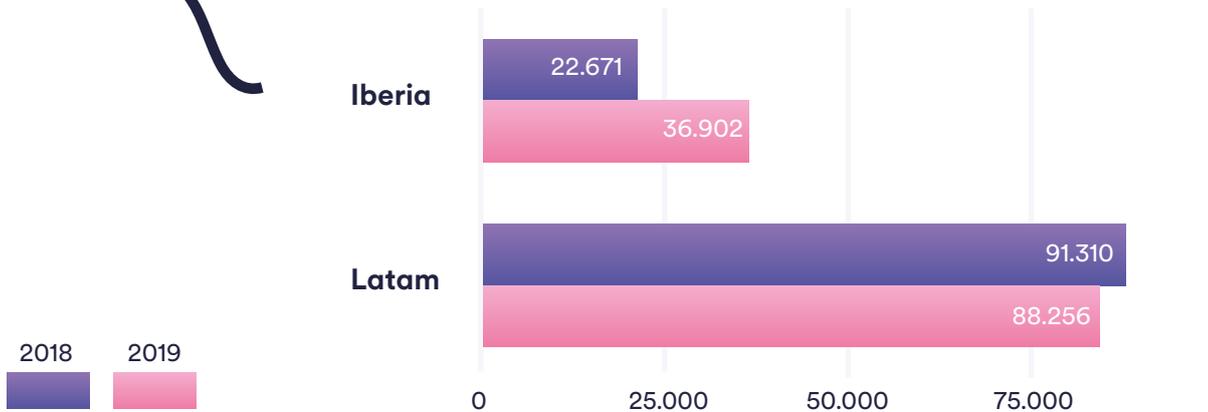
35. As a provision and guarantee measure, our journeys include a security and sustainability fee –included in the final price and detailed separately–, aimed at improving the app's safety, offsetting the journey's carbon footprint and generating a lower environmental impact, among other things.

In 2019, we offset the 125,158 tons of CO2 we generate³⁵ –36,902 in Spain– through two REDD+ (reducing emissions from deforestation and forest degradation) projects in the Amazon.

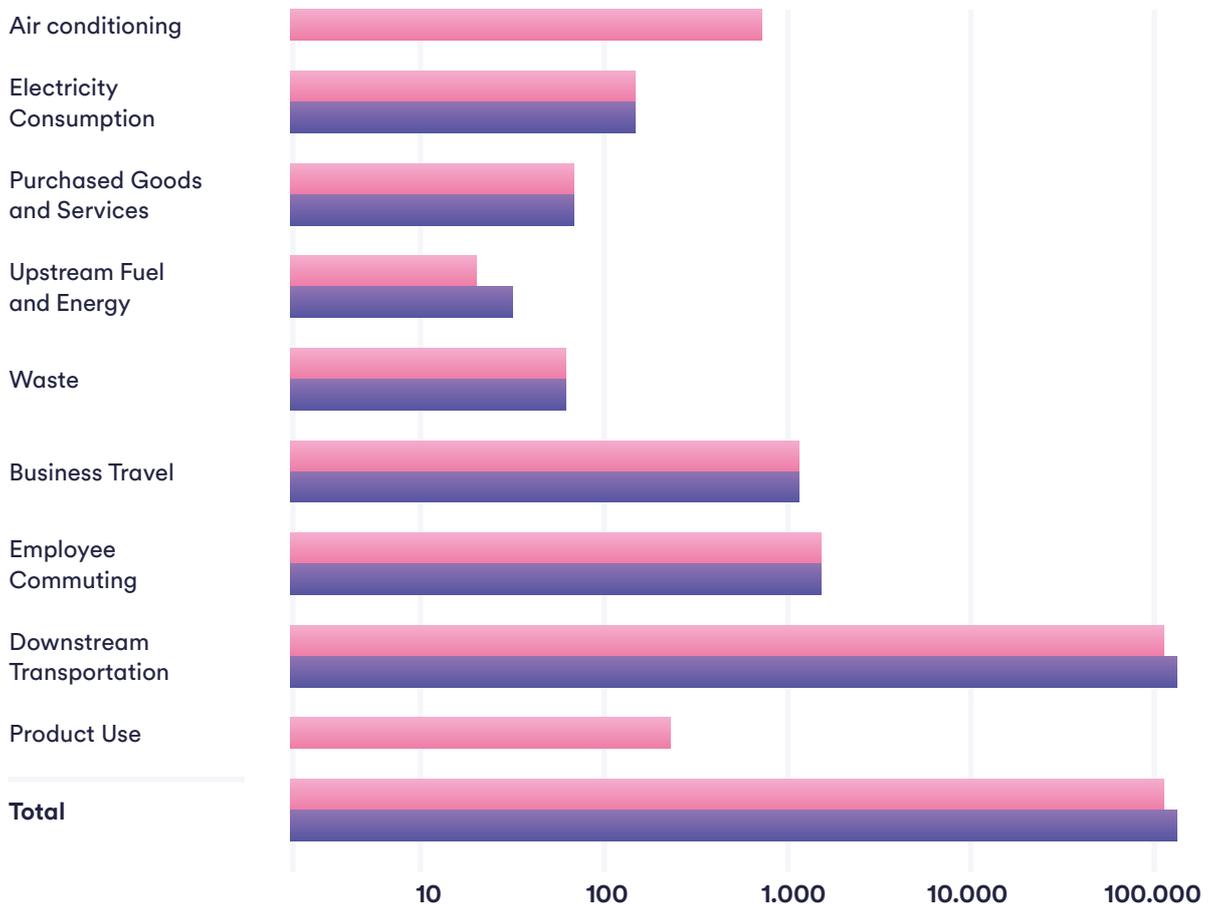
We work with First Climate to ensure that we meet the following international standards: Verified Carbon Standard, Climate Community and Biodiversity Standard, and Gold Standard.

