

cabify

Mobility with Impact



Sustainability
Report 2023

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0.1 Letter from the CEO

Responsibility, not just by rule

If we look back a decade, everything seems relatively close. However, analyzing that same period with a bit more perspective, we become aware of how much the world has changed in such a short time. For example, 10 years ago, many of the applications we use daily today had not yet been born or were in an early state: Spotify (2006), Whatsapp (2009), Cabify (2011), Wal-lapop (2013), ChatGPT (2015), or TikTok (2016) have emerged in recent years.

The speed of advancements and the impact of events make it increasingly challenging to think long-term. Often, it involves imagining what has not yet been created but will soon transform our entire ecosystem. The frenetic pace of the business world makes it easier to lose focus. Sometimes, innovations coexist and we don't know how they will evolve or which one will become standardized. This happened decades ago with video playback formats and now happens with decarbonized vehicles (hybrids, hydrogen, electric, etc.).

In this context of greater complexity, we increasingly need an ecosystem that promotes flexibility, development, and competitiveness to advance hand in hand with innovation, following a clear roadmap. Simultaneously, dealing with uncertainty and volatility is becoming a more necessary challenge for companies.

For this reason, at Cabify, we firmly believe that having a purpose integrated into your business strategy is essential to not lose direction and maintain the balance between sustainable development and impact. This changing context leads us to conduct this annual Impact Report exercise, which goes far beyond seeking regulatory compliance. It allows us to thoroughly review our work to confirm that we remain aligned with our purpose and ambition to transform cities into better places to live through mobility.

This report is a commitment of the company to the cities and their inhabitants, to governments and civil society, to our employees, and to all our stakeholders. It's a starting point that analyzes the present with a future vision, taking the norm as a basis but not solely based on it. For us, the foundation of our impact lies in the needs of the city and its citizens. From there, we seek to build more sustainable, accessible, and humane cities where mobility can contribute to development, thanks to the value that technology provides.

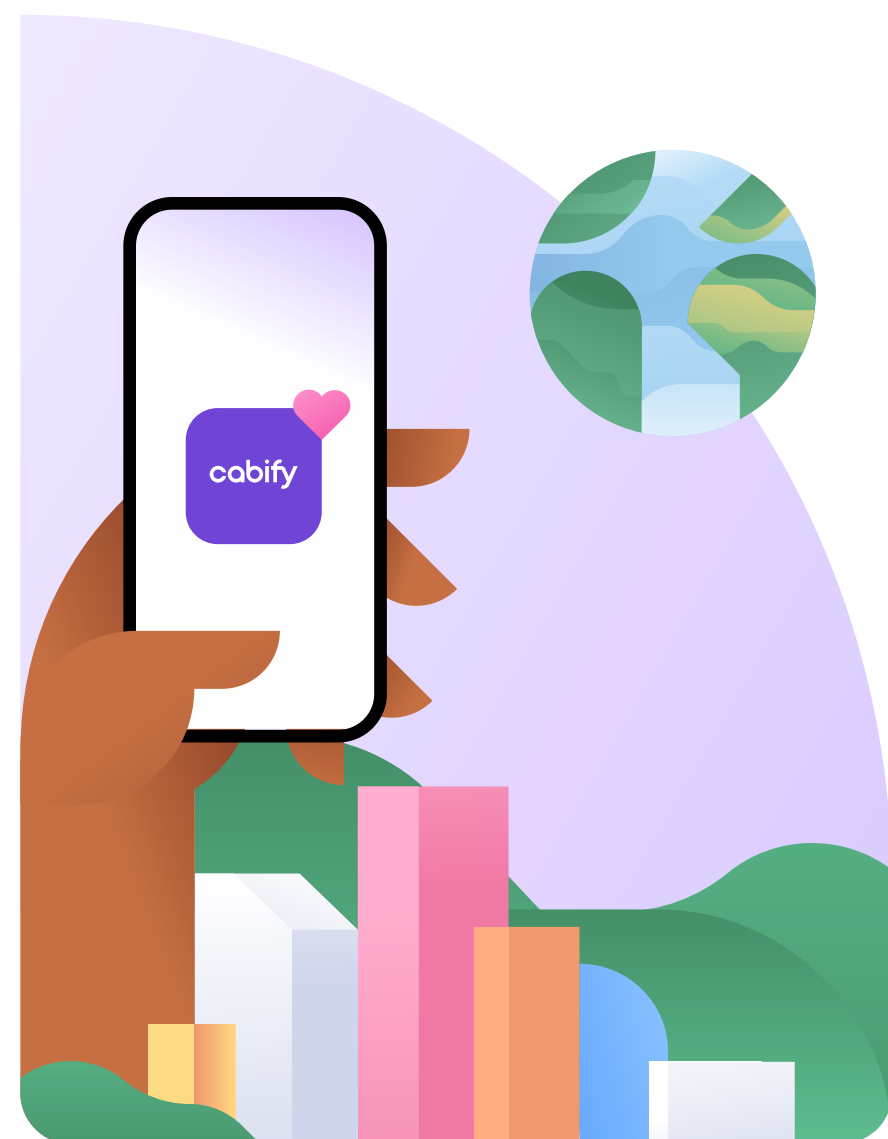
Throughout 2023, we have undertaken projects in this direction that are very close to the social sphere, and for this, we turn to popular wisdom to explain the keys to an impact beyond responsibility. Aristotle explained that "the whole is greater than the sum of its parts," and we have demonstrated this by promoting Fundación Cabify. We launched this entity with the aim of improving the spaces we inhabit without neglecting sensitivity to high-value environmental surroundings. Through Fundación Cabify, we will be able to have an impact beyond mobility and activate valuable collaborations. For example, the pioneering project Fundación Cabify has initiated in Spain with Fundación Tierra Pura to promote a major forest restoration initiative under international standards.

In Colombia, a popular saying is often used to describe two people who are close: "They are like nail and dirt." This year we wanted to approach public-private collaboration initiatives to promote new alternatives for citizens. An example is found in this same country, where we signed an agreement with two Secretariats of the city of Bogotá – Education and Mobility – to support the 'Bici Parceros' program with 1% of sales from all trips on this day. This school mobility initiative aims to improve the cycling experience of students in the capital. Society is constantly changing, and we also expect popular wisdom to evolve. In all of Latin America, the saying "each hen to its roost" is used, but the spaces belonging to one and others can be redefined. This is what we aim to achieve with the project we activated in Uruguay

with our partner BID Invest, to facilitate access to our platform for women in vulnerable situations due to gender. To achieve this, we launched Cabify Mujer in the country, a service category in our app through which our female passengers could choose to be picked up exclusively by female drivers who, in turn, also had the option to select trips requested by women. In these initial steps, the number of women who have joined Cabify as collaborating drivers has increased by 214%.

But if there is a challenge that requires the greatest possible commitment, it is undoubtedly decarbonization. Talking about the climate emergency is also talking about people. Therefore, more than 5 years ago, we made a voluntary commitment to offset 100% of our footprint, and without stopping there, we advanced in the progressive decarbonization of the fleet. This year, thanks to the support of the European Investment Bank, along with other allies, we have made significant progress in Spain: 85% of trips were completed in electrified vehicles (electric, plug-in hybrids, and hybrids).

Thus, at Cabify, we want to continue growing with impact and seeking to go beyond the norm, keeping people at our focus. As a company that is part of the UN Global Compact, we are determined to be part of the solution to major challenges to continue contributing to the Sustainable Development Goals. Therefore, the perspective of the commitments and decisions we make each year considers the present and the future so that when realities and norms evolve, we already have the way to demonstrate the impact and, above all, the potential.



0.2 We are Cabify

Our mission is our passion, and so is the journey to fulfill it. We are driven to make cities better places to live by connecting people with the transportation options that best suit their needs through a more sustainable business model. We aim to offer a future of new possibilities in cities, respecting both people and the environment.

What are we?

It seems like an easy question to answer, right? And it is if we want to be very literal: we are a mobility company focused on Ibero-America. We operate in 49 cities across Spain and Latin America, we are a team of over 1,200 people, we achieved unicorn¹ status in 2017, and our favorite color is moradul (yes, that's the name of our corporate color).

If we want to delve a bit deeper, the answer becomes more complex. Let's say we have our own unique and genuine way of reaching our goals. This is The Cabify Way, our way of doing what we do... and of achieving what we aspire to become.

The Cabify Way

PURPOSE



WHY DO WE EXIST?

At Cabify, we are driven by our ambition to transform cities into better places to live through mobility.

MISSION



WHAT DO WE DO?

We develop technology by and for people's mobility needs. We want to improve the way citizens, companies and drivers connect safely and with quality.

VISION



WHERE ARE WE GOING?

Integrating TechMobility in cities to improve their mobility and make them more sustainable, accessible and human.

PRINCIPLES



HOW DO WE DO IT?

By being unstoppable, brave, consistent and humble.







What do we believe in?






We are convinced that cities belong to those who live in them, that is why we believe in a revolution that changes the way we move and in giving back public spaces for people to enjoy. We want to be a more sustainable, safe, diverse and quality alternative to the urban use of the private vehicle.

We encourage you to build with us a new city model where you are the protagonist.



Cabify's multimobility ecosystem

TRAVEL TO MOVE AND GET CARRIED AWAY


-  **CABIFY**
The category that has the best value for money.
-  **AS SOON AS POSSIBLE**
The closest car to you when requesting a trip, for a fixed price.
-  **NEW CABIFY PROMO**
Low-cost category that appears in times of low demand.
-  **TAXI**
Category that includes taxi service, for a fixed price.
-  **GROUP**
Vehicles with capacity for more than four people, ideal for getting around as a group.
-  **PLUS**
Cabify quality and premium service in high-end vehicles.

-  **KIDS**
A Cabify category vehicle with a child restraint system to travel safely with the little ones.²
-  **TAXI ACCESS**
Vehicles adapted for passengers with reduced mobility.³
-  **CABIFY WOMAN**
Category created exclusively for women that allows female drivers to cover only trips requested by women and female passengers to travel only with them.⁴
-  **ECO**
You will always be picked up by an electric vehicle, which contributes to reducing the environmental impact of your trip.⁵
-  **NEW CABIFY AIRPORT**
Special conditions in terms of rates, prices and support if your destination is an airport.⁶


DRIVE TO MOVE AT YOUR LEISURE

-  **MOTORCYCLES⁷**
Electric motorcycles for rent by minute with two helmets.
-  **CARSHARING⁸**
An instantly available car that you can use for minutes, hours or days.

SEND TO MOVE WHAT YOU NEED

-  **SHIPPING**
Service for the collection and delivery of objects from individuals, either by car or motorcycle.

LOGISTICS FOR US TO MOVE EVERYTHING FOR YOU

-  **CABIFY LOGISTICS⁹**
Our planning, storing and distribution service for express, first and last mile deliveries¹⁰ for companies.



Cabify in the world

Changing cities is a global necessity. That's why, in 2023, we expanded our presence to 49 urban areas in 7 countries. Whether you live in one of them or are just passing through, you have us at a click to take you wherever you want or transport whatever you need. We like to think that while you read this, there is likely someone in each of these places using our services. In fact, 52% of the total population of Spain has access to VTC – Vehicle for Hire – services with Cabify.

ARGENTINA (14)
Buenos Aires, Bariloche, Campana, Cordoba, Corrientes, La Plata, Mar del Plata, Mendoza, Resistencia, Rosario, San Nicolás, Tucumán, Villa Carlos Paz, Zárate

CHILE (4)
Concepción, Iquique, Santiago, Valparaíso

COLOMBIA (6)
Barranquilla, Bogotá, Bucaramanga, Cali, Cartagena, Medellín

SPAIN (11)
Alicante, Barcelona, La Coruña, Madrid, Malaga, Marbella, Murcia, Santander, Sevilla, Valencia, Zaragoza

MEXICO (7)
Cancún, Mexico City, Guadalajara, Querétaro, Mérida, Monterrey, Puebla

PERU (5)
Arequipa, Cuzco, Lima, Piura, Trujillo

URUGUAY (2)
Maldonado, Montevideo



How do we work?

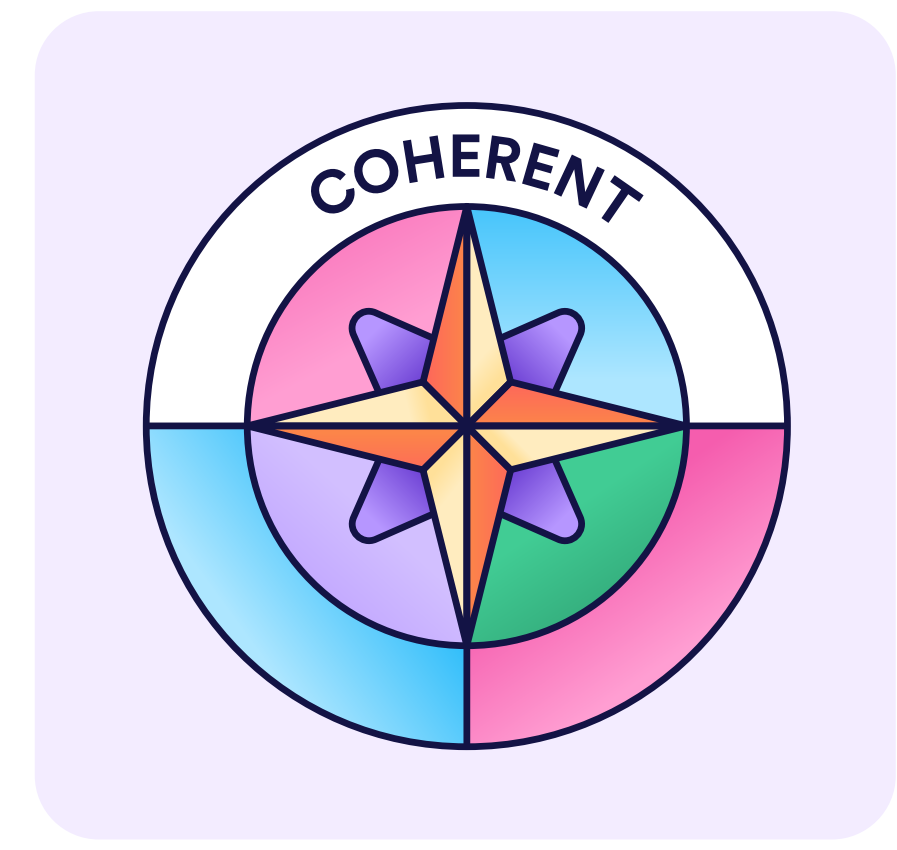
We work for and with you, constantly thinking about a mobility that improves our cities. Technology is our best asset and ally to have the positive impact we are pursuing, but it is not everything. The equation is completed with you, whether you are a private user, a company or a driver. The more we are, the more changes we will achieve. We hope these principles inspire you as much as they inspire us.

Our principles



WE ARE HUMBLE: TO MOVE FORWARD, LISTEN

We are great, but also humble. We are aware of our limits and work as a team to cross them. We listen and learn from those around us because we believe that great conversations bring great discoveries.



WE ARE COHERENT: WE THINK LIKE WE ACT

Our ideas, words, actions and goals follow the same path. Our purpose is to change the world and our commitment to passengers, drivers, the city and the planet is unwavering.

Behind the development of an accessible app for our users and to reduce the gender gap in the technology sector, there are consistent people.



WE ARE BRAVE: DARE TO GO FURTHER

Everything worthwhile involves risk and every risk allows us to grow. We take on challenges without fear of failure and learn from difficulties. We are confident that we will succeed, we are brave and we encourage everyone to be, because value always gives more value.

Facing climate change and setting the goal that 100% of our trips will be made in electric vehicles or zero-carbon means of transportation by 2030 is for the brave ones.



WE ARE UNSTOPPABLE: YOUR ENERGY MOVES MOUNTAINS

We have ambition and we go further. We work to achieve distant goals and we don't stop until we do. We take advantage of the opportunities that come our way to push and surpass ourselves every minute.

The very evolution of our Principles is an example of how we create greater things when we work with people from different *backgrounds* and teams.