65

Emissions in Spain, Portugal and Latin America



Global emissions by source (Tm CO2)

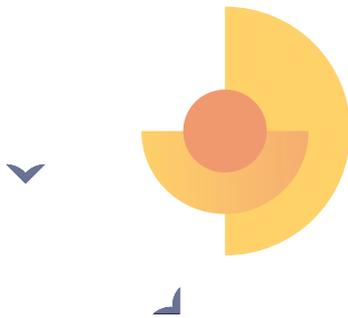


We minimize our impact

66 

100% electric fleet

This is our commitment for 5 years time in Spain and in the other countries where we operate. And every time we have the goal closer.



	SPAIN	LATAM	
2019	We defined the plan for the transition of the fleet from MCI (internal combustion engines) to EV (electric vehicles).	We collaborate with IDB Invest in Mexico to accelerate our transition to electric mobility.	In Chile, we defined an operational model and established alliances to electrify our fleet.
2020	We involve our partners in the implementation of electric vehicles. 42% of our fleet already has an ECO label.	We develop alliances and models to achieve a gradual electrification.	
2025	Total electrification of our fleet.		

All our decisions seek to minimize our journeys' environmental impact.

Fewer miles, smaller footprint

To minimize CO2 emissions, we have implemented improvements in our application. Our new algorithm allows us to reduce the number of kilometres the driver travels without a passenger and also to optimise journeys by reducing arrival and waiting times.

We were at COP25

We were able to share our environmental commitment with the attendees of the 25th United Nations Summit on Climate Change, held in December in Madrid, thanks to IDB Invest.

Micromobility for short distances

To guarantee more effective, comfortable and environmentally friendly urban travel, our users can choose to move around on scooters and/or electric motorcycles through the MOVO service. Because there is no multimodal mobility if we do not also consider micro-mobility.

Zero waste

At our Madrid headquarters, our canteen supplier helps us calculate weekly demand and adjust supply, thus avoiding food waste, for example, with an on-demand meal service that we book through an app.



10.

2020: A very present future

Cabify Way: our path and commitment	68
Goals on the horizon	68
Evaluation culture to focus or rectify	69



Our future is driven by a concrete vision of mobility: sustainable, efficient, accessible, respectful, inclusive. This vision guides the way we do things, the how. Here is our approach for 2020.

68 

Cabify Way: our path and commitment



To continue to be a multi-modal mobility platform that stands out for its safety and the quality of its service.



Providing added value, creating an efficient and lasting market.



With a sustainable value proposal —economically, socially and environmentally— that makes good use of resources.

Goals on the horizon

Sustainable economic growth



Maintain the optimization of resource use as the basis for achieving a sustainable impact.



To continue growing in users and drivers, maintaining the quality of our service and the sustainable proposal that characterizes us.



To improve our efficiency and the safety conditions, quality and price of the service, balancing the needs of the driver when providing it and the passenger when on the move.



To persevere in our commitment to safety through continuous improvement of our product and service.



69

Social development

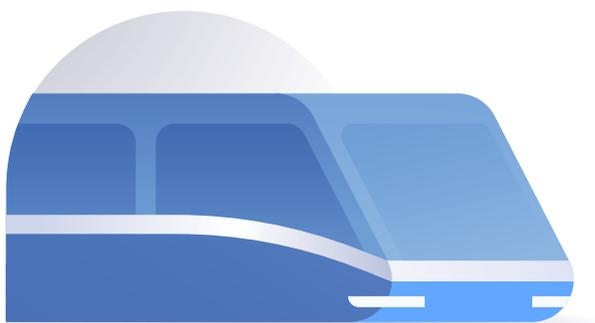
-  To increase our driver base and their level of satisfaction, offering them constant improvements in their experience.
-  Continue to offer our service to users who appreciate our promise of value and commitment to sustainability, making our business ethics attractive to potential users as well.
-  To have more women behind the wheel at Cabify, ensuring them a safe environment, benefits and facilities to work with us.
-  Continue to improve Cabify as a place and a job for our employees, maintaining their motivation, giving them opportunities for work and personal development and strengthening their pride in belonging.
-  Work together to improve the accessibility of our product.

Environmental development

-  Persist in the research and implementation of more efficient and clean forms of transport.
-  Continue to offset the emissions we cannot minimize.

Evaluation culture to focus or rectify

We address these commitments by creating multidisciplinary teams with clear and measurable objectives on a quarterly basis. We use the OKR methodology, "Objectives & Key Results", as a compass to achieve them.



70



Content of the Non-Financial Information Statement

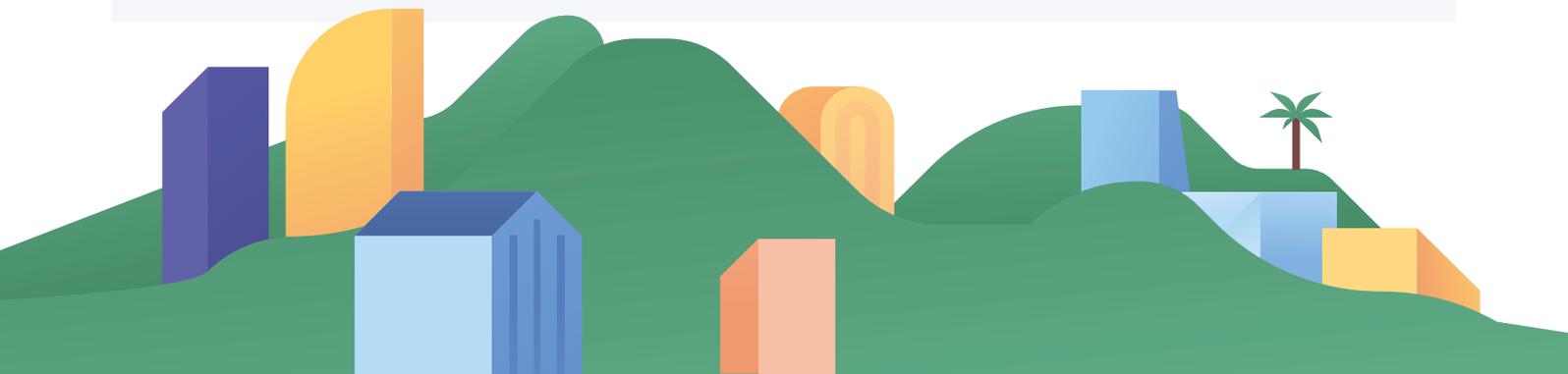
Law 11/2018, GRI table of contents and Global Compact principles

Information recorded by law 11/2018 of 28 december	GRI Reporting Criteria	Global compact principles	Section in the report	Page in the report
GENERAL INFORMATION				
A brief description of the business model including its business environment, organization and structure	GRI 102-1 Name of the organization		2. Our Organisation	7
	GRI 102-2 Activities, brands, products, and services		3. We are transparent	2-9
	GRI 102-3 Location of headquarters		2. Our Organisation	7
	GRI 102-7 Scale of the organization		2. Our Organisation	5
	GRI 102-5 Ownership and legal form		2. Our Organisation	7-8
Markets it operates in	GRI 102-6 Markets served		3. We are transparent	7-9
	GRI 102-7 Scale of the organization		2. Our Organisation	5
	GRI 102-31 Review of economic, environmental, and social topics		5. Our sustainability strategy	19-22
	GRI 102-4 Location of operations		3. We are transparent	7-8
Organizational objectives and strategies	GRI 102-14 Statement from senior decision-maker		1. Letter from the CEO	2-3
Main factors and trends that may affect its future evaluation	GRI 102-15 Key impacts, risks, and opportunities		4. Challenges & risks: past, present, future	15-16
Reporting framework used	GRI 102-54 Claims of reporting in accordance with the GRI Standards		3. We are transparent	12
Principle of materiality	GRI 102-46 Defining report content and topic boundaries		5. Our sustainability strategy	12, 19-22
	GRI 102-47 List of material topics		5. Our sustainability strategy	19-22

Information recorded by law 11/2018 of 28 december	GRI Reporting Criteria	Global compact principles	Section in the report	Page in the report
ENVIRONMENTAL ISSUES				
Management approach: description and results of the policies relating to these issues as well as the main risks related to these issues related to the activities of the group	GRI 102-15 Key impacts, risks, and opportunities	Principle 8 «Undertake initiatives to promote greater environmental responsibility»	4. Challenges & risks: past, present, future	15
	GRI 103-2 Management approach	Principle 7 «Businesses should support a precautionary approach to environmental challenges» Principle 9 «Encourage the development and diffusion of environmentally friendly technologies»	6. Company culture 9. Environmental Impact	29, 63-66

General detailed information

Detailed information on the current and foreseeable effects of company's activities in the environment and, where appropriate, health and the security	GRI 102-15 Key impacts, risks, and opportunities	Principle 7 «Businesses should support a precautionary approach to environmental challenges»	5. Our sustainability strategy	15
Environmental assessment or certification procedures	GRI 103-2 Management approach and its components	Principle 7 «Businesses should support a precautionary approach to environmental challenges»	9. Environmental Impact	64-66
Resources dedicated to the prevention of environmental risks	GRI 103-2 Management approach and its components	Principle 7 «Businesses should support a precautionary approach to environmental challenges»	9. Environmental Impact	64-65
	GRI 102-30 Effectiveness of risk management processes	Principle 7 «Businesses should support a precautionary approach to environmental challenges»	5. Our sustainability strategy	22
Application of the precautionary principle	GRI 102-11 Precautionary Principle or approach	Principle 7 «Businesses should support a precautionary approach to environmental challenges»	5. Our sustainability strategy	19-24





Information recorded by law 11/2018 of 28 december	GRI Reporting Criteria	Global compact principles	Section in the report	Page in the report
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Contamination

Measures to prevent, reduce or repair emissions that affect seriously the environment; taking into account any form of activity-specific air pollution, including noise and light pollution	GRI 305- 7 Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	Principle 7 «Businesses should support a precautionary approach to environmental challenges»	9. Environmental Impact	64-65
	GRI 103-2 Management Approach (Effluents and waste)	Principle 7 «Businesses should support a precautionary approach to environmental challenges»	9. Environmental Impact	64
	GRI 102-29 Identifying and managing economic, environmental, and social impacts	Principle 7 «Businesses should support a precautionary approach to environmental challenges»	4. Challenges & risks: past, present, future 5. Our sustainability strategy	15, 19-20

Circular economy and waste prevention and management

Medidas de prevención, reciclaje, reutilización, otras formas de recuperación y eliminación de desechos	GRI 306-2 Waste by type and disposal method	Principle 7 «Businesses should support a precautionary approach to environmental challenges»	9. Environmental Impact	63-65
Actions to combat food waste	GRI 103-2 Management Approach	Principle 7 «Businesses should support a precautionary approach to environmental challenges»	9. Environmental Impact	66

Sustainable use of resources

Water consumption and water supply according to limitations	GRI 303-3 Water withdrawal	Principle 7 «Businesses should support a precautionary approach to environmental challenges»	9. Environmental Impact	64
Consumption of raw materials and measures taken to improve use efficiency	301-1 Materials used by weight or volume	Principle 7 «Businesses should support a precautionary approach to environmental challenges»	9. Environmental Impact	63-64
	301-3 Reclaimed products and their packaging materials	Principle 7 «Businesses should support a precautionary approach to environmental challenges»	9. Environmental Impact	64
	GRI 103-2 Management Approach (Energy)	Principle 7 «Businesses should support a precautionary approach to environmental challenges»	9. Environmental Impact	63-64
Direct and indirect energy consumption	GRI 302-1 Energy consumption within the organisation	Principle 7 «Businesses should support a precautionary approach to environmental challenges»	9. Environmental Impact	64
Measures taken to improve energy efficiency	GRI 302-4 Reduction of energy consumption	Principle 7 «Businesses should support a precautionary approach to environmental challenges»	9. Environmental Impact	63-64
Use of renewable energies	GRI 302-1 Energy consumption within the organisation	Principle 7 «Businesses should support a precautionary approach to environmental challenges»	9. Environmental Impact	63-65

Information recorded by law 11/2018 of 28 december	GRI Reporting Criteria	Global compact principles	Section in the report	Page in the report
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Climate change