0.3 Sustainable Business Strategy 22-25

Our sustainability efforts for the coming years take shape with the Sustainable Business Strategy 22-25. Aligned with the current context and based on the results of the new materiality analysis, the Strategy has been created and is executed with the participation of the entire Cabify team. This ensures we have clear focus areas for sustainability and, consequently, a roadmap for projects.

Challenges + risks = opportunities

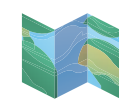
| | CHALLENGES AND RISKS ¹¹ | CONTEXT | OPPORTUNITIES |
|-------------------|--|--|---|
| DEMOGRAPHICAL | ECONOMIC INEQUALITY | <ul style="list-style-type: none"> – 99% of the world's population owns less wealth than the wealthiest 1% of the world's population.¹² – Economic and social inequalities increase with the growth of cities. | <ul style="list-style-type: none"> – We create stable and quality employment, generating opportunities in the technology sector in our offices and, for our collaborating drivers, income for groups at risk of labor exclusion (long-term unemployed, young people, the elderly, etc.) – We improve and expand the transportation offer, contributing to a more inclusive and participatory society. |
| | POPULATION GROWTH AND OVERPOPULATION IN CITIES | <ul style="list-style-type: none"> – More than 50% of the population live in urban areas. By 2045, this population will increase by 1.5 times and will reach 6 billion people.¹³ – 25% of the world's population are elderly and disabled people.¹⁴ – The horizontal expansion of cities multiplies the distances of commuting. | <ul style="list-style-type: none"> – We will continue to reinforce our comprehensive, forward-looking multimobility offering: cleaner, inclusive and accessible, complementary to public services and an alternative to the private vehicle. – We expanded into new areas with greater public/urban mobility difficulties. – We contribute to making cities more inclusive and accessible, so that anyone, regardless of their circumstances, can use Cabify. |
| | RAPID CHANGES IN MOBILITY DYNAMICS | <ul style="list-style-type: none"> – Increased public awareness regarding their impact on the use of transportation. – Increase in the supply of mobility services. – Telecommuting remains a relevant option. | <ul style="list-style-type: none"> – Our business model is differential, based on the construction of a superior service that is committed to a sustainable ecosystem from an economic, social and environmental perspective. – We diversify our services to meet the different transportation needs of our current and potential customers (companies and individuals). |
| ENVIRONMENTAL | CLIMATE CRISIS | <ul style="list-style-type: none"> – The effects of climate change will be irreversible as of 2030.¹⁵ – In recent years, human activity has generated greenhouse gas emissions at record levels, which have only seen a slowdown during the Covid crisis. <p>+ More information in Climate crisis: where do we stand?</p> | <ul style="list-style-type: none"> – We are moving towards a multimobility that seeks the lowest possible environmental impact, which identifies us as a brand. – We offer electric and eco-efficient means of transportation among our mobility alternatives. – We are committed to achieving a decarbonized fleet in all markets where we operate. – Our technological improvements reduce the number of miles drivers travel without passengers. – We are aligned with the most demanding emission reduction and offsets. |
| | MOBILITY REGULATION | <ul style="list-style-type: none"> – Legislation is not adapted to the new reality and to the context of multimobility demanded by citizens. – Tendency to stigmatize new transportation alternatives. | <ul style="list-style-type: none"> – We collaborate proactively with regulators to respond to the current and future mobility needs of citizens. – We believe in the coexistence of new forms of mobility with more traditional formats, through public programs and policies as well as the will of all stakeholders. – We aim to bring technology to all means of transportation, including traditional ones, to increase the efficiency and availability of their services and reduce the carbon footprint. |
| SECTORAL POLICIES | INSECURITY FROM PHYSICAL INTEGRITY | <ul style="list-style-type: none"> – Safety is a key issue for passengers and drivers. – The greater the economic inequality and deprivation, the greater the citizen insecurity and violence. | <ul style="list-style-type: none"> – Our ethical principles guide the behavior of our community. – We implement constant improvements to ensure the physical integrity of passengers and drivers. – We reinforce security with multiple features, such as real-time trip traceability. |
| | INFLATIONARY ENVIRONMENT | <ul style="list-style-type: none"> – Complex economic scenario, with a worldwide inflationary effect. | <ul style="list-style-type: none"> – The intelligence of our platform allows us to continuously seek maximum efficiency in travel, maintaining a dynamic environment on price changes and making us even more competitive in the market. |
| | DATA PRIVACY AND CYBERSECURITY | <ul style="list-style-type: none"> – The value of assets that are not physical in nature now represents 90% in organizations.¹⁶ – In 2021, identity theft records were broken, a 23% from the previous historical high.¹⁷ | <ul style="list-style-type: none"> – Our security policy, which extends to both hardware and software levels, assures our customers, investors and partners that our use of data exceeds traditional security standards. – We use data ethically and we constantly strengthen our security and information systems. |

Materiality: listening for knowledge, consulting for reorientating

At the end of 2021, we decided it was time to update the most relevant sustainability issues for us. To this end, we conducted a detailed analysis of various topics, evaluating their impact in two ways: from Cabify outward – on people and the planet – and from the outside – from people and the planet – on Cabify.

It wasn't our first time. In 2019, our first materiality analysis was published. However, the depth and specificity of this new analysis have provided us with great value. Additionally, we have been guided by the standards of the Sustainability Accounting Standards Board (SASB), the Global Reporting Initiative (GRI), and the European Financial Reporting Advisory Group (EFRAG).

OUR NEW MATERIALITY ANALYSIS HAS BEEN THE FOUNDATION FOR DEFINING...



OUR NEW STRATEGY



OUR REPORTING MODEL

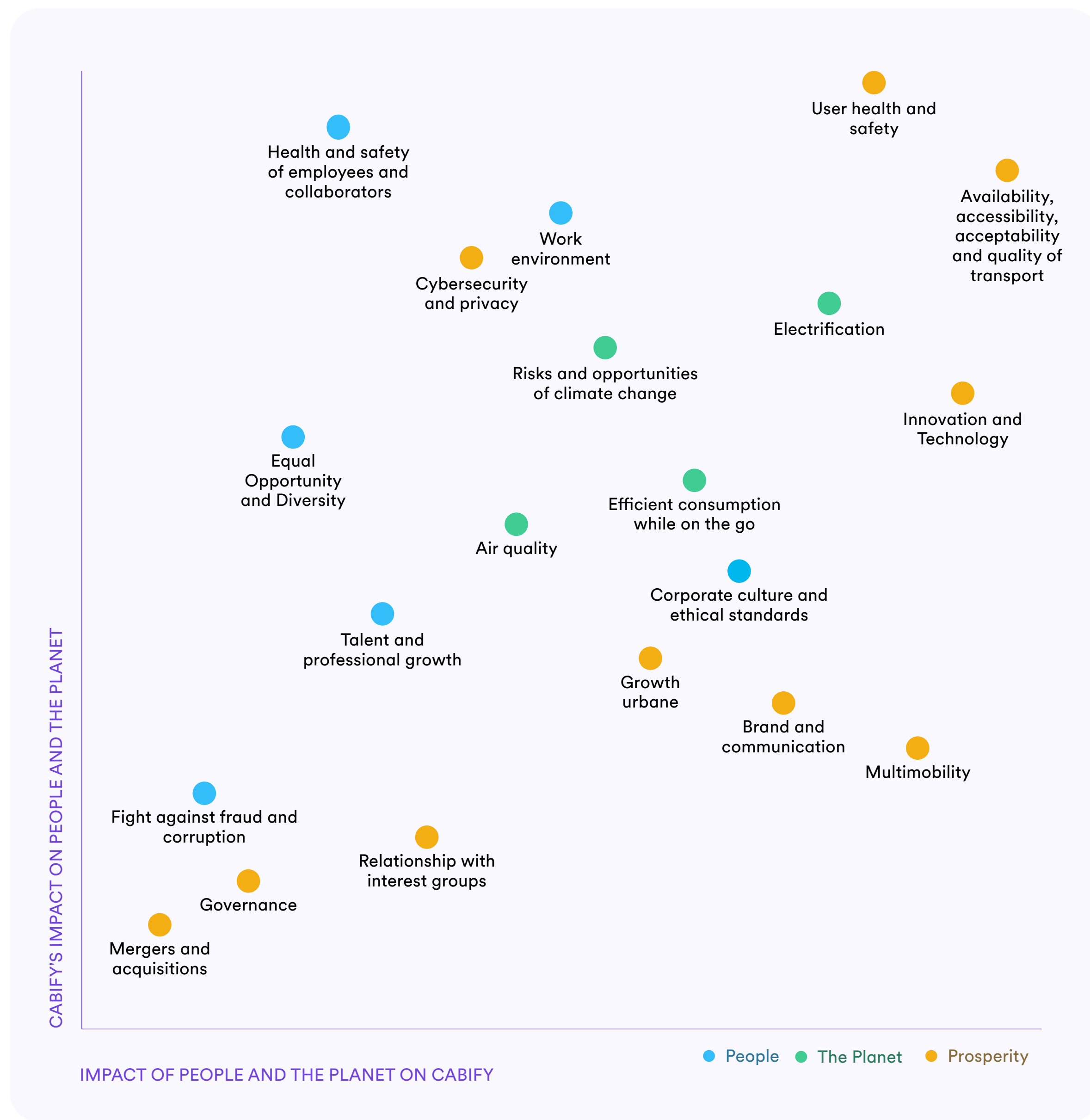


OUR RELATIONSHIP WITH STAKEHOLDERS









AREAS OF GREATEST POTENTIAL EFFICIENCY

The result? These are the 20 material issues with the greatest impact for Cabify and its stakeholders.



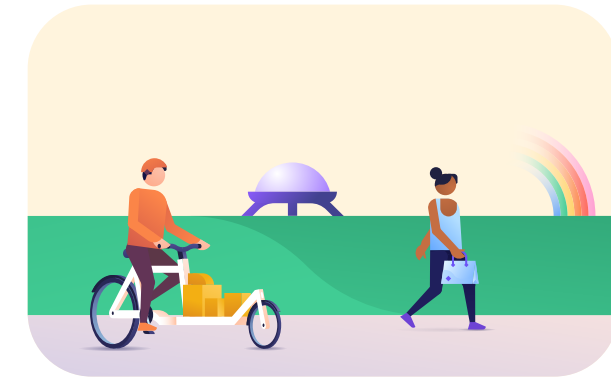
Sustainable Business Strategy 22-25: 3 pillars and 7 levers

Sustainability is not something that can be achieved quickly; it is a process that takes time. It involves strategy, analysis, and vision. It means understanding and addressing the challenges we face now and those we will face in the future... without leaving anyone behind. This is the essence of our Sustainable Business Strategy 22-25.

-  **Focus on what's important**
-  **From everyone, for everything**
-  **Define our roadmap**
-  **Aligned with the business**
-  **Dynamics, like our daily lives**
-  **Ambitious**

PILLARS

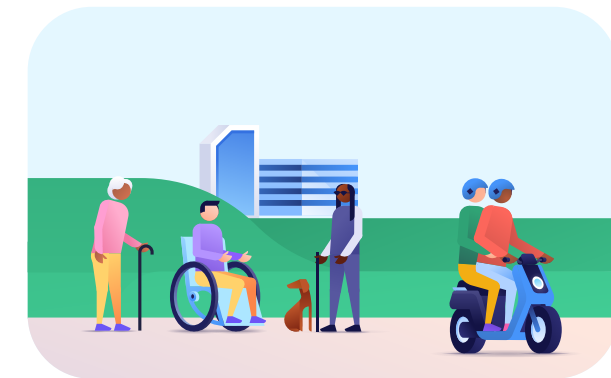
PROSPERITY COPILOT IN OUR TRIP



We imagine better cities to live in. That is why we work to create them without leaving anyone aside.

As a company, we want to go far and, above all, not to do it alone. At Cabify, we are aware of the power of technology to improve the daily lives of the societies that surround us. And we harness that power for the benefit of the community.

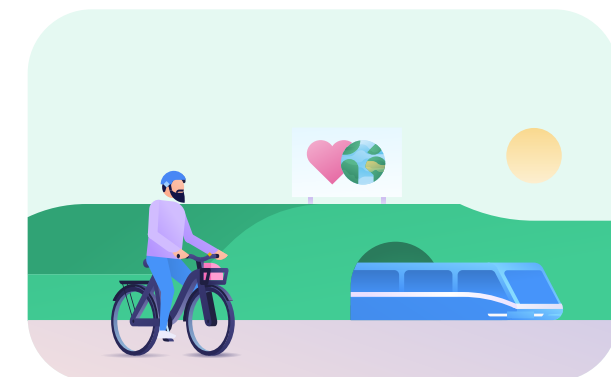
PEOPLE OUR POINT FROM THE START



In order to take care of what surrounds us, the first thing to do is to take care of our own: the people who make Cabify work.

We care for talent, ensuring that both the team that works in our offices and the people behind the wheel share a safe, inclusive space, free from prejudice and where ethical behavior reigns.

THE PLANET THE REASON FOR GO FURTHER



Taking care of our home has always been essential. Therefore, we take into account the impact on the planet of our decisions.

Having boots on the ground involves thinking about the effect that we have with every step we take on it. We know that, as a company and as citizens, we have a debt to our planet. For this reason, we are observant of the impact we have on it, and we work to minimize that impact, and look beyond to protecting the environment.

LEVERS

A DYNAMIC AND FLEXIBLE BUSINESS MODEL

Mergers and acquisitions
Gobernanza
Multimobility

MOBILITY THAT TRANSFORMS REALITIES

Urban growth
Availability, accessibility, acceptability and quality of transport
User health and safety

TECHNOLOGY THAT CONTRIBUTES, INNOVATION THAT ADDS UP

Cybersecurity and privacy
Innovation and Technology

MORE TRANSPARENCY MAKES US STRONGER

Brand and communication
Relationship with groups of interest

INTEGRITY-BASED CORPORATE CULTURE

Corporate culture and ethical standards
Fight against fraud and corruption

TALENT RETENTION IN THE OFFICE AND A PLATFORM FOR GROWTH AT THE STEERING WHEEL

Work environment
Equal Opportunity and Diversity
Health and safety of employees and collaborators
Talent and professional growth

ALL IN AGAINST CLIMATE CHANGE

Air quality
Efficient consumption in The displacements
Electrification
Risks and opportunities of climate change

OBJECTIVES

– Offer at least 4 sustainable mobility alternatives in the Cabify app by 2025.

– 25% of participating employees in volunteer actions for 2025.
– 750,000 citizens positively impacted through our services with a social component and/or social initiatives in local communities by 2025.

– 40 million euros of investment in R+D+i from 2022 to 2025.

– Impact the user with a monthly sustainability communication.

– 100% of employees trained in sustainability and ethics by 2025.
– 75% of suppliers accept our supplier code of conduct for 2025.

– Gender diversity of the workforce between 40-50% by 2025.
– Facilitate access to the labor market for 100,000 people belonging to social segments with greater employability difficulties by 2025.

– 100% of the electricity in our offices will come from renewable sources by 2025.
– 100% of trips with Cabify in electric or decarbonized vehicles by 2025 in Spain and 2030 in Latin America.

Cabify Community 2023

SCOPE

7 countries
49 Cities

AT THE WHEEL

+311
thousand users
drivers and collaborating
taxi drivers

TEAM

1,232 people
working at Cabify
at the end of 2023

47 %
women

61.25
eNPS:
average annual
team satisfaction

ECONOMIC VALUE GENERATED AND DISTRIBUTED

28.02
million €
taxes paid to the Spanish
Tax authorities

18.4
millions of \$
in taxes paid in
Latin America

ENVIRONMENT

76 %
renewable energy
consumed

78 %
electric vehicles
in Spain

+193 %
km traveled in electric
vehicles vs 2022

+57 %
electric vehicles
in Latin America
vs 2022

6,239
tCO₂ avoided
thanks to various projects

131,572
tCO₂ offset
we offset 100% of our carbon
footprint in wind energy and
forest mass projects

TRIPS:

+115
millions of
journeys
for mobility and logistics

+315
thousand trips
per day on
average

+121
thousand users
have used our
Accessibility menu

24,280
Earth orbits
kms traveled by people
who rode with Cabify

ON BOARD

+23 %
passengers
vs 2022

+13 %
companies
in Spain
vs 2022

+20 %
companies
in Latin
America
vs 2022

1. Prosperity

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Prosperity

We envision better cities to live in. That's why we work to create them, without leaving anyone behind.