Greenhouse gas emissions generated as a result of the activities of the company, including the use of the goods and services produced	GRI 102-15 Key impacts, risks, and opportunities	<p>Principle 8 «Undertake initiatives to promote greater environmental responsibility»</p> <p>Principle 9 «Encourage the development and diffusion of environmentally friendly technologies»</p>	9. Environmental Impact	64-66
	GRI 305-1 Direct (Scope 1) GHG emissions	<p>Principle 8 «Undertake initiatives to promote greater environmental responsibility»</p>	9. Environmental Impact	65-66
	GRI 305-2 Energy indirect (Scope 2) GHG emissions	<p>Principle 8 «Undertake initiatives to promote greater environmental responsibility»</p>	9. Environmental Impact	64-65
Measures taken to adapt to the consequences of climate change	GRI 305-4 GHG emissions intensity	<p>Principle 8 «Undertake initiatives to promote greater environmental responsibility»</p>	9. Environmental Impact	64-65
	GRI 305-5 Reduction of GHG emissions	<p>Principle 8 «Undertake initiatives to promote greater environmental responsibility»</p> <p>Principle 9 «Encourage the development and diffusion of environmentally friendly technologies»</p>	9. Environmental Impact	64-66
	GRI 201-2 Financial implications and other risks and opportunities due to climate change	<p>Principle 8 «Undertake initiatives to promote greater environmental responsibility»</p> <p>Principle 9 «Encourage the development and diffusion of environmentally friendly technologies»</p>	9. Environmental Impact	64-65
Voluntary medium and long-term reduction targets to reduce greenhouse gas emissions and the means implemented for this purpose	GRI103-2The management approach and its components	<p>Principle 8 «Undertake initiatives to promote greater environmental responsibility»</p> <p>Principle 9 «Encourage the development and diffusion of environmentally friendly technologies»</p>	9. Environmental Impact	61
	GRI 103-2 The management approach (Reduction of GEI emissions)	<p>Principle 8 «Undertake initiatives to promote greater environmental responsibility»</p> <p>Principle 9 «Encourage the development and diffusion of environmentally friendly technologies»</p>	9. Environmental Impact	64-65

74



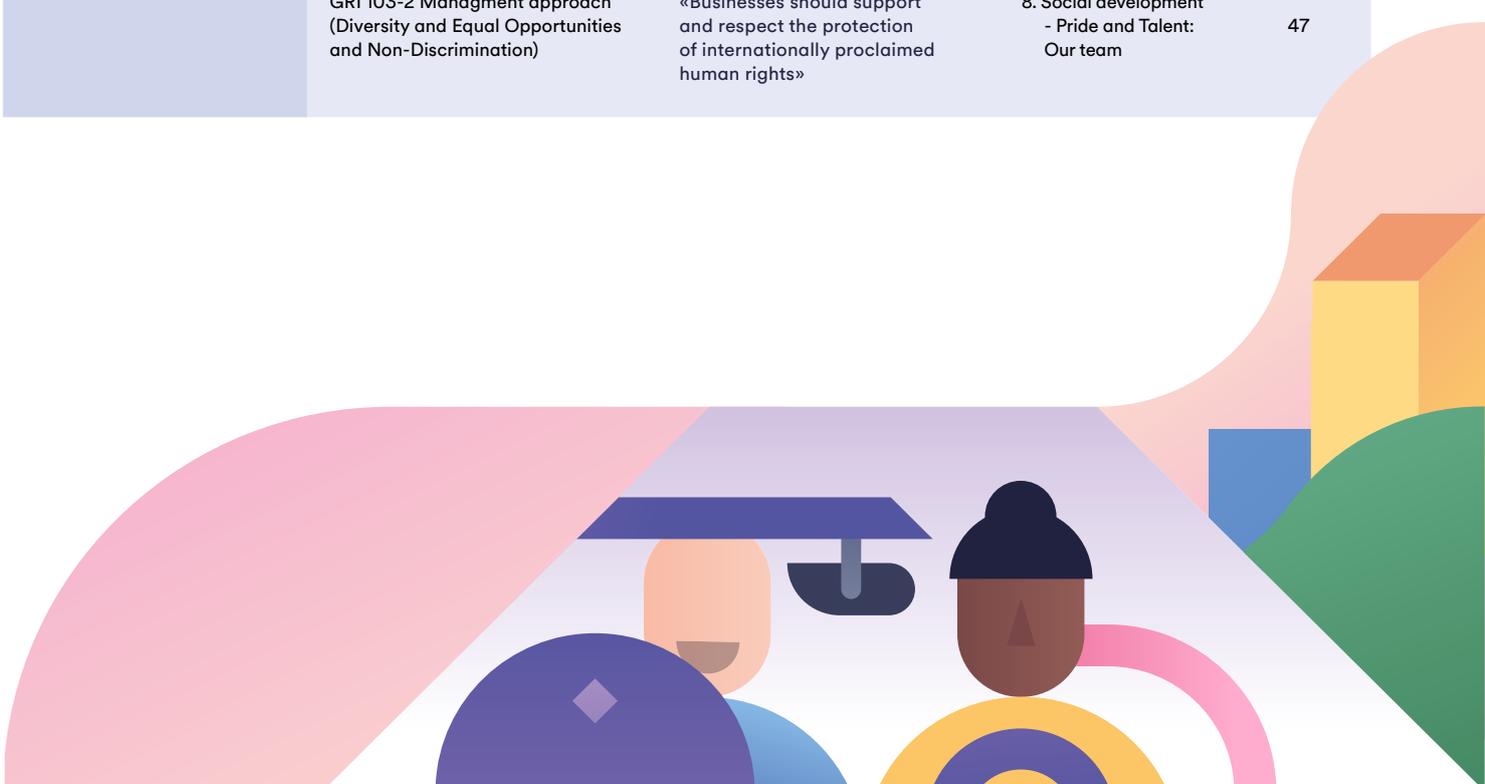
Information recorded by law 11/2018 of 28 december	GRI Reporting Criteria	Global compact principles	Section in the report	Page in the report
SOCIAL AND PERSONNEL ISSUES				
Management approach: description and results of the policies relating to these issues as well as the main risks related to these issues related to the activities of the group	GRI 103-2 The management approach (Employment)	Principle 6 «The elimination of discrimination in respect of employment and occupation»	8. Social development - Pride and Talent: Our team	43-48
	GRI 102-15 Key impacts, risks and opportunities	Principle 6 «The elimination of discrimination in respect of employment and occupation»	4. Challenges & risks: past, present, future 8. Social development - Pride and Talent: Our team	15, 43-48
Employment				
Total number and distribution of employees by country, gender, age and job classification	GRI 102-8 Information on employees and other workers	Principle 6 «The elimination of discrimination in respect of employment and occupation»	8. Social development - Pride and Talent: Our team	38-45
	GRI 405-1. b) Percentage of employees per employee category in each of the following diversity categories: sex and age group	Principle 6 «The elimination of discrimination in respect of employment and occupation»	8. Social development - Pride and Talent: Our team	39-42
Total number and distribution of employment contract modalities and average annual number of permanent contracts, temporary contracts and part-time contracts by sex, age and occupational classification	GRI 102-8. c) Total number of employees by type of employment contract (full-time or part-time) and by sex	Principle 4 «The elimination of all forms of forced and compulsory labour»	8. Social development - Pride and Talent: Our team	42
People with disabilities recruited	GRI 405-1. b) Percentage of employees per employee category in each of the following diversity categories: iii. vulnerable groups.	Principle 6 «The elimination of discrimination in respect of employment and occupation»	8. Social development - Pride and Talent: Our team	39-44, 47
Number of dismissals by sex, age and occupational classification	GRI 401-1.b) Total number and rate of employee turnover during the reporting period, by age group, gender and region	Principle 5 «The effective abolition of child labour»	8. Social development - Pride and Talent: Our team	42
Average salaries and their evolution disaggregated by sex, age and job classification or equal value	GRI 405-2: Ratio of basic salary and remuneration of women to men per employee category	Principle 4 «The elimination of all forms of forced and compulsory labour»	8. Social development - Pride and Talent: Our team	39, 44-45
	GRI 102-35 Políticas de retribución	Principle 4 «The elimination of all forms of forced and compulsory labour»	8. Social development - Pride and Talent: Our team	44-45
	GRI 102-36 Process for determining remuneration	Principle 4 «The elimination of all forms of forced and compulsory labour»	8. Social development - Pride and Talent: Our team	44-45
	GRI 403-1 Occupational health and safety management system	Principle 4 «The elimination of all forms of forced and compulsory labour»	8. Social development - Pride and Talent: Our team 6. Company culture	28, 50

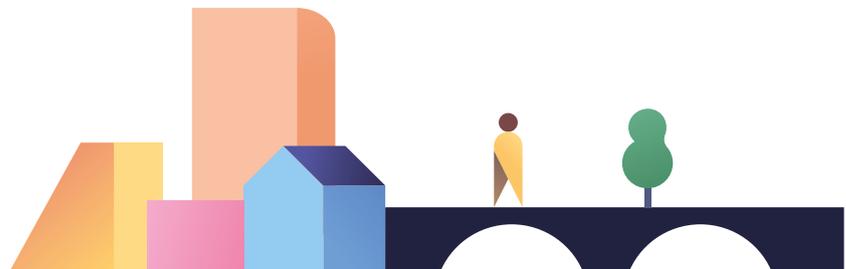
Information recorded by law 11/2018 of 28 december	GRI Reporting Criteria	Global compact principles	Section in the report	Page in the report
Implementation of labour disconnection policies	GRI 201-3 Defined benefit plan obligations and other retirement plans	Principle 4 «The elimination of all forms of forced and compulsory labour»	8. Social development - Pride and Talent: Our team	45-46
	GRI 103-2 The management approach (labour disconnection)	Principle 4 «The elimination of all forms of forced and compulsory labour»	8. Social development - Pride and Talent: Our team	45-46
Organization of work				
Measures to facilitate conciliation and to promote the co-responsible exercise of this by both parents	GRI 103-2 Management approach (organization of work)	Principle 4 «The elimination of all forms of forced and compulsory labour»	8. Social development - Pride and Talent: Our team	46
	GRI 401-3 Parental leave	Principle 4 «The elimination of all forms of forced and compulsory labour»	8. Social development - Pride and Talent: Our team	46
Health and safety				
Health and safety conditions at work	GRI 103-2 Management approach (Health & Safety)	Principle 4 «The elimination of all forms of forced and compulsory labour»	8. Social development - Pride and Talent: Our team	50
	GRI 402-1 Minimum notice periods regarding operational changes	Principle 4 «The elimination of all forms of forced and compulsory labour»	8. Social development - Pride and Talent: Our team	43
	GRI 102-41 Collective bargaining agreements	Principio 3 «Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining»	8. Social development - Pride and Talent: Our team	50
Total number and distribution of employees by country, gender, age and occupational diseases; disaggregated by sex	GRI 403-2 Types of accidents and industrial accident ratios, occupational diseases, days lost, and absenteeism, and number of related deaths to professionals	Principle 4 «The elimination of all forms of forced and compulsory labour»	8. Social development - Pride and Talent: Our team	50
Formation				
Policies implemented in the field of training	GRI 103-2 Management approach (Training and education)		8. Social development - Pride and Talent: Our team	47-49
	GRI 412-2 Employee training on human rights policies or procedures		8. Social development - Pride and Talent: Our team	47
Total number of training hours by professional category	GRI 404-1 Average hours of training per year per employee		8. Social development - Pride and Talent: Our team	47

Information recorded by law 11/2018 of 28 december	GRI Reporting Criteria	Global compact principles	Section in the report	Page in the report
Integration and universal accessibility for people with disabilities	GRI 103-2 Management approach	Principle 6 «The elimination of discrimination in respect of employment and occupation»	8. Social development - Pride and Talent: Our team	47