+ A DYNAMIC AND FLEXIBLE BUSINESS MODEL

+26% more journeys
across all our mobility

+107%
activity of Cabify Logistics

+23% number of people
who have traveled on Cabify vs 2022

+28 million €
paid to the Tax Agency in Spain

+ MORE TRANSPARENCY MAKES US STRONGER

Our CEO and founder, **Juan de Antonio**, has served as the president of Endeavor Spain



07 global communication campaigns



13 awards and recognitions

+ MOBILITY THAT TRANSFORMS REALITIES

Security as strength

99.997%
trips without any accident tickets

New feature
Public driver profile

Community-building initiatives

63 Volunteers
from our volunteering program 'Moving with purpose'

5,431 People
impacted positively through social initiatives

Your company, on the best path

Number of companies using Cabify vs 2022:

Spain

13%

Latin America

+20%

+ TECHNOLOGY THAT CONTRIBUTES, INNOVATION THAT ADDS UP

Women Tech Dating II
+430%
vs Women Tech Dating I with over 700 female participants

22.1 million €
investment in R+D+I

54 projects in Explorers

Guaranteed cybersecurity

98/100 Security Scorecard

ISO 27001 Certification

Cities without barriers

Alliance with **Fundación ONCE Perro Guía (FOPG)**

+121 thousand users
have used our Accessibility menu

Passengers, we arrive early to pave the way for you

96% excellent trips
rated by our passengers



1.1 A dynamic and flexible business model

Our pace is set by the cities, places in constant growth and change. That is why we have learned to adapt, to identify points of improvement and opportunities that will take us (and those around us) much further. And we proved that sustainability and business can go hand in hand, becoming in 2019 the first company in the sector to achieve operating profit.

+115 MIL

That's the number of trips that all our mobility and logistics solutions accumulated in 2023, which translates to... **315,000 trips per day!**

+26%

It's the increase in the number of people who enjoy two or more services from our multimodal ecosystem throughout 2023.

Welcome multimobility

To make cities more livable and for you to navigate them better, we felt the need to explore new paths. Our new destination, multimodality, already has very solid foundations... What could go wrong if we combine various means of transportation and services to achieve efficient, safe, and accessible transportation with low emissions?

To do it right, at Cabify, we conducted various analyses to gain a deep understanding of the multimodal passenger¹⁸, especially to understand their expectations, needs, and the context of using different transportation alternatives. We applied all the resulting insights to both our services and the app that allows you to access them.

Hop on! We're going on a journey to tell you all about it.



TO MOVE AND GET CARRIED AWAY

A car will pick you up wherever you are, efficient and always available.

- **Safety on every trip:** professional drivers and the highest quality standards.
- **Pricing without surprises:** You know the amount of your trip before you order it.
- **Many options:** Cabify, Taxi, ASAP, Group, Plus, Eco... depending on your needs.

+23%

This is the 2023 vs 2022 year-on year increase in the number of people who have traveled on Cabify.

DRIVE TO MOVE AT YOUR LEISURE

Absolute autonomy in your trips with different vehicle options.

MOTORCYCLES

- **Easy booking:** book from the app, scan the QR on the bike and get going.
- Check that everything is OK: take a picture at the end of your journey to ensure good parking and avoid road penalties.

CARSHARING

- **Long range:** Kia Niro plug-in hybrids and 373 mi of travel with a single tank.
- **Total flexibility:** minute, hourly or daily rates.

Motorcycle trips increased by **+18% in 2023** there's nothing like going it alone!

TO MOVE WHAT YOU NEED

Service for the collection and delivery of objects from individuals, either by car or motorcycle.

- **Small and large shipments:** different vehicles, depending on the volume and quantity you need to move.
- **Real-time information:** location during delivery, time of delivery and confirmation of receipt.
- **Guaranteed deliveries:** double delivery, ID of the person receiving, SMS for the recipient.

LOGISTICS FOR US TO MOVE EVERYTHING FOR YOU

Our planning, storing and distribution service for express, first and last mile deliveries for companies.

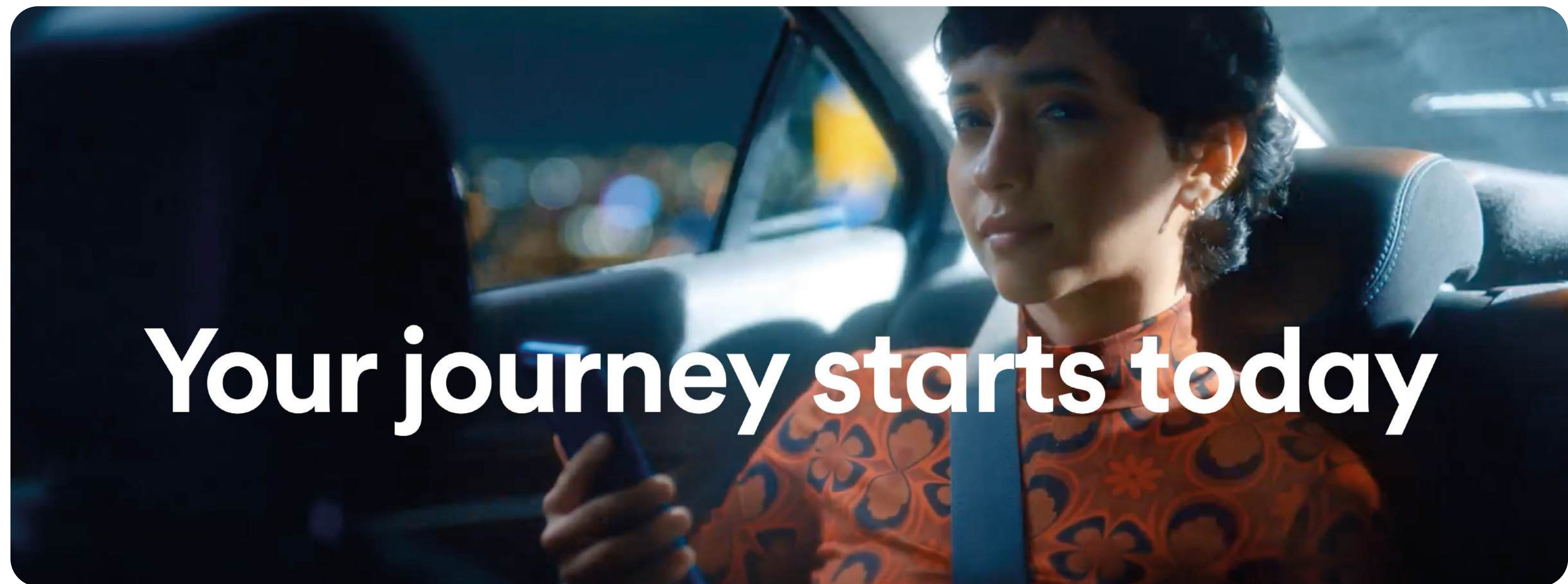
- **Flexibility:** intended for both large companies and small businesses.
- **Planning:** scheduled, or pick-up and immediate shipments.
- **Solvency:** specialized delivery drivers and 24-hour support.
- **Guaranteed deliveries:** certified and tracked in real time.
- **Demanding deliveries:** maximum adaptation if the shipment requires special conditions, such as being transported in a thermal trunk.

+107%

This is the increase in Cabify Logistics' activity during 2023.

COMMUNICATION
CAMPAIGN

Your journey starts today



While some focus on how to reach the destination, we decided to talk about beginnings. Because sometimes, the most important thing is not the destination, but the journey that takes us there: the path traveled, the process that becomes a new experience, a goal, an achievement. Sometimes, the destination is even just a new beginning.

In this global brand campaign, we wanted to focus on new beginnings. Through the eyes of a driver, we discovered 8 stories of different people and their first times. The one who started their own business after leaving everything behind, the one who overcame their fear of flying, the one who got a new job at 50, the one who separated and keeps making new connections... These are stories meant to inspire, to hit the reset button, to explore change and embark on new paths.

At Cabify, we did it and achieved everything that makes us unique: accessibility, offsetting emissions for each of our trips, and our business service.

The campaign was adapted to the 7 markets where we are present, capturing the different accents and particularities of each one. Because it's never too late to start again for, and because we take many first steps every day.

HERE'S HOW WE DID IT:

- A main [video](#) as the central piece.
- 7 video capsules with different stories, like [this one](#).
- An urban photo session with all the characters.
- Radio spots for riders.
- Various campaigns: CRM to all our audiences; PR; outdoor campaigns with billboards, posters, and banners; digital banners; and an internal communication campaign.
- Social media posts.
- Media coverage, like [here](#) or [here](#).

[+](#) Learn all about our campaigns from 2023 from [Our brand](#)

This is how we contribute to economic development

At Cabify, we seek profitability, but only if it is sustainable. We know we can progress by benefiting the people who are part of our community and positively impacting the rest of society while respecting the environment. We have proven that technology and innovation can be used to create wealth and employment, generating a positive footprint in cities.

Although we will soon share more details through various charts and figures, some recent data helps quantify how our sector contributes to the economy. For instance, in Spain, private hire vehicles – one of the most prominent services in our mobility ecosystem – provide mobility solutions to 8 million people. It is estimated that regulating this sector could generate 61,000 jobs and prevent a loss of €2.5 billion annually in national revenue. Furthermore, the transition to more sustainable fleets is expected to attract an investment of €800 million over the next five years.¹⁹

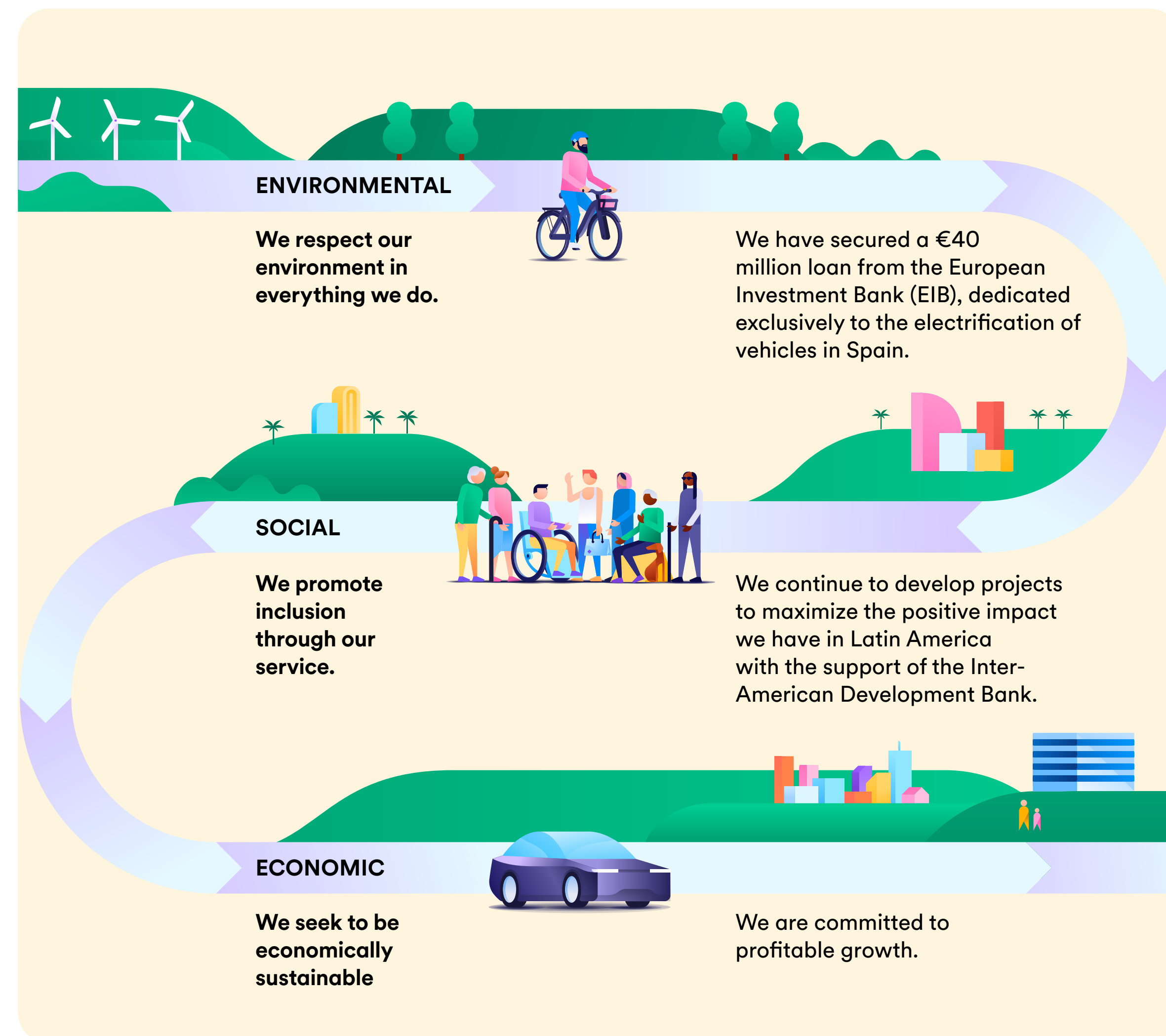
Throughout 2023, the demand for ride-hailing continued to rise, facing a dual challenge: differentiation, which is crucial for consumer choice among available mobility platforms, and a shortage of drivers to meet the demand volume. Additionally, the sector is highly competitive, requiring significant efforts to retain users in an increasingly commoditized market and to counter the emergence of new players, such as Yango in Latin America or Joinup in Spain. At Cabify, we are constantly revisiting the positioning of our value proposition to maintain our competitiveness while offering the best service.

Beyond seeking profitability and being one of the leading players in the private hire vehicle sector, Cabify is a community. Cabify consists of millions of passengers who are unstoppable, numerous companies that trust us for urban mobility, and thousands of drivers who choose us and keep our operations running daily. They are the heart of who we are, and we are committed to sustaining a mobility ecosystem that benefits us all as it grows.