Equality

Measures taken to promote equal treatment and gender gap	GRI 103-2 Management approach (Diversity and equality of opportunities)	Principle 1 «Businesses should support and respect the protection of internationally proclaimed human rights»	6. Company culture 8. Social development - Pride and Talent: Our team	29, 47
Equality plans, measures taken to promote employment, protocols against sexual and gender-based harassment	GRI 103-2 Management approach (Diversity and Equal Opportunities and Non-Discrimination)	Principle 1 «Businesses should support and respect the protection of internationally proclaimed human rights»	6. Company culture 8. Social development - Pride and Talent: Our team	29-30, 42, 47, 53
Policy against all forms of discrimination and, where appropriate, management of diversity	GRI 406-1 Incidents of discrimination and corrective actions taken	Principle 1 «Businesses should support and respect the protection of internationally proclaimed human rights»	6. Company culture 8. Social development - Pride and Talent: Our team	28-29, 47
	GRI 103-2 Management approach (Diversity and Equal Opportunities and Non-Discrimination)	Principle 1 «Businesses should support and respect the protection of internationally proclaimed human rights»	8. Social development - Pride and Talent: Our team	47





Information recorded by law 11/2018 of 28 december	GRI Reporting Criteria	Global compact principles	Section in the report	Page in the report	
RESPECT FOR HUMAN RIGHTS					
Management approach: description and results of the policies relating to these issues as well as the main risks related to these issues related to the activities of the group Application of due diligence procedures for human rights and prevention of the risks of violation of human rights and, where appropriate, measures to mitigate, manage and redress abuse	GRI 103-2 Management approach (Human Rights Assessment)	Principle 1 «Businesses should support and respect the protection of internationally proclaimed human rights»	8. Social development - Pride and Talent: Our team	47	
	Application of due diligence procedures				
	GRI 102-16 Values, principles, standards, and norms of behavior	Principle 1 «Businesses should support and respect the protection of internationally proclaimed human rights»	6. Company culture	26-27	
	GRI 412-1 Operations that have been subject to human rights reviews or impact assessments	Principle 1 «Businesses should support and respect the protection of internationally proclaimed human rights»	7. Sustainable economic development	34	
	GRI 412-2 Employee training on human rights policies or procedures	Principle 1 «Businesses should support and respect the protection of internationally proclaimed human rights»	6. Company culture 8. Social development - Pride and Talent: Our team	29, 47	
	GRI 412-3 A Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	Principle 1 «Businesses should support and respect the protection of internationally proclaimed human rights»	7. Sustainable economic development	34	
GRI 102-17 Mechanisms for advice and concerns about ethics	Principle 1 «Businesses should support and respect the protection of internationally proclaimed human rights»	6. Company culture	27-28		



Information recorded by law 11/2018 of 28 december	GRI Reporting Criteria	Global compact principles	Section in the report	Section in the report
Allegations of human rights violations	GRI 103-2 Management approach	Principle 1 «Businesses should support and respect the protection of internationally proclaimed human rights»	7. Crecimiento económico sostenible	34
	GRI 102-17 Mechanisms for advice and concerns about ethics (complaints received and resolution)	Principle 6 «The elimination of discrimination in respect of employment and occupation»	6. Company culture 8. Social development - Our App: For passengers and drivers	28, 54
Measures implemented for the promotion and enforcement of provisions of the fundamental ILO conventions related to with respect for freedom of association and the right to negotiate the elimination of discrimination in employment and occupation; the elimination of forced or compulsory labour; the effective abolition of child labour	GRI 419-1 Non-compliance with laws and regulations in the social and economic area	Principle 6 «The elimination of discrimination in respect of employment and occupation»	7. Sustainable economic development	34
	GRI 409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Principle 2 «Make sure that they are not complicit in human rights abuses»	7. Sustainable economic development	34
	GRI 408-1 Operations and suppliers at significant risk for incidents of child labor	Principle 5 «The effective abolition of child labour»	7. Sustainable economic development	34
	GRI 407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Principle 3 «Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining»	7. Sustainable economic development	50
	GRI 102-30 Effectiveness of risk management processes	Principle 2 «Make sure that they are not complicit in human rights abuses»	8. Social development - Pride and Talent: Our team	57
FIGHT AGAINST CORRUPTION AND BRIBERY				
Management approach: description and results of the policies relating to these issues as well as the main risks related to these issues related to the activities of the group	GRI 103-2 Management approach (Anti-corruption)	Principle 10 «Businesses should work against corruption in all its forms, including extortion and bribery.»	6. Company culture	29
	GRI 102-15 Key impacts, risks and opportunities	Principle 10 «Businesses should work against corruption in all its forms, including extortion and bribery.»	4. Challenges & risks: past, present, future	15
	GRI 102-30 Effectiveness of risk management processes	Principle 10 «Businesses should work against corruption in all its forms, including extortion and bribery.»	6. Company culture	29

Information recorded by law 11/2018 of 28 december	GRI Reporting Criteria	Global compact principles	Section in the report	Section in the report
Measures taken to prevent corruption and bribery	GRI 102-17 Mechanisms for advice and concerns about ethics (complaints received and resolution)	Principle 10 «Businesses should work against corruption in all its forms, including extortion and bribery.»	6. Company culture 8. Social development - Our App: For passengers and drivers	28, 56-57
	GRI 103-2 Management approach (with a view to GRI 205 Anti-Corruption) - when presented, indicator 205-2 also covers this legal requirement	Principle 10 «Businesses should work against corruption in all its forms, including extortion and bribery.»	6. Company culture	29
	GRI 205-1 Operations assessed for risks related to corruption	Principle 10 «Businesses should work against corruption in all its forms, including extortion and bribery.»	6. Company culture	29
	GRI 205-2 Communication and training about anti-corruption policies and procedures	Principle 10 «Businesses should work against corruption in all its forms, including extortion and bribery.»	6. Company culture 8. Social development - Our App: For passengers and drivers	29, 47
Aportaciones a fundaciones y entidades sin ánimo de lucro	GRI 201-1 Direct economic value generated and distributed (Investment in the Community)	Principle 10 «Businesses should work against corruption in all its forms, including extortion and bribery.»	6. Company culture 8. Social development - Social Impact	32-37, 60-61
COMPANY INFORMATION				
Management approach: description and results of the policies relating to these issues as well as the main risks related to these issues related to the activities of the group	GRI 102-3 Management approach	Principle 1 «Businesses should support and respect the protection of internationally proclaimed human rights»	7. Sustainable economic development	31-33



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Information recorded by law 11/2018 of 28 december	GRI Reporting Criteria	Global compact principles	Section in the report	Section in the report
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The company's commitment to sustainable development

The impact of society's activity on employment and development local	GRI 102-30 Effectiveness of risk management processes	Principle 1 «Businesses should support and respect the protection of internationally proclaimed human rights»	5. Our sustainability strategy	19-24
	GRI 204-1 Proportion of spending on local suppliers	Principle 4 «The elimination of all forms of forced and compulsory labour» Principle 5 «The effective abolition of child labour»	7. Sustainable economic development	34
	GRI 203-2 Significant indirect economic impacts	Principle 1 «Businesses should support and respect the protection of internationally proclaimed human rights» Principle 9 «Encourage the development and diffusion of environmentally friendly technologies» Principle 10 «Businesses should work against corruption in all its forms, including extortion and bribery.»	7. Sustainable economic development	36
The impact of society's activity on local populations and the territory	GRI 413-2 Operations with significant actual and potential negative impacts on local communities	Principle 1 «Businesses should support and respect the protection of internationally proclaimed human rights»	9. Environmental Impact	64-65
The relations maintained with the actors of the local communities and the modalities of the dialogue with them	GRI 413-1 Operations with local community engagement, impact assessments, and development programs	Principle 1 «Businesses should support and respect the protection of internationally proclaimed human rights»	8. Social development - Social Impact	60-61
	GRI 102-43 Approach to stakeholder engagement (relative to the community)	Principle 1 «Businesses should support and respect the protection of internationally proclaimed human rights»	3. We are transparent	11

Information recorded by law 11/2018 of 28 december	GRI Reporting Criteria	Global compact principles	Section in the report	Section in the report
Partnership or sponsorship actions	GRI 102-13 Membership of associations	Principle 1 «Businesses should support and respect the protection of internationally proclaimed human rights»	1. Letter from the CEO	2-3
Inclusion of social, gender equality environmental issues in procurement policy	GRI 103-3 Evaluation of the management approach (Environmental and social evaluation of suppliers)	Principle 2 «Make sure that they are not complicit in human rights abuses» Principio 5 «The effective abolition of child labour» Principle 10 «Businesses should work against corruption in all its forms, including extortion and bribery.»	7. Sustainable economic development	34
Consideration of social and environmental responsibility in relationship with suppliers and subcontractors	GRI 102-9 Supply chain	Principle 1 «Businesses should support and respect the protection of internationally proclaimed human rights»	8. Social development - Our App: For passengers and drivers	55-58
	GRI 308-1 New suppliers that were screened using environmental criteria	Principle 2 «Make sure that they are not complicit in human rights abuses» Principle 7 «Businesses should support a precautionary approach to environmental challenges» Principle 10 «Businesses should work against corruption in all its forms, including extortion and bribery.»	7. Sustainable economic development 9. Environmental Impact	34-63
	GRI 414-1 New suppliers that were screened using social criteria	Principle 2 «The effective abolition of child labour» Principle 5 «The effective abolition of child labour» Principle 10 «Businesses should work against corruption in all its forms, including extortion and bribery.»	7. Sustainable economic development	34

Information recorded by law 11/2018 of 28 december	GRI Reporting Criteria	Global compact principles	Section in the report	Section in the report
Monitoring and audit systems and results	GRI 414-2 Negative social impacts in the supply chain and actions taken	Principle 1 «Businesses should support and respect the protection of internationally proclaimed human rights»	7. Sustainable economic development 8. Social development - Our App: For passengers and drivers	38, 53-59
	GRI 308-2 Negative environmental impacts in the supply chain and actions taken	Principle 7 «Businesses should support a precautionary approach to environmental challenges» Principle 8 «Las empresas deben fomentar las iniciativas que promuevan una mayor responsabilidad ambiental» Principle 9 «Encourage the development and diffusion of environmentally friendly technologies»	9. Environmental Impact	64-65

Consumers

Measures for the health and safety of consumers	GRI 103-2 The management approach (Health & Safety of clients)		8. Social development - Our App: For passengers and drivers	51-59
	GRI 416-1 Assessment of the health and safety impacts of product and service categories	Principle 1 «Businesses should support and respect the protection of internationally proclaimed human rights»	8. Social development - Our App: For passengers and drivers	54
	GRI 417-1 Requirements for product and service information and labeling		8. Social development - Our App: For passengers and drivers	51-59
Complaint systems, complaints received and their resolution	GRI 416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Principle 1 «Businesses should support and respect the protection of internationally proclaimed human rights»	8. Social development - Our App: For passengers and drivers	54
	GRI 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data		8. Social development - Our App: For passengers and drivers	54

Tax information

Profits obtained	GRI 201-1 Direct economic value generated and distributed (community investments)	Principle 10 «Businesses should work against corruption in all its forms, including extortion and bribery.»	7. Sustainable economic development	31-36
Taxes on profits paid	GRI 201-1 Direct economic value generated and distributed (affecting payments to government by country)	Principle 10 «Businesses should work against corruption in all its forms, including extortion and bribery.»	7. Sustainable economic development	31-36

AENOR

Declaración de Verificación de Información No Financiera

declaración de Verificación de AENOR para

MAXI MOBILITY SPAIN, S.L.U.

relativa al estado individual de información no financiera MEMORIA DE SOSTENIBILIDAD
CABIFY 2019

conforme a la ley 11/2018

correspondiente al ejercicio anual finalizado el 31 de diciembre 2019

La validez de esta declaración de verificación externa e independiente está supeditada a la presentación del acta de aprobación de la formulación del Estado de Información No Financiera verificado firmada por todos los Administradores de la sociedad obligada.

En Madrid a 15 de abril de 2020



Rafael García Meiro
Director General

AENOR

MAXI MOBILITY SPAIN, S.L.U. (en adelante la organización) con domicilio social en: Calle PRADILLO, 42 28002 - MADRID y en su nombre, Juan DE ANTONIO RUBIO, en cargo de CEO, ha encargado a AENOR llevar a cabo una verificación bajo un nivel de aseguramiento limitado de su Estado de Información No Financiera (en adelante EINF) conforme a la Ley 11/2018 por la que se modifica el Código de Comercio, el texto refundido de la Ley de Sociedades de Capital aprobado por el Real Decreto Legislativo 1/2010, de 2 de julio, y la Ley 22/2015, de 20 de julio, de Auditoría de Cuentas, en materia de información no financiera y diversidad (en adelante, la Ley 11/2018).