This 2023,
BBVA Spark
 has joined Cabify as an investor for
 boosting the growth of sustainable mobility

Triple Balance

We are committed to a triple bottom line management model and never lose sight of this responsibility

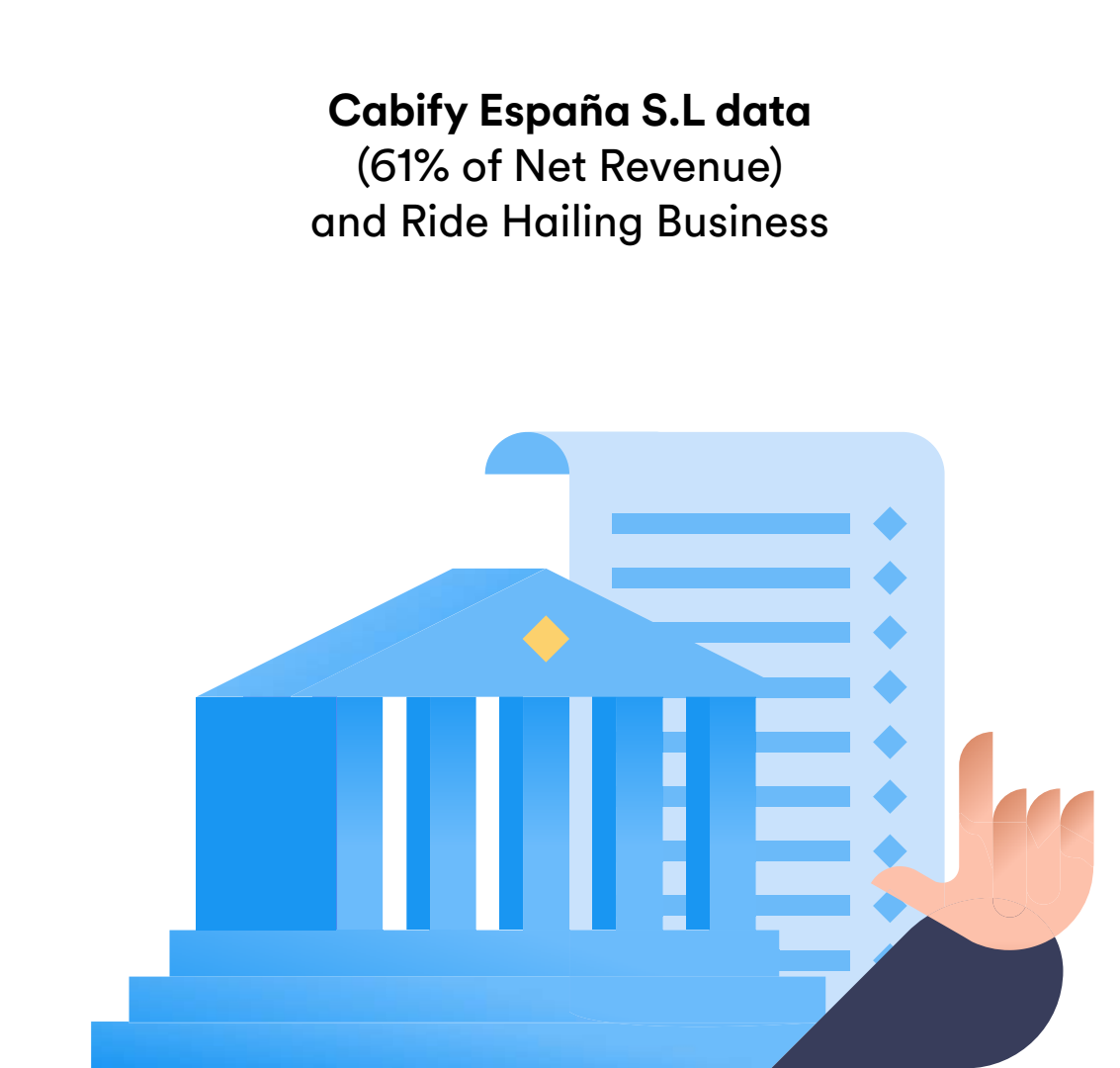
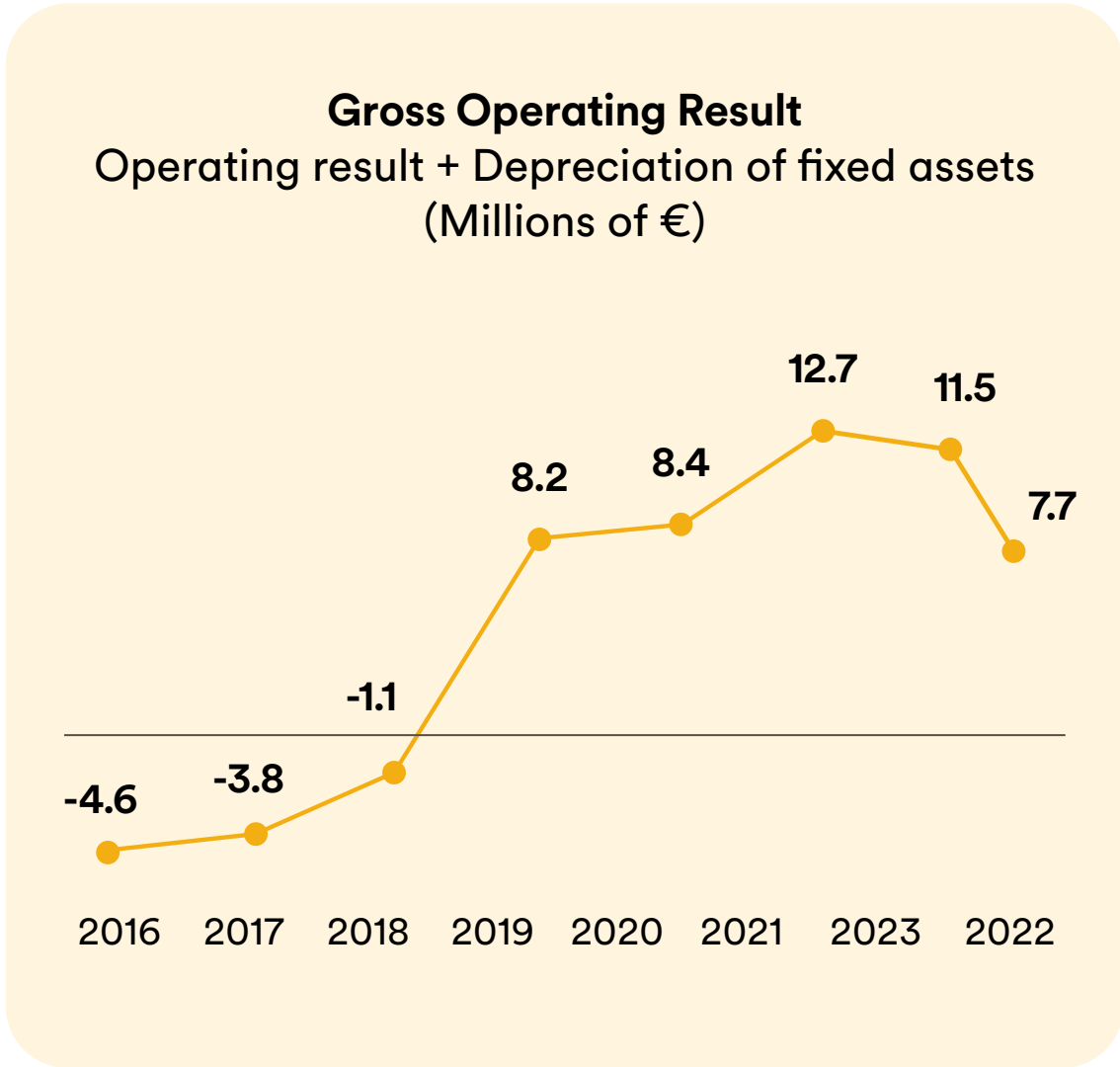
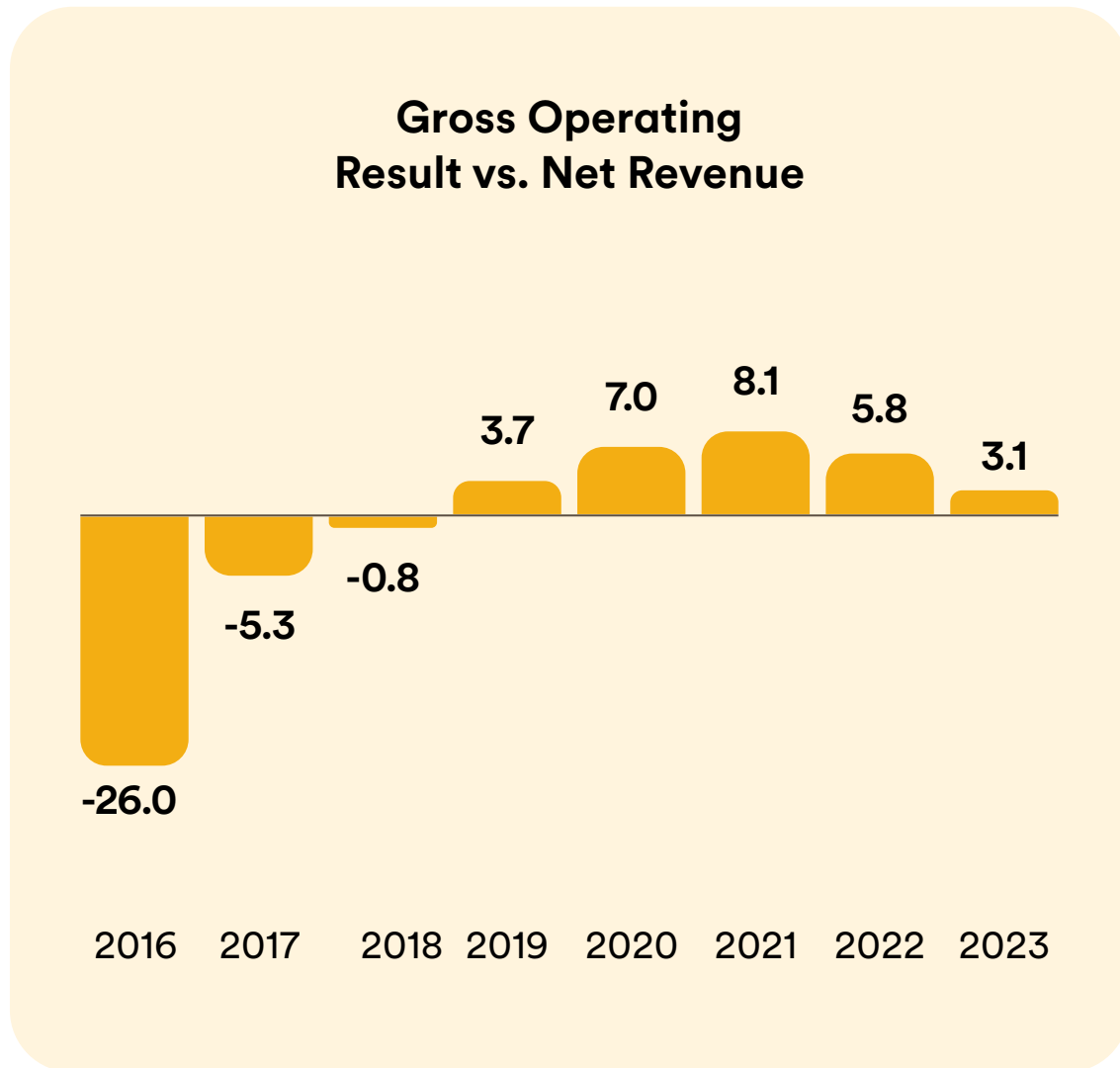
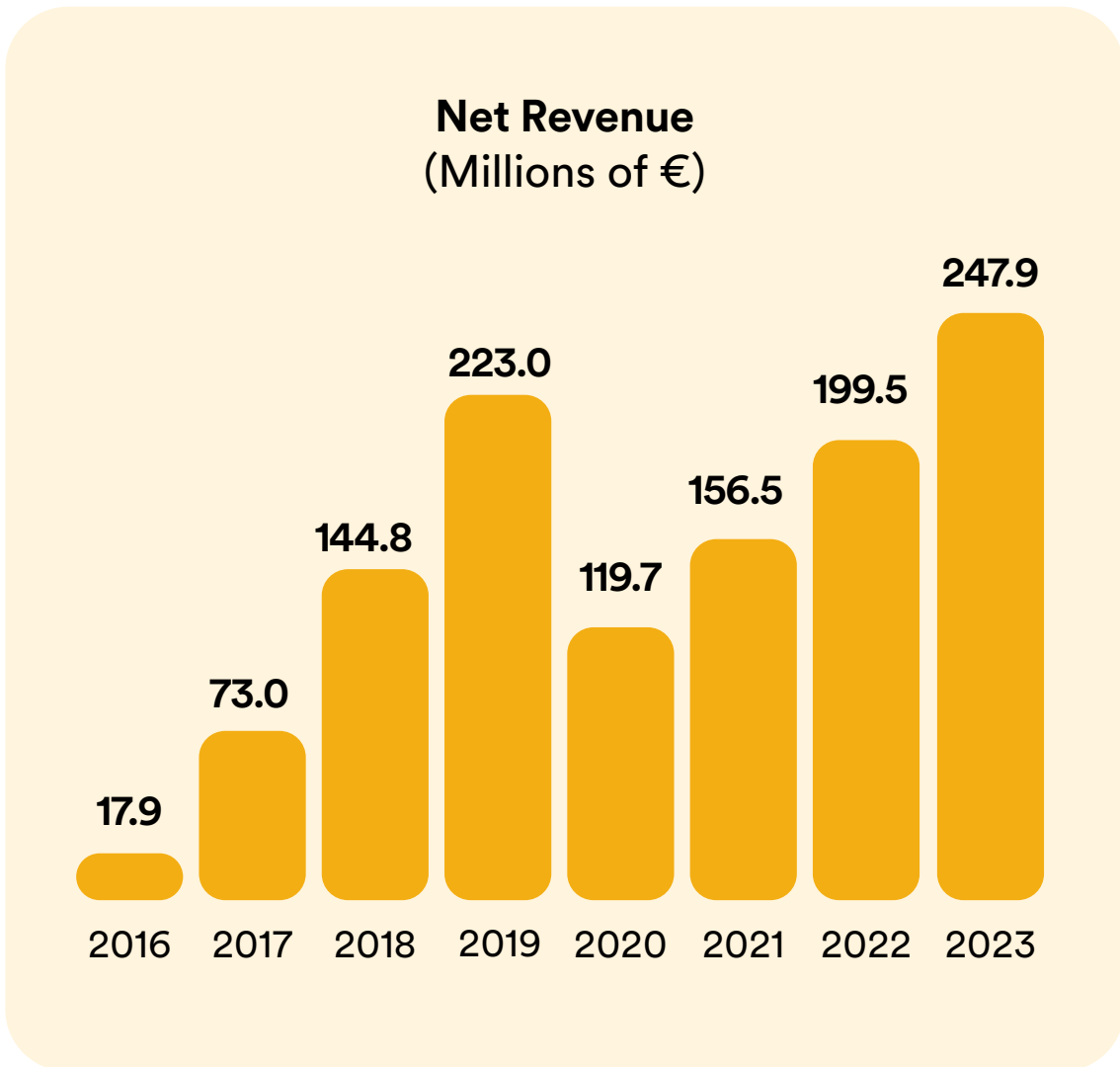


Economic value generated

The early years of the 2020s have been the most economically fragile in 30 years. In 2023, marked by volatility, conflicts in Ukraine and Gaza, and the threats of climate change, economic growth experienced a widespread slowdown. Despite forecasts, this did not impact the global GDP growth rates as negatively as expected, which stood at 2.6%. It is estimated that global growth will decelerate for the third consecutive year in 2024, reaching 2.4%.²⁰

At Cabify, we like to react by adapting to the changing reality and anticipating the demand needs in each market where we operate. We put all our efforts and resources into improving the quality and safety of our services to face any situation by being better.

In the following charts, you will find a series of representative figures of Cabify's activity in Spain. Cabify's Financial Statements are audited by a globally prestigious professional services firm, ensuring a thorough evaluation of our governance and control processes.



Distributed Economic Value

Cabify's fiscal policy focuses on complying with tax obligations in each jurisdiction where we operate, aiming for efficient and correct global operations management based on best practices and proper adherence to current tax legislation and administrative and judicial criteria.

Cabify's tax contribution in Spain in 2023 has exceeded 28 million euros, marking growth for the third consecutive year. Consequently, the increase in billing has resulted in higher VAT revenue (nearly 4 million euros more than in 2022). However, due to the absence of profit, there was no Corporate Income Tax expense.

Additionally, it is worth noting the increase of nearly 3 million euros compared to the previous year in payments for IRPF (Personal Income Tax) withholdings and Social Security contributions.

Another way we contribute to the economic development of the communities where we are present is by hiring local suppliers²¹. Our commitment is to work towards increasing their percentage each year, promoting the integration of national suppliers into our value chain.