Como resultado de la verificación efectuada AENOR emite la presente Declaración, de la cual forma parte el EINF verificado. La Declaración únicamente es válida para el propósito encargado y refleja sólo la situación en el momento en que se emite.

El objetivo de la verificación es facilitar a las partes interesadas un juicio profesional e independiente acerca de la información y datos contenidos en el EINF de la organización, elaborado de conformidad con la Ley 11/2018.

Responsabilidad de la organización. La organización tuvo la responsabilidad de reportar su estado de información no financiera conforme a la Ley 11/2018. La formulación y aprobación del EINF así como el contenido del mismo, es responsabilidad de su Órgano de Administración. Esta responsabilidad incluye asimismo el diseño, la implantación y el mantenimiento del control interno que se considere necesario para permitir que el EINF esté libre de incorrección material, debida a fraude o error, así como los sistemas de gestión de los que se obtiene la información necesaria para la preparación del EINF. La organización de acuerdo al compromiso formalmente adquirido, ha informado a AENOR que no se han producido, desde la fecha de cierre del ejercicio reportado en el informe no financiero hasta la fecha de la verificación, ningún acontecimiento que pudiera suponer la necesidad de realizar correcciones al informe.

Programa de verificación conforme a ISO/IEC 17029:2019. AENOR, de conformidad a la citada Ley, ha realizado la presente verificación como prestador independiente de servicios de verificación. La verificación se ha desarrollado bajo los principios de "enfoque basado en evidencias, presentación justa, imparcialidad, competencia técnica, confidencialidad, y responsabilidad" exigidos en la norma internacional ISO/IEC 17029:2019 "Evaluación de la conformidad - Principios generales y requisitos para los organismos de validación y verificación".

Igualmente, en el Programa de verificación, AENOR ha considerado los requisitos internacionales de acreditación, verificación o certificación correspondientes a las materias de información contempladas en la Ley:

- Reglamento Europeo EMAS (Verificación Medioambiental)

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- SA 8000 (principios y derechos laborales internacionales conformes a la ILO (Organización Internacional del Trabajo), La Declaración Universal de los Derechos Humanos y la Convención sobre los Derechos del Niño. SAAS Procedure 200)
- Sistema de Gestión Medioambiental (ISO 14001).
- Sistema de Gestión de Responsabilidad Social, esquemas IQNet SR 10 y SA8000.
- Sistema de Gestión de la Calidad (ISO 9001).
- Sistema de Gestión de la Energía (ISO 50001).
- Sistema de Gestión de Seguridad y Salud en el Trabajo (ISO 45001).

Adicionalmente, los criterios e información que se han tenido en cuenta como referencia para realizar el Programa de verificación han sido:

- 1) La ley 11/2018 de 28 de diciembre, por la que se modifica el Código de Comercio, el texto refundido de la Ley de Sociedades de Capital aprobado por el Real Decreto Legislativo 1/2010, de 2 de julio, y la Ley 22/2015, de 20 de julio, de Auditoría de Cuentas, en materia de información no financiera y diversidad.
- 2) La Directiva 2014/95/UE del Parlamento Europeo y del Consejo de 22 de octubre de 2014 por la que se modifica la Directiva 2013/34/UE en lo que respecta a la divulgación de información no financiera e información sobre diversidad por parte de determinadas grandes empresas y determinados grupos.
- 3) La Comunicación de la Comisión Europea 2017/C 215/01, Directrices sobre la presentación de informes no financieros (metodología para la presentación de información no financiera).
- 4) La norma internacional ISO/IEC 17029:2019 Evaluación de la conformidad - Principios generales y requisitos para los organismos de validación y verificación.
- 5) Los criterios establecidos por la iniciativa mundial de presentación de informes de sostenibilidad en los estándares GRI cuando la organización haya optado por este marco internacional reconocido para la divulgación de la información relacionada con su desempeño en materia de responsabilidad social corporativa.

AENOR se exime expresamente de cualquier responsabilidad por decisiones, de inversión o de otro tipo, basadas en la presente Declaración.

Durante el proceso de verificación realizado, bajo un nivel de aseguramiento limitado, AENOR realizó entrevistas con el personal encargado de recopilar y preparar el EINF y revisó evidencias relativas a:

- Actividades, productos y servicios prestados por la organización.

AENOR

- Consistencia y trazabilidad de la información aportada, incluyendo el proceso seguido de recopilación de la misma, muestreando información sobre la reportada.
- Complimentación y contenido del estado de información no financiero con el fin de asegurar la integridad, exactitud y veracidad en su contenido.
- Carta de manifestaciones del Órgano de Administración.

Las conclusiones por tanto se fundamentan en los resultados de ese proceso de carácter muestral, y no eximen a la Organización de su responsabilidad sobre el cumplimiento de la legislación que le sea de aplicación.

El personal involucrado en el proceso de verificación, la revisión de conclusiones y la decisión en la emisión de la presente Declaración, dispone de los conocimientos, habilidades, experiencia, formación, infraestructuras de apoyo y la capacidad necesarios para llevar a cabo eficazmente dichas actividades.

CONCLUSIÓN

Basado en lo anterior, en nuestra opinión, no hay evidencia que haga suponer que el estado de información no financiera incluida en la MEMORIA DE SOSTENIBILIDAD CABIFY 2019 y para el ejercicio anual finalizado el 31 de diciembre de 2019, no proporcione información fiel del desempeño de MAXI MOBILITY SPAIN, S.LU., en materia de responsabilidad social conforme a la Ley 11/2018. En concreto, en lo relativo a cuestiones ambientales, sociales y relativas al personal, incluida la gestión de la igualdad, la no discriminación y la accesibilidad universal, los derechos humanos, lucha contra la corrupción y el soborno y la diversidad.