TAX CONTRIBUTION

SPAIN (millions of euros)

| | 2023 |
|--------------------------|--------------|
| IRPF AND SOCIAL SECURITY | 18.29 |
| INDIRECT TAXES (VAT) | 9.73 |
| DIRECT TAXES (IS) | 0 |
| TOTAL: | 28.02 |

LATIN AMERICA (millions of US dollars)

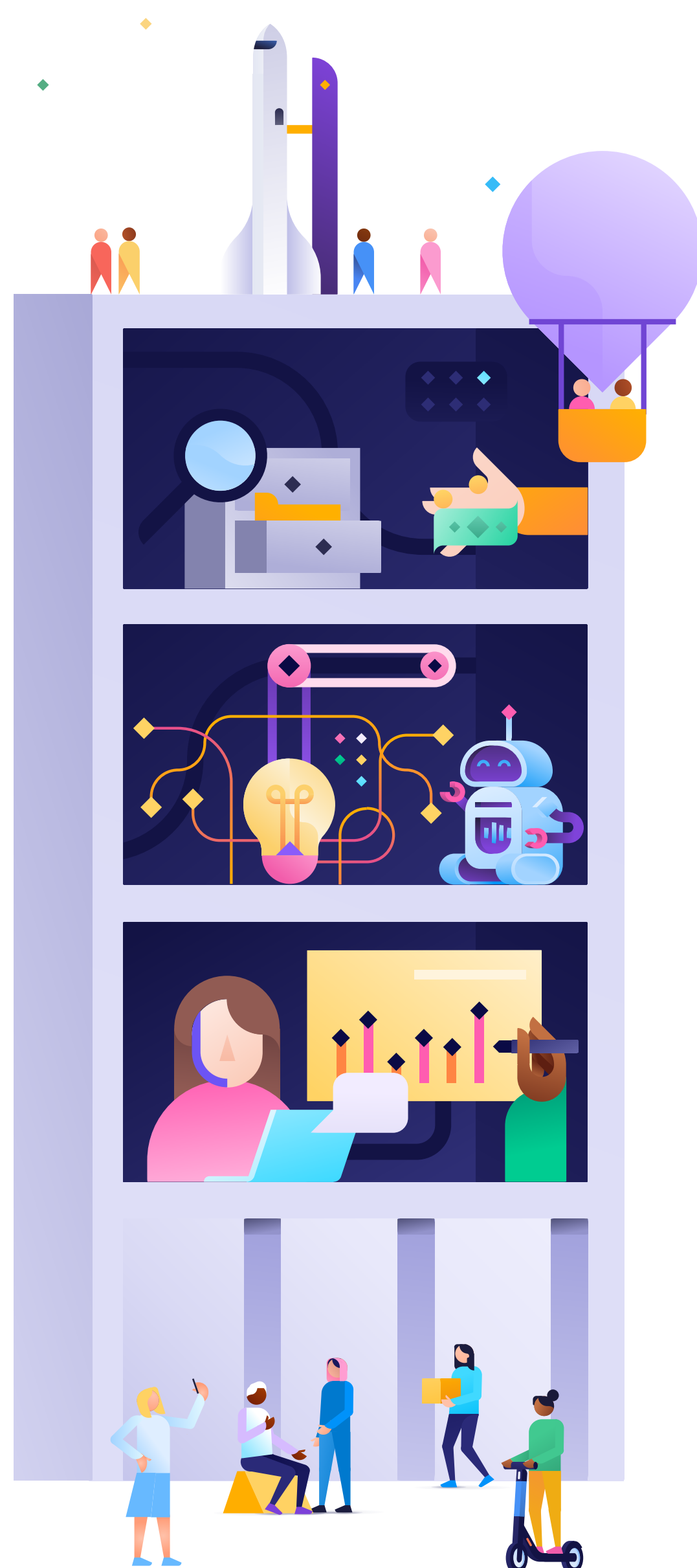
| | 2023 |
|---------------|-------------|
| TOTAL: | 18.4 |

In 2023, taxes paid to Spanish Tax Agency amounted to

28.02 Mil €

This is how we organize: who is who

Our structure is composed of different areas that make it possible for Cabify to run and for you to ride with Cabify. What functions does each one perform to drive change in mobility and cities?



RIDE-HAILING

The all-seeing eye, the key area of business and operation management in the markets where we operate.

- Growth
- Customer Operations
- Marketing

TECHNOLOGY

Nothing stops them, they see opportunities in challenges, always using technology to transform mobility.

- Engineering
- Product
- Data

STAKEHOLDERS RELATIONS

How do we relate to our community?

What is our vision and how do we communicate it?

What steps do we take in sustainability as a team?

- People
- Communications and Public Affairs
- Sustainability

INTERNAL CONSULTING

At the steering wheel, they would be like *coaches* of the future... they support the different areas so that they converge on the common goal.

FINANCE

At the helm, they are like *coaches* of the future... supporting the different areas to converge towards the common goal.

- Finance
- Legal

CABIFY LOGISTICS

They ensure that everything runs smoothly in our logistics service.

Orchestra: we work in unison

Behind every film, there's a soundtrack that makes it unique. Although the entire Cabify team follows the same baton and score, we felt that we needed to work a little more on the tempo to be in perfect harmony. Hence the Orchestra project –Orquesta in Spanish–, which seeks alignment between our global and local teams to achieve common goals with better coordination.

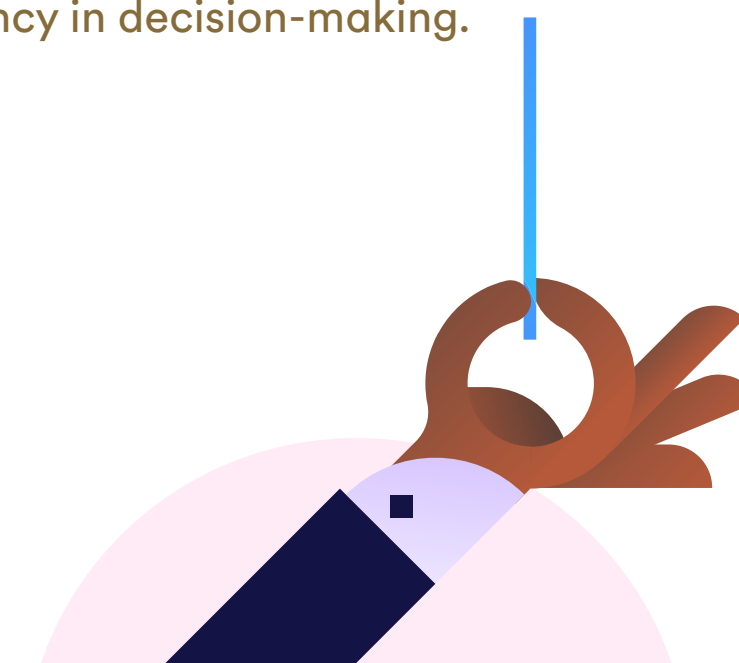
Since it started rolling in early 2022, Orchestra has already taken great strides to ensure that we have a more aligned company vision, give more internal visibility to everything we do, and communicate better.

Improvement in the way we work

- Optimization of meetings based on our company's needs and the dynamic rhythm imposed by the sector in which we operate.
- Establishment of homogeneous work routines and rhythms in all countries and areas.

More fluid and transparent communication

- Greater visibility of what each team, squad, department, or audience within Cabify does.
- Protocol for sharing information between different teams.
- Transparency in decision-making.



Sustainability: a whole of 1,232 parts

At Cabify, we have a belief that unites us, a common cause with a clear goal: to create a sustainable ecosystem. We are 1,232 employees with varied profiles and differences that enrich us, but we all put sustainability at the center of every action, every project, every decision. Because everyone who works at Cabify is here to build better cities to live in. But of course, someone has to be at the wheel.



CORPORATE SUSTAINABILITY TEAM

It drives the entire sustainability strategy and internally encourages the rest of the teams to apply it. Let's say it plants the seed so that it can germinate, because sustainability flourishes from the contribution of each person who works at Cabify.

SUSTAINABILITY CHAMPIONS AND SQUADS

This would not be possible without the Champions, which is the name of the role of the people who lead sustainability projects in each country where we operate. They are the ones who give voice and face to the strategy at the local level, adjust it to the needs and realities demanded by the context, and shape and give life to projects such as Cabify Mujer in Argentina and Uruguay; corporate volunteering carried out in Chile; the 1% initiative in Colombia; citizen collaboration in Mexico; food or technology donations in Spain; the campaign to support victims after the passage of Cyclone Yuka in Peru or the electrification and electromobility processes we are developing in different countries. They are not alone, as each Champion is supported by a Squad, that is, a local team that accompanies them.

Measurement and tracking of our Sustainable Business Strategy

Sustainability is not just something transversal, it is part of our culture. To ensure that every step we take is in the right direction, we measure our actions and monitor our progress through numerous tools. And we keep the entire team constantly informed. This allows us to walk in line... or backtrack if necessary to reformulate something.

- Sustainability dashboard: we constantly monitor the progress of our impact through global indicators and those of each country.
- Sustainability progress report: we inform all employees quarterly about progress at the level of indicators and sustainability projects. We are transparent and want them to know all the details about what is happening in terms of sustainability.
- Regular meetings with our Governance body and different areas to review the sustainability strategy and enhance its transversality.
- In all countries where we operate, each Champion, together with the local Squad, leads the sustainability strategy in that specific market, analyzing the main opportunities, challenges, and potential action to be taken.

NEW! More power to sustainability

All teams are united in terms of sustainability, guided by our Strategy. By now, you will have realized that sustainability is as vital to us as breathing. Therefore, we always increase revolutions so that our work around it becomes more powerful every year.

Sustainability training

The first objective outlined in our Sustainable Business Strategy 22-25 states: "100% of employees trained in sustainability and ethics by 2025." And we got started by training those who joined Cabify's staff in 2023. What is the relevance of sustainability in the current context and for Cabify? What challenges does it face? How can I link it to my work activity? These are some of the questions that the first lucky ones to receive training already have answers to.

Sustainability Quiz

We know that curiosity moves mountains, and, with the aim of keeping the team motivated in this matter, we launched a challenge to the entire global staff: a Quiz on the Sustainable Business Strategy 22-25! Of course, with prizes for the overall winners and also for those from each country where we operate.

1.2 Mobility that transforms realities

In our cities, moving around is much more than going from one place to another. Our decisions have an impact on society, and we want ours to be positive. We are convinced that through mobility, we can make our cities evolve, become more inclusive, safe, and healthy.

Safe cities

The purpose of improving cities leads all our decisions. We want to continue building with you the mobility that leaves no one behind, the one that transforms cities and elevates them socially. Mobility that cares, protects, respects, and welcomes people. At Cabify, we believe that safety is one of the factors that keeps communities together. That's why we aim to make your journey a guaranteed experience, enriched by technology and innovation.

DIMENSIONS OF SAFETY



TRUSTED COMMUNITY
We use technology to verify the identity of drivers and passengers, as well as the information they share with us.



FREEDOM AND INTEGRITY
Our platform has a robust system to detect and prevent violent or bullying behavior.



RESPECT CULTURE
We design policies aimed at maintaining and protecting a diverse and inclusive community, free from harassment or discrimination.



DATA PRIVACY AND PAYMENTS
We guarantee secure payments and protect the personal and confidential information of our users.



DRIVING RESPONSIBILITY
Driver-partners are committed to driving safely and responsibly, and their vehicles undergo quality checks.



ACCESS FOR EVERYONE
We rely on technology to make mobility easier and safer for people who have accessibility needs of any kind.



STRONG AND RELIABLE TECHNOLOGY
We manage possible app outages or cyber incidents prioritizing the protection of personal data.



Safety as strength

For passengers, safety is one of the decisive aspects when choosing a mobility app. Depending on the geographic area, it is perceived differently: in Latin America, it is associated with physical aspects, and in Spain, with aspects such as reliability and trustworthiness. However, what is common in both cases is that passengers value safety as one of the most associated aspects of Cabify.

This is also true for driver-partners and collaborating taxi drivers, who state that Cabify is the safest mobility app in the market: 82% choose Cabify globally because it 'guarantees my safety.' We couldn't be prouder!²²

COMMUNICATION
CAMPAIGN

Cabify Wrapped | Your year in review



Who doesn't like to close the year by taking stock of what they've experienced? 'The City You Lived In' allowed us to recap 2023 for each person who is part of our community, moving with Cabify. Because a relationship is solid when it's full of good memories.

Upon opening the app at the end of the year, a personalized map showed each person - those who ride and those who drive - the journeys they had taken, as well as trends in their trips. What was their favorite day to travel? How much CO2 did we offset thanks to their use of our platform? How many excellent ratings did they receive?

All of this and much more, in a very fun way, to see and revisit as many times as they wanted, as a culmination of a year moving with Cabify and supporting sustainable mobility.

HOW WE DID IT:

- 1 personalized video.
- CRM campaign.
- Videos and stories on social media, such as [like this](#).

[+](#) Learn all about our campaigns from 2023 from [Our brand](#)

Technology for a safe experience

All these dimensions translate into concrete and specific measures to which we add novelties every year, reinforcing elements of passive and active safety. We strive not to have to account for a single incident related to the safety of each of the people who interact with Cabify to move. When it comes to safety, we never hit the brakes!!

99.997%



journeys completed without any driver tickets related to accidents.

91%




of Cabify user drivers and taxi collaborators surveyed rated Passenger Identity Validation via Selfie with a 9 or 10.

FOR DRIVERS AND PASSENGERS



BEFORE

-  **Operating zone limit**
Analyze and, if necessary, limit routes where onboard safety may be compromised.
-  **Masked call**
Protects the personal data of the driver and passenger and prevents access to their phone numbers.

DURING THE TRIP





-  **Real-time journey monitoring**
To detect unusual route aspects and strange operating zones.
-  **Trusted contact**
Allows sharing all journey information with trusted individuals.
-  **Cancel trip in route**
In the event of possible road incidents, drivers can disassociate from the journey while we assign another driver to the passenger.

AFTER




-  **Harvey Tool**
Streamlines the management of possible harassment cases, objectifying their analysis and improving their tracking.
-  **Voice of the Customer System**
Performs optimized classification of tickets received through the app, allowing us to improve communication and the service we offer.

FOR DRIVERS


BEFORE

-  **NEW Inappropriate profile system**
Does a user's profile include offensive data or words? Drivers can choose not to offer their service to them by activating this block.
-  **Passenger identity validation via selfie**
Through biometric technology and facial recognition, passengers can validate their identity via a selfie, which is cross-referenced with official documentation.
-  **Risk trips and behaviors**
Machine learning technology automatically analyzes risk patterns to prevent security incidents. Is there a high risk? We request additional measures from the passenger, such as initially using an electronic payment method.
-  **Information and/or blockage of activity in areas at risk of cash non-payments**

DURING THE TRIP





-  **Safety button**
Allows direct contact with Cabify or emergency services through the app.
-  **Secret signal**
If a driver feels insecure during a service and uses it, we immediately make a call. By activating hands-free mode, the passenger also hears our message to try to dissuade them from engaging in misconduct.
-  **Dark mode**
Allows switching the application interface to night mode for increased visibility and safety.

AFTER



-  **NEW Driver rating system**
We introduce the possibility for drivers to rate the people they transport, including a feature that allows them to negatively rate a bad experience with a passenger and reduce the likelihood of re-pairing.

FOR PASSENGERS

BEFORE

-  **NEW Public driver profile**
The driver profile - we strive for it to include their photo in 100% of cases - is now visible in the passenger app, with information about their tenure on the platform, their travel history, or the percentage of positive ratings.
-  **Validation of personal and vehicle documentation of the driver**
-  **Psychometric tests for drivers**
-  **Recurrent monitoring of drivers' criminal backgrounds**

AFTER

-  **NEW Passenger rating system**
Drivers become aware of their performance and provide a superior experience.
-  **Bureau Veritas**
One of the most valued aspects by our passengers, especially in Latin America, is how we ensure their safety. Since July 2022 in Peru, we have established ourselves as one of the most reliable mobility platforms in the market by entrusting Bureau Veritas with the audit and verification of the safety standards of our driver registration process.

After meticulously examining each stage and its strict filters - psychometric evaluations, requests for criminal and police records, verification of the identity and documentation of applicants, or vehicle reinspection - Bureau Veritas verified compliance with our process, reaffirming that we are the best alternative for passengers in terms of safety.

 Other driver safety aspects in [More Safety](#)

Cities without barriers

At Cabify, we have a permanent commitment to universal accessibility. Cities must be built integrating this vision, using new technologies to create adapted spaces that address the different mobility realities of all people. Because a city only progresses when all its inhabitants can fully participate in it.



Our app is

100%
accessible for
blind people,

and we continue to adapt it every year
to make its accessibility universal

2019

- 100% accessible service for blind people, app optimized for VoiceOver and TalkBack.
- More than 300 drivers trained in accessibility.

IN 2020:

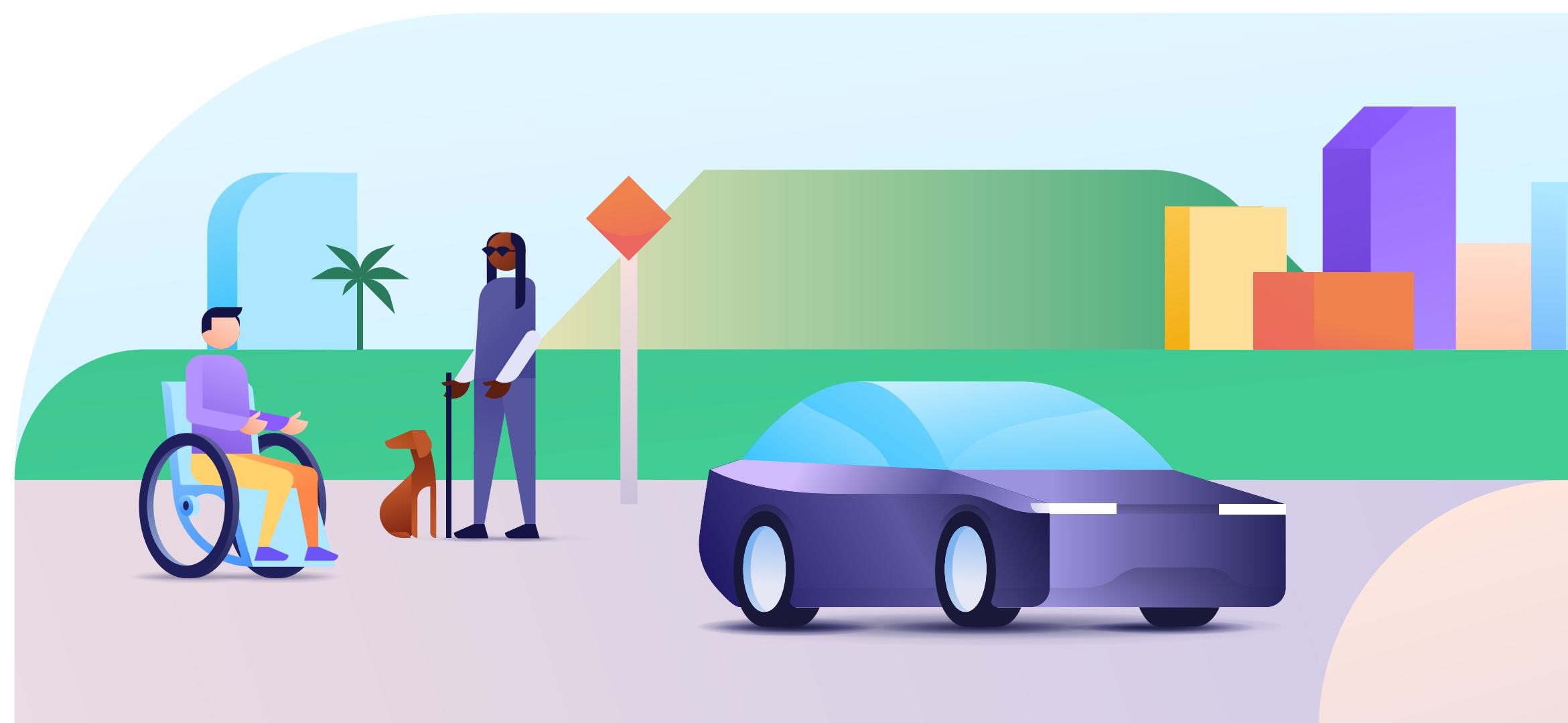
- We launched our accessibility menu so that users can indicate if they have any specific needs.
- We collaborated with EmancipaTIC, the Rights Foundation for Seniors, and the State Confederation of Deaf People (CNSE) to understand the main mobility barriers for seniors or deaf people.
- Our set of recommendations, unique in the industry, ensures the accessibility of our service during the pandemic.

2021

- New functionalities in our app for elderly people or those with hearing abilities, in collaboration with CEAPAT, and attention to the needs of people with cognitive or motor disabilities.
- We collaborated with the Inclúyeme association to facilitate access to the sector in Latin America for more drivers with hearing loss.
- Cabify participated in the IV International Congress of Technology and Tourism for Diversity of the Fundación ONCE, and in its content book with the article 'More sustainable cities thanks to multimobility'.

2022

- Communication actions to user drivers and collaborating taxi drivers to reinforce important information about accessibility, such as traveling with a guide dog being a regulated right.
- The 'Help to Board' functionality indicates to the driver that the user may be accompanied by a guide dog or have a special need.
- We continue working with CEAPAT on an accessibility evaluation methodology in transportation.
- We reviewed our hiring process to make it more inclusive, with the collaboration of the Fundación ONCE through its Digital Talent program
- Within the Digital Talent courses for people with disabilities, we teach a master class on how to work on accessibility in our sector.
- Alongside the Fundación ONCE, we accompanied young people with disabilities in a café corner to face a digital profile selection process.
- We participated in the Conference on Accessible and Inclusive Mobility of CEAPAT.
- We were present at the II Expert Workshop of CODESPA, framed in its Business Observatory for Inclusive Growth
- 🏆 'Award for technological innovation to promote the socio-labor inclusion of people with disabilities', from the Randstad Foundation.
- 🏆 Award for Best Practice in Sustainable and Accessible Mobility, from the Renault Foundation and the Club for Excellence in Sustainability, for our constant commitment to universal accessibility.



2023

TOGETHER WE GO FURTHER...

- We reached a collaboration agreement with the [Fundación ONCE de Perro Guía \(FOPG\)](#) to improve the service and experience of people with visual disabilities who use our app, particularly users of guide dogs. Throughout 2023, we carried out various actions and activities:
 - The responses of 428 people with visual disabilities through a survey allowed us to have valuable input on how they value our accessibility services and the areas we need to improve.
 - We sponsored a litter of puppies for breeding, care, and training as guide dogs, whose names were chosen by the Cabify team. Cub, Cop, Cero, Cabi, Chill, City, Cali, and Copy will support blind people so they can move more freely.
 - We trained and sensitized Cabify team members and collaborating user drivers and taxi drivers, in all the countries where we operate, about the challenges faced by blind people.
- Through interviews conducted by our User Research team, which investigates how our users perceive the app, we were interested in knowing the mobility patterns and accessibility needs of seniors and people with sensory disabilities. The information obtained allowed us to understand how to improve their experience, assess the level of accessibility of our application, and the relationship of these people with technology, as well as to deepen their knowledge or use of ride-hailing apps.
- During 2023, four people with disabilities have been part of our team in Spain, and we want to increase this number in all the countries where we operate.


...AND MORE PEOPLE

- We launched new accessibility landings to reinforce our strategy towards universal accessibility. [One aimed at passengers](#), where we collect everything we do in this area and which includes an accessibility manual to help them use the app on iOS and Android. And another [focused on user drivers and collaborating taxi drivers](#), who are our best allies in offering a service that is increasingly accessible.
- We participated in an event at the Apple Developer Academy in Naples, to which we were invited alongside WeTransfer as the two outstanding European companies for their work in accessibility. We had the opportunity to share our success story with 400 students - entrepreneurs, developers, and designers who receive training from Apple to ensure their work has a positive impact on the world - and with Spanish, Italian, French, German, Norwegian, and Dutch press. We talked about why accessibility is so important in our sector, how we apply it every day, and our commitment to continuous improvement as a quality hallmark of our product.
- In [this article](#) by The Next Web, we explained how technology is breaking down accessibility barriers in transportation.


What do people with visual disabilities think of mobility apps?


At Cabify we defend a very clear idea: all people have the right to move freely around the city regardless of their conditions or abilities. We like to provide solutions; and in order to make our services even more accessible, secure and diverse, and therefore sustainable, we have gone straight to the source...

Through a survey conducted by [Fundación ONCE Perro Guía](#) addressed to all its affiliates, we received more than 400 responses from people with some type of visual disability (total or partial) in the different Spanish cities where we operate: Alicante, Barcelona, La Coruña, Madrid, Malaga, Marbella, Murcia, Santander, Sevilla, Valencia, Zaragoza

 **80% of the surveyed people usually use mobility or taxi apps.**

And those who know Cabify:


 believe it is the most accessible of all.


 **3 out of 4** would recommend us to other people with visual disabilities.

92%

feel safe when traveling with us.

 **How would they improve the Cabify app?**

 **35%** prioritize the optimization of screen readers.

 **32%** believe that service needs to be improved for trips with guide dogs

We made it to the BBC!

In collaboration with [BBC Story Works Commercial Productions](#) and [Consumer Technology Association \(CTA\)](#), Cabify participated in a documentary mini-series called 'Technology's Golden Age', where we showed how our app is adapted for older people and those with visual disabilities, through two real-life stories with their own names: [Marisol's](#) and [Jonathan's](#).



Get in to our app!


Discover how we make the journey more accessible to our passengers and driving users through these intuitive features and functions in Cabify's app, applying digital accessibility criteria to ensure that no one is left out.




+121 thousand users


have used a feature from our Travel Accessibility Menu in 2023


FOR PASSENGERS


 **Travel Accessibility Menu.**
It allows the user to indicate if they have any specific needs, especially for people who are deaf, blind, elderly, have cognitive disability or have attention deficits. With this information, the driver can provide better service to the passenger and make the experience more satisfying for both. There are 3 options:


- **Boarding assistance**
The passenger will be escorted to the vehicle.
- **Chat instead of calls**
The passenger will not receive phone calls.
- **Important voice announcements**
The passenger will hear announcements about his or her trip.

 **Use of simple language**
We simplify the texts so that elderly or cognitively impaired people can easily use the app.

 **Homogeneous visual design**
We think of people with low vision, so we reviewed the different controls within the application so that all have a more homogeneous visual appearance and color contrasts are more appropriate.

 **Text To Speak**
Some of our passengers have difficulty reading the notifications we send them during their trip. To help them, we have introduced this feature where the phone reads them by voice.

 **Voice control on iOS**
The app can be used by voice thanks to this functionality available on the iPhone.

 **Guide dog notification.**
When a passenger has the 'Help getting in' checkbox activated in the Cabify app's Ride Accessibility Menu, the driver will receive a personalized notification informing them of the possibility that the passenger may be accompanied by a guide dog, and so they can adapt their service with foresight²³.


 **Taxi Access Category**
Particularly suitable for passengers with reduced mobility.

Passenger Accessibility Landing

We work to make Cabify more and more accessible and for the right to move freely and independently. In this new landing, we bring together all the accessibility solutions available to passengers to make it easy for everyone to get around with Cabify, as well as the experts we collaborate with to take accessibility beyond our app.

 [Discover it](#)

FOR DRIVERS

 **Sound settings**
Allows to regulate sounds and vibrations in the driving users application and adapt them to the user's preferences. If driving is easier and more comfortable for them, it will have a positive impact on the quality of the service offered and on their security.

It is essential to take into account the legislation of each country when trying to change things. We like to do it right. In the case of deaf people, regulations in countries such as Argentina, Chile and Colombia allow them to drive professionally. In Spain, however, it is not yet possible but steps are being taken in the right direction, which we at Cabify have been supporting.

Accessibility landing for drivers

On our way towards universal accessibility, driving users and collaborating taxi drivers play an important role. In this landing we detail the keys to offer the best service to passengers who have activated any option of their Accessibility Menu, but also to activate the functionalities available to them if they have hearing disabilities.

 [Discover it](#)

Cities to build a community

We are committed to our environment and to making a positive impact. Throughout 2023, we have collaborated on these initiatives with local communities to generate the changes we like (and would like) to see (more of) in cities.

SPAIN 2023

| | |
|------------------|--------|
| INVESTMENT (USD) | 50,705 |
| PEOPLE BENEFITED | 1.121 |

LATIN AMERICA 2023

| | |
|------------------|--------|
| INVERSION (USD) | 28.441 |
| PEOPLE BENEFITED | 4.310 |

We're moving with a purpose

That is the name of the volunteer program we have launched this year to involve (even more) our team in social impact and commitment, which is an integral part of Cabify's essence. Thanks to the collaboration of more than 60 people who have volunteered to participate altruistically in volunteer actions, we have helped more than 550 people – especially minors or those in vulnerable situations – and 200 animals to have better cities and environments to live in Argentina, Chile, Spain and Peru.

+MUJERES and Cabify Woman

For the third consecutive year we continued working with Mujeres al volante, the largest female mobility community in Argentina, to encourage more women to collaborate with Cabify and get behind the wheel as a way of life. Hand in hand, in 2023 we continued to promote diversity in our sector through the +MUJERES program, carrying out two campaigns on social media: one starring 8 female drivers who are users of our platform and who shared their valuable experience; and another led by the creator of Mujeres al volante, in which she encouraged more women to get their license and join in the success. The action was reinforced with other pieces and the sending of newsletters.

Also during this year, as part of the launching of Cabify Woman in Mendoza we wanted to evaluate its progress by conducting a study to know the perception of the service, both of female passengers and drivers, in terms of quality, security or availability, with the aim of continuing to improve what we do and promote good conditions to promote the employability of women in our sector.

Hogar Resguardo de Fe - Volunteering

Through Familias de Esperanza, an association that cares for children and groups of siblings in situations of lack of protection and high social vulnerability, nine members of our team spent an afternoon of games and fun with the residents of the Hogar Resguardo de Fe. With the youngest children, from 0 to 3 years old, they shared a time of free play and a snack; with those from 4 to 10 years old, they carried out an activity with cold porcelain in which they expressed their creativity in full color.

Escuela Básica Profesor Ramón del Río - Volunteer work

One day, 19 volunteers and an outpouring of solidarity from Fundación América Solidaria. It was all it took to improve the infrastructure of the playground and green spaces of this school where 355 students study. Providing them with an environment more conducive to their development, planting and harvesting the garden or providing them with additional tools for learning were the main actions.

The 1% initiative

In Colombia, our commitment to sustainability is made tangible through the 1% program. This is an initiative that allocates a percentage of the trips made on specific dates to projects that seek to improve the quality of life in local communities. Throughout this year we have collaborated with:

- **Q1, International Women's Day – Geek Girls Latam.** In Latin America, only 35% of people pursuing STEM degrees and programs are women. To help reverse this statistic and to reinforce our commitment to gender equality and the promotion of an inclusive digital world, on March 8 we earmarked 1% of the proceeds from all trips made that day in Colombia to a scholarship plan for the 'Talentos 4.0' program, led by Geek Girls Latam. With this alliance, more women will

be able to train in new technologies such as blockchain, data science, AI, programming or cybersecurity; and Cabify gets what it aims for: a long-term positive impact.

- **Q2, International LGBTQ+ Pride Day - Fundación Procrear.** On June 28, we were committed to guaranteeing Human Rights and greater diversity and social inclusion, donating 1% of the proceeds in the country to the Fundación Procrear, which through the Wanda Fox Training School works to empower the transgender population in their social rights. Our contribution will be destined to promote the pedagogical and artistic spaces of the School, with the purpose of strengthening the political participation and organizational dynamics of trans people.
- **Q3, World Car Free Day - Secretaries of Education and Mobility of Bogota.** September 21, World Car Free Day, is an institution at Cabify for. It discouraging the use of private cars and promoting other forms of urban mobility? We're in! On this occasion, we teamed up with two Bogota City Secretaries - Education and Mobility - to support the 'Bici Parceros' program, the school mobility initiative that seeks to improve the travel experience of students in the capital, with 1% of the sales of all trips on this day. We did this by promoting 'La Arreglatón', a day within the framework of Bicycle Week, in which we used the funds to contribute to the repair and maintenance of 450 bicycles for children and young people.

By 2023 we have positively impacted

5,431

people

through social initiatives



- **Q4, International Day of People with Disabilities - Fundación Juan Antonio Pardo Ospina.** At the end of the year, we committed to inclusion and accessibility beyond our platform. 1% of the sales of all trips on December 3 went to the [Fundación Juan Antonio Pardo Ospina](#) which for almost a century has been dedicated to protecting, educating, caring for and defending the rights of people with visual, cognitive and multiple disabilities. With our support, we contributed to the creation of a Multisensory Classroom for more than 150 children and young people with disabilities, which will facilitate their interaction with the environment by stimulating their senses to promote the growth and development of different skills.



Kilo Online Operation

One more year we collaborate with the [Food Bank of Madrid](#) collecting 1.107 € from 55 donors, destined to vulnerable people in the Community in a situation of severe material deprivation in a year marked by inflation and the generalized rise in the price of the shopping cart. 221 people had food guaranteed for 3 days thanks to this donation.

Donation of laptops

We love the circular economy. This year, taking advantage of the renewal of the work equipment in the Madrid office, we decided to offer our staff the possibility of buying and giving a second life to the computers we replaced. We were also committed to donate externally all those computers that were left over and to find a new home for them. 50 computers went to [NASCO Feeding Minds](#), a non-profit NGO based in Ghana; another 50 went to the [FUNDACIÓN LY COMPANY](#) to be used by children at a day center in the Dominican Republic; and 25 to the Malaga Child Protection Service.

Santuario Salvando Peludos - Volunteering

15 volunteers from our team in Spain enjoyed and socialized with more than 200 rescued animals that the [Salvando Peludos](#) shelter houses in its sanctuary, located in Villamanta. During five working days sessions, they helped build a fence and keep the facility clean, sharing unforgettable moments with its furry residents.



Amber Alert and Alba Protocol

That is the name of the alert and the federal protocol with which the Prosecutor's Office of the State of Queretaro launched a call for collaboration between companies and public institutions focused on the search for missing minors and women in Queretaro territory. In this citizen alliance that brought together more than one million people from 80 private companies, universities, government institutions or media, and which relied on technology and digital tools, we participated through our driving users, informing them of this action so that they could voluntarily join the search.



Donation to the Food Bank

After the passage of Yaku cyclone in the country, which caused an episode of huaycos (avalanches and landslides) and the overflowing of rivers affecting thousands of families, we partnered with the [Peru Food Bank](#) to support their campaign to collect food and supplies, helping to transport them free of charge. People who wanted to make donations could use a code to make their shipments, which we altruistically covered in 250 trips which meant supporting 3,000 people affected by the disaster.

Scholarships and quality education

In the city of Lima, through the NGO [Peru Champs](#) we supported a selection process to grant scholarships to the sons and daughters of driving users and facilitate their access to quality education. There were 500 applications for a selection test, from which 10 people were chosen, 5 of whom were awarded scholarships thanks to Cabify's contribution.



Solidarity Pots - Volunteering

In order to give more than 170 people in the Lima community of Jicamarca access to clean water, 20 people from the team in Peru volunteered to deliver and install a water solution for each pot, as well as other cleaning supplies. The initiative was completed with workshops on the use and care of water, fostering a connection with the local population.



Cabify Woman

In 2022 we took the first steps to replicate the +MUJERES program from Argentina to Uruguay, with the support of [IDB Invest](#). In 2023 we made it a reality, launching the Cabify Woman category in Montevideo in the app so that both drivers and passengers can decide whether or not they prefer to be accompanied by another woman during the trip. In addition, to help attract female professionals to the sector, we have developed an incentive plan for driving with Cabify that includes attractive conditions and benefits.

COMMUNICATION CAMPAIGN

Cabify Foundation



Improving cities is not just a slogan we want to tattoo on ourselves to appear to be involved with the planet. It is a reality. It is our purpose and our reason to exist. Therefore, in 2023 we went a step further and our own foundation started its activity.

To make it known to the world, we made a campaign that illustrated in a street action what we want to achieve: to promote change in urban spaces and improve the way we live in our cities.

Because the cities we want to live in must be livable, renewed and people-centered, the campaign highlighted their potential while showing that there is

much room for improvement. And since actions speak louder than words... we invited the artist Moose, precursor of reverse graffiti, to intervene on polluted walls in Madrid and transform their filth into art.

The result is the recovery of 5 spaces in the Spanish capital, where the removal of biological materials and pollution gave way to flowers, swallows or grass, turning the spaces into friendlier corners.

HOW WE DID IT:

- A street marketing initiative using the reverse graffiti technique.
- A launching [video](#)
- Post on social media.
- CRM campaign.

[+](#) Learn all about our campaigns from 2023 from [Our brand](#)

Passengers, we arrive earlier to make way for you.


You, who travels with Cabify, are at the center of it all. Our goal is that all citizens find in us an alternative to improve their mobility. But using Cabify is also something else. It is to be there, to accompany you, to make sure that you travel in the best possible way, whatever the reason, time, need or particularity... and that you do it in a safe, sustainable, accessible and diverse way.

Are cities made for people? How much space do we have to live our lives? And how much space does the private vehicle have? If you live in a city, you can imagine the answer. We believe in a different kind of urban growth, expanding our areas of operation so that those who do not live in the city center also have more options.


During 2023 we have continued our expansion, starting to operate in 3 new cities (Tucumán, Corrientes and Bariloche in Argentina and Calama in Chile) as well as expanding our coverage in those in which we already operate in order to be where we are needed. In addition, we have designed new algorithms based on urban density and mobility flows in different areas of the same city, to offer you more accurate prices and better allocate the vehicles you request.

Where are you traveling?


Each year, we gather data from the trips we make to discover which are the most visited places in each of the cities in which we operate. In 2021, when the Covid pandemic still prevented us from returning to normality with complete peace of mind, the most requested destination coincided in all countries. It was 'home', and confirmed that we were a good option for you to safely return to the warmth of your home. In 2022, life on the streets was once again in full swing, and it was felt right down to the numbers: our users covered 91 million trips. In 2023, shopping, going to a cultural show, enjoying leisure and restaurants or traveling were once again very popular activities. Here are this year's most common destinations:

 Argentinians are moved by the art of their capital! This is confirmed by the streets with theaters, museums and bookstores in Buenos Aires.


1. Av. del Libertador
2. Av. Costanera International Arrivals
3. Av. Santa Fe

 In Santiago, Chile, they continue to focus on cultural and commercial centers.


1. Av. Américo Vespucio
2. Av. Vitacura
3. Av. Libertador Bernardo O'Higgins

 In Bogota, they are number one for trying something new: dancing, eating, sharing and enjoying...


1. Av. Carrera 7
2. Carrera 13
3. Av. Calle 26

 With a radius of action in Madrid, the airport, and the large avenues with stores and theaters were the most requested places.


1. Aeropuerto de Barajas
2. Paseo de la Castellana
3. Calle de Gran Vía

 In Mexico, the hotel, bar and airport areas of the capital were the most visited.

1. Av. Capitán Carlos León
2. Av. Paseo de la Reforma
3. Av. Insurgentes Sur

 The two Lima's: the one in the financial heart of the city and the one that enjoys leisure time.

1. Av. Javier Prado Este
2. Av. Paseo de la República
3. Av. Alfredo Benavides

 In Montevideo, promenades and entertainment as a couple or with the family are the main attractions.

1. Bulevar General Artigas
2. Av. Luis Alberto de Herrera
3. Av. Italy

24,280

trips
around planet earth

It is the equivalent of the distance traveled in 2023 by people who traveled with Cabify.

96%

of the trips have been rated as excellent by our passengers.

Our categories of special social relevance



KIDS

For you to travel with your children in the safest possible way, we have vehicles with child restraint systems.



TAXI ACCESS

Our category for passengers with limited mobility, which seeks to break down barriers in the use of and access to a means of transportation.



CABIFY WOMEN

In this category, women are at the steering wheel. It also allows users – both drivers and passengers – to choose whether they take or are taken only by women.

Many options, one single app

Our app brings together our entire multi-mobility ecosystem and our entire community, connecting people, transportation and services. Every year we improve it to make your life easier and more comfortable, striving to incorporate different improvements.

CLOSER

NEW In more cities

This year we have started operations in Tucumán, Corrientes and Bariloche in Argentina.

Faster and easier pickups

Directions to meet your driver, especially at large passenger transfer centers such as airports, are easier than ever: you will be able to visualize the pick-up point and the route to follow to get there.

EASIER

NEW Make your Offer

In 20 cities in Latin America we launched the Make your Offer category, through which passengers can offer a price on the route traced and drivers can accept it, reject it or counter-offer another amount.

NEW New payment methods

If you use our multimobility options for driving – motorcycles and carsharing –, you now have the possibility of recharging your balance in a single payment, obtaining rewards that translate into more minutes to move at your own pace for the same price, and being able to check your balance and movements at all times. In addition, you can now also pay for these services with Google Wallet and Apple Pay.

Register with Google or Apple

Want to register with just a few clicks? Are you reluctant to give your phone number in a registry? Use your Google or Apple ID and start moving.

Alternative payment methods

From the app, you will be able to access easy, fast and secure payment methods (MercadoPago in Argentina, Chile and Uruguay, Nequi in Colombia and Yape in Peru), avoiding the use of cash and the need to register a debit or credit card.

MORE QUALITY

NEW More efficient booking

We have introduced an update to make the process of booking a service in the app more agile and effective than ever.

Missed targets operative

We improved the process of when a driver finds a lost item or if a passenger reports its loss. Faster and more direct.



Water always available

In every trip you make with us in VTC you will have available again something very Cabify: our water bottles. In addition, its packaging is sustainable, made of cardboard from responsibly managed forests, 82% made from plant-based materials – 29% more than the previous ones – and 100% recyclable. At Christmas, we dress them up with a design by the artist Geco and include a QR with Christmas and leisure proposals to enjoy in the Spanish cities where we operate: Alicante, Barcelona, La Coruña, Madrid, Malaga, Marbella, Murcia, Santander, Sevilla, Valencia, Zaragoza

MORE COLLABORATIVE

Apple Watch, it's time for Cabify

Our app is available on Apple Watch so that you have it at hand and do not miss any information about your trip, being able to choose between six dials with customized designs so you can choose the one that best fits your profile (Multitaskers, Sportsmen, Students, Travelers, Moms and Dads, Journalists).

Earn Avios with every trip

Thanks to our alliance with Iberia Plus, British Airways Executive Club and Vueling Club, for our corporate clients, each Cabify trip –Cabify Eco or those that depart from or arrive at the airport are more rewarding – translates into Avios points redeemable for flights to different destinations. translates into Avios points that can be redeemed for flights to different destinations, more than 10,000 hotels anywhere in the world or car rentals.



Cabify Wineries

With this alliance with the Asociación de Turismo Enológico de Uruguay y Caminos del Vino para estimular el enoturismo, you can travel with Cabify to wineries in Montevideo and Canelones and not worry about the zero alcohol consumption restriction at the wheel. Your Cabify vehicle will remain on standby and at your disposal until the end of your visit for. You can also enjoy this service in the Argentinean city of Mendoza.

Understanding you, listening to you, guiding you

We demand the maximum of ourselves to give you everything

Our Quality Policy is the starting point of our Quality Management System, certified according to the ISO 9001 standard, which certifies that our processes and work methods seek continuous improvement to achieve excellence in our service and customer satisfaction.

In fact, as in previous years, people who move around with Cabify have once again recognized our service as superior, highlighting our security, quality, comfort and the attention received from our driving users and collaborating taxi drivers.

Knowing you makes us better

Is our proposal aligned with what you expect from us? Through these tools, we make decisions and reorient our compass to always go hand in hand.

- Cabify Rider Atlas**
 We wanted to understand the different demographic profiles of users who use Cabify, both globally and by country, in order to offer them an increasingly personalized service.
- Global Survey**
 By understanding how our passengers see us, we can align our service to their expectations and needs according to each market.

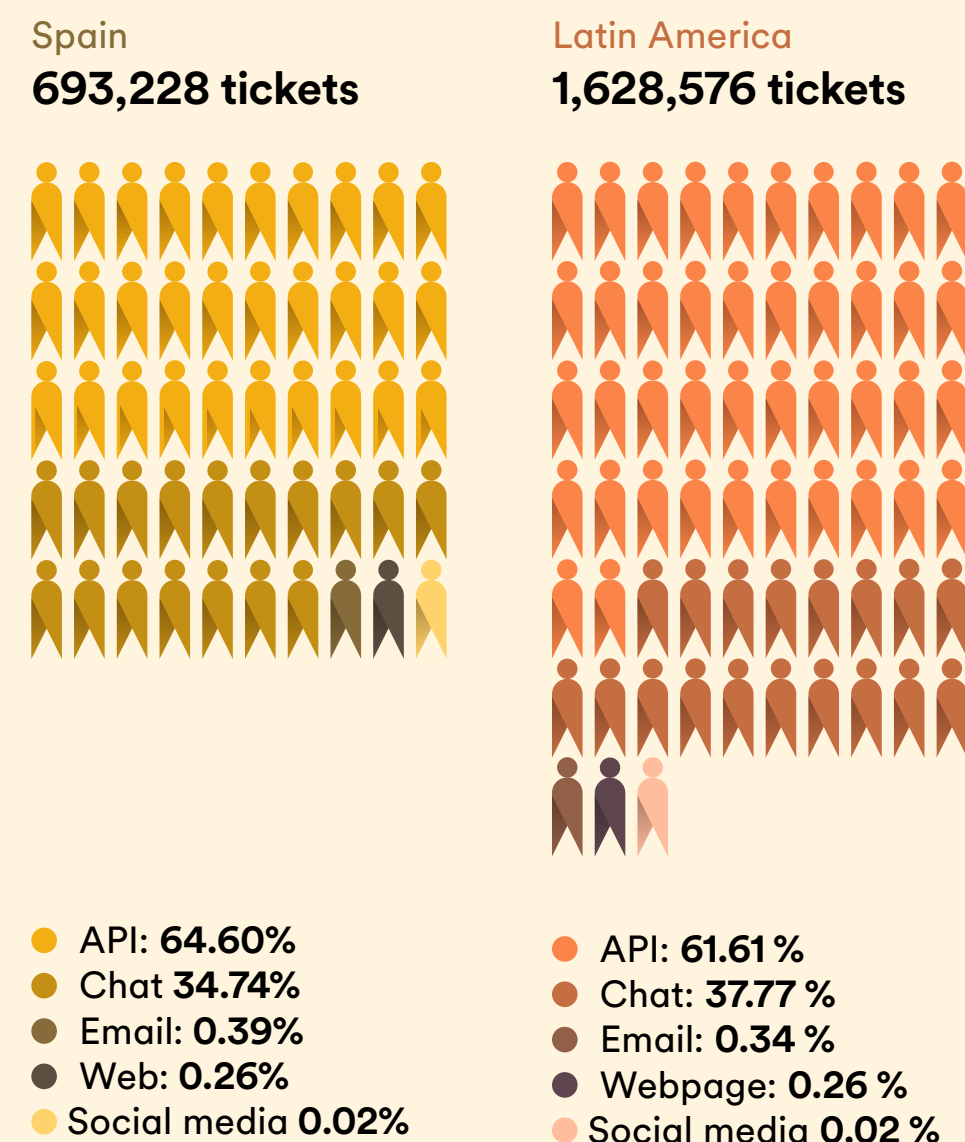
We are available 24/7

We hear you. We want you to enjoy your trip, but also to accompany you during it and to tell us everything that is important to you and that can make us improve.

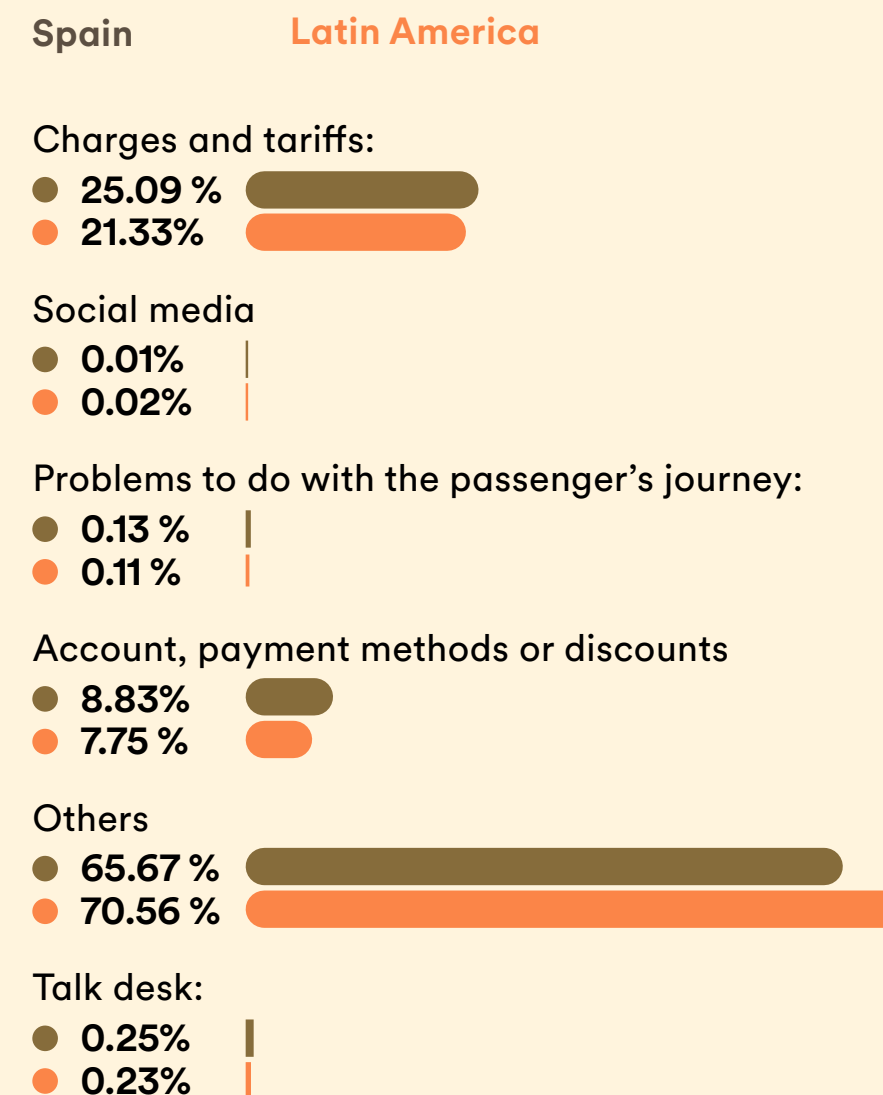
Five channels - web, email, chat, social media or API²⁴- allow us to be closer to your needs. You choose the one that is most convenient for you at any given moment, and we offer you real-time attention based on your incident, for example, if you have a problem with pick-up or starting your trip.

In total, in 2023, we received 2,321,804 tickets (complaints, claims, queries or doubts) from passengers.

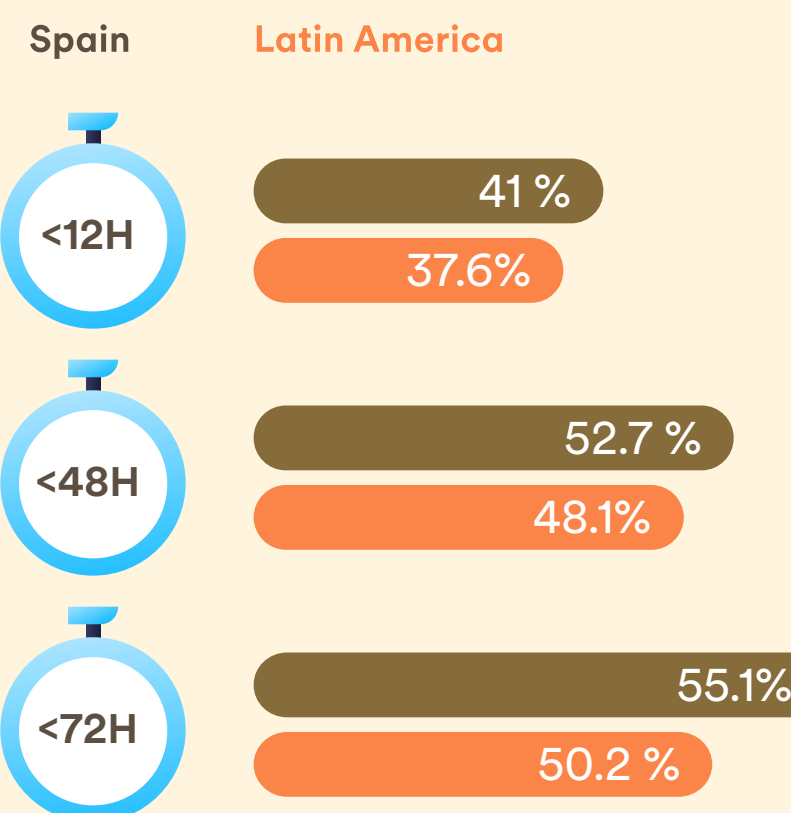
↓ Reception route



Typology



Resolution



Your principles as a passenger

We consider ethics every time... and this is what we expect if you travel with us.



RESPECT

Your driver is your traveling companion, and whoever guides you always deserves respect.



CAUTION

Proper use of the vehicle, added services and the environment is essential.



GOOD JUDGEMENT

The seat belt is your best ally.



CONVERSATION

Controversial topics can only travel in the trunk (and not get out of there).



SAFETY

Inappropriate language, abusive gestures and abusive questions are best left out of the car.

Your company, on the right track

From Cabify for companies we help you define your mobility strategy so that, whether you are self-employed or a company, you get the maximum cost effectiveness and enjoy a tailor-made service. What if moving around the city stopped being a stressful experience and became a pleasure **that** has a positive impact on the city? We'll take you there!

Corporate mobility products

Characterized by quality and safety, our services are aimed at the well-being of your team and the efficiency of your business. But above all, to offer you the ideal solution for all your company's mobility needs.

TRAVEL TO MOVE AND GET CARRIED AWAY

Private vehicles with driver or taxis. We make easier the travel of your employees in a comfortable, safe, punctual and practical way. In addition, you can do so with categories that respond to specific needs, such as Group or Eco, among others.

- 👉 **ECO**
 Our Eco category gives you the possibility to travel only with electrified vehicles – hybrid, plug-in hybrids and electric vehicles – to reduce your travel footprint²⁵.

DRIVE²⁶ TO MOVE AT YOUR LEISURE

Our most sustainable options, now also for companies: electric motorcycles (0 CO₂ emissions) or plug-in hybrid cars.

TO MOVE WHAT YOU NEED

Service for the collection and delivery of objects by car or motorcycle, whether large or small, with real time information, confirmation of receipt and proof of delivery, and maximum adaptation if the shipment requires special conditions in its transfer.

LOGISTICS FOR YOU TO MOVE EVERYTHING

Cabify Logistics is our planning, storing and distribution service for express, first and last mile deliveries for companies. Whether you are a large company or a small business, we have thousands of delivery drivers to offer you *pick-up* and immediate deliveries, as well as storehouses to facilitate successful deliveries.

MANAGEMENT TO SOLVE EVERYTHING

We offer you a comprehensive management of corporate travel through Cabify Solutions, with different proposals tailored to your needs such as Cabify by the hour, Cabify for events or Cabify as an employee benefit.

+13% in Spain and
+20% in Latin
America

Growth in the number of companies using Cabify as a mobility solution in comparison to 2022.

96.8% of travel
have been rated as excellent
by our corporate clients.

We continue to be the favorite brand for

3/4 of the
companies
that travel with us

Cabify Logistics is here to stay

Cabify Logistics, the brand with which we grow as a family in 2022 in the emerging logistics market, continues to scale up Operation of own storehouses, planning and routing of shipments, fleet management and integral distribution of orders... With Cabify Logistics we can move it all!




+107%

It is how much Cabify Logistics' business has grown over the course of 2023.

TAILOR-MADE LOGISTICS

We researched what you would ask from a logistics service. Said and done.


 **PLANNING SERVICE**
Plan your shipments in an agile and automated way from our platform or via integration.


 **SMALL AND LARGE SHIPMENTS**
Vehicles of different sizes depending on the volume and quantity of your shipment.


 **SPECIALIZED DISTRIBUTORS**
Superior quality equipment to ensure the highest quality deliveries.


 **GUARANTEED DELIVERIES**
Name and ID of the person receiving, SMS and picture for the addressee.

 **24-HOUR SUPPORT**
And every day of the week, to solve any situation.

 **REAL-TIME MONITORING**
Location and estimated delivery time for delivery orders.


 **STORING AND SHIPPING**
You will have stock when you need it and your addressee will be able to choose when to receive it.


 **NEW! EXPRESS**
Urgent shipping, with pick-up and delivery immediately upon request.

 **NEW! FAST**
You can schedule your shipment to be sent the same day or the next day.

CONNECTIVITY AND AUTOMATION


We have been developing our artificial intelligence for a decade It is fast, as fast as the integration with your company through our API or from your e-commerce platform.

 **BUSINESS API**
We connect in an agile way to automate everything.


 **INTEGRATED**
We manage your e-commerce orders directly from integrations with the main platforms (Shopify, Vtex, Mercado Envíos Flex and many more).

IF YOU LEAVE A TRACE, MAKE IT A POSITIVE ONE

It is not enough to do things in any way: we must be as sustainable as possible.

 **OUR KNOW-HOW**
It allows us to optimize the routes so as not to make unnecessary miles. Less km = Less CO₂ emitted.

 **OBJECTIVE: ZERO EMISSIONS**
Our priority is for the entire Cabify Logistics fleet to be decarbonized

 **COMPENSATING IN THE MEANTIME**
Until we achieve this, we offset all carbon emissions generated.

Your shipments with Cabify Logistics also have **a carbon offset certificate!**

NEW! App for logistics drivers

Our application for drivers, adapted to the needs of logistics services, includes multiple options to confirm delivery – code, photograph or documentation –, guarantee the integrity of each shipment or even receive tips for *food delivery* shipments, among other functionalities. 20,000 drivers already use it every month.

NEW! Logistics Engine

We customize an algorithm that automatically searches for the best available option for the customer, reducing waiting times by prioritizing bicycle deliveries for short trips or looking for a new driver when there is an incident. This also reduces the operational burden of our service and the impact on our cities, making our service more sustainable.

NEW! Delivery Management System

Web product for the management of express shipments, which allows the visualization of rates, flexibility in the shipping method – same day, next day – and real-time tracking of the status of the shipped packages.

We recycle bulkheads into backpacks

We gave a second life to 100 anti-contagion protection screens, recycling their plastic to turn it into 50 backpacks for Cabify delivery drivers in Chile.

More solutions, better functionalities



CABIFY SOLUTIONS

- 👤 **NEW Grouping**
 Together, but not scrambled. Your employees can now cover the trips between their home and work center in a comfortable, safe, punctual and sustainable way through Cabify Grouping's optimized routes, in which they will share a vehicle with other passengers with similar departure and destination points and similar schedules. Shall we reduce the number of vehicles circulating in the city together?
- 👤 **NEW Work profile**
 Within their Cabify app, passengers can create a profile to travel for work. A convenient alternative when creating a corporate account, which allows you to generate invoices or indicate a payment method linked to the company. In addition, if the company has Concur as its cost system, costs are reported automatically.
- 👤 **NEW 2FA (Two Factor Authentication)**
 We have the possibility of activating a double authentication factor for employees, who must identify themselves with an email and password (first factor) and a numerical code that they receive either by email or SMS (second factor) in order to access their account.
- 🚗 **NEW Travel policies**
 Travel policies allow the administrator of a corporate Cabify account to set spending rules for the company's employees. They can be defined individually or by groups, establish travel zones or assign products by time ranges or days of the week.
- + **Cabify as an employee benefit**
 Offer your employees an extra benefit to attract and retain their talent, with a Cabify balance for their personal trips.

- 🕒 **Cabify by the hour**
 Does your company need a vehicle for a certain period of time? Hiring a car by the hour, exclusively and with unlimited stops, without having to wait or make several reservations and knowing in advance how much it will cost.
- 🚩 **Cabify for events**
 If you are going to organize an event, do not worry about transfers and just worry that everything goes smoothly. We offer you packages with different options – transportation vouchers, group transfers, customized codes and much more—for us to adapt to your your needs or those of your guests

THE USUAL SOLUTIONS

- 📄 **Payment and billing flexibility**
 With our customizable payment method, you can choose to set up one for the whole team or for each user, as well as choose to pay after each trip or at the end of the month. Billing management is automated and allows you to download invoices, receive a unified monthly invoice, as well as the creation of cost centers and reports to control consumption, accessing trip history and tagging trips for better control and tracking.
- 📱 **Corporate platform**
 Customize your corporate account through our platform, assigning administrators, permissions and different user groups, and establish travel policies, with limits and restrictions, according to the transportation needs of each employee.

- 📌 **Request trips for others**
 Request a trip on the spot for your clients or guests without requiring them to have an account. You will only have to provide a phone number so that they can receive the required notifications by SMS to ensure their trip is successful.
- 🏷️ **Vouchers and Cabify Credit**
 These are redeemable codes that give you the ability to offer credit or discounts for travel as a customer or employee benefit. You can limit both their time slot and their location and use them for whatever purpose you need: travel to your office or event, complement your service and product offerings for.
- 👤 **Automated registration**
 Completely anonymous registration option for new clients, which does not require interaction with an agent and allows you to start traveling once completed.
- ✓ **At your disposal**
 With expert agents and an exclusive team to meet any need or setback in a personalized way, supervise the pre-assignment or assignment of drivers, monitor trips in real time or resolve administrative issues. And of course, multichannel so that you can solve queries, doubts and incidents by choosing the channel you prefer to contact us.
- 👤 **Your opinion is essential**
 Understanding how you perceive our proposal and if it responds to what your company needs from it allows us to continue adjusting it. Conducting surveys every year is essential to know where we should be heading and to continue to be your corporate mobility option.

Sustainability as an added value

Our multi-mobility ecosystem, which is committed to sustainability year after year, is a plus for freelancers and companies that value making a positive impact on cities as much as we do.

What if you haven't yet started walking the path to making your business sustainable? It's time! In Spain, 98% of CEOs recognize sustainability as essential within their companies, 9 out of 10 Spanish companies claim to contribute to the SDGs, and almost 8 out of 10 consider sustainability as a competitive advantage²⁷. However, 20% have not yet developed a sustainability strategy²⁸. In Latin America, 70% of companies have a sustainability strategy, but only 23% of organizations maintained its scope and only 14% managed to implement it²⁹.

At Cabify, we have knowledge of the challenge, we continue to learn as we face it, and we are happy to contribute and share our experience so that everyone can move forward in sustainability.

100% of our
corporate

customer has received a carbon offset certificate

Reducing emissions

42% of the corporate trips made in Spain through our app are made in the Cabify Eco category, i.e., they are covered exclusively in electrified vehicles – hybrid, plug-in hybrids and electric – in order to reduce the footprint of the trips. It is the option chosen by 52% of large companies and 30% of SMEs that use Cabify. In addition, our multi-mobility platform increasingly offering zero-carbon options for businesses, such as electric scooters .

All carbon neutral trips, with your offset certificate

We neutralize the CO₂ emitted in all your trips so that your company can move more peacefully.

We are pioneers in providing certificates that accredit companies that travel with Cabify that 100% of their carbon emissions have been offset. The certificate includes the exact amount of CO₂ generated and thus offset, as well as the environmental projects in which we have invested by 2022 to become carbon neutral. Thanks to your trips we fight together against climate change, supporting initiatives that promote reforestation, forest conservation and renewable energies.

We maintain our commitment of complete

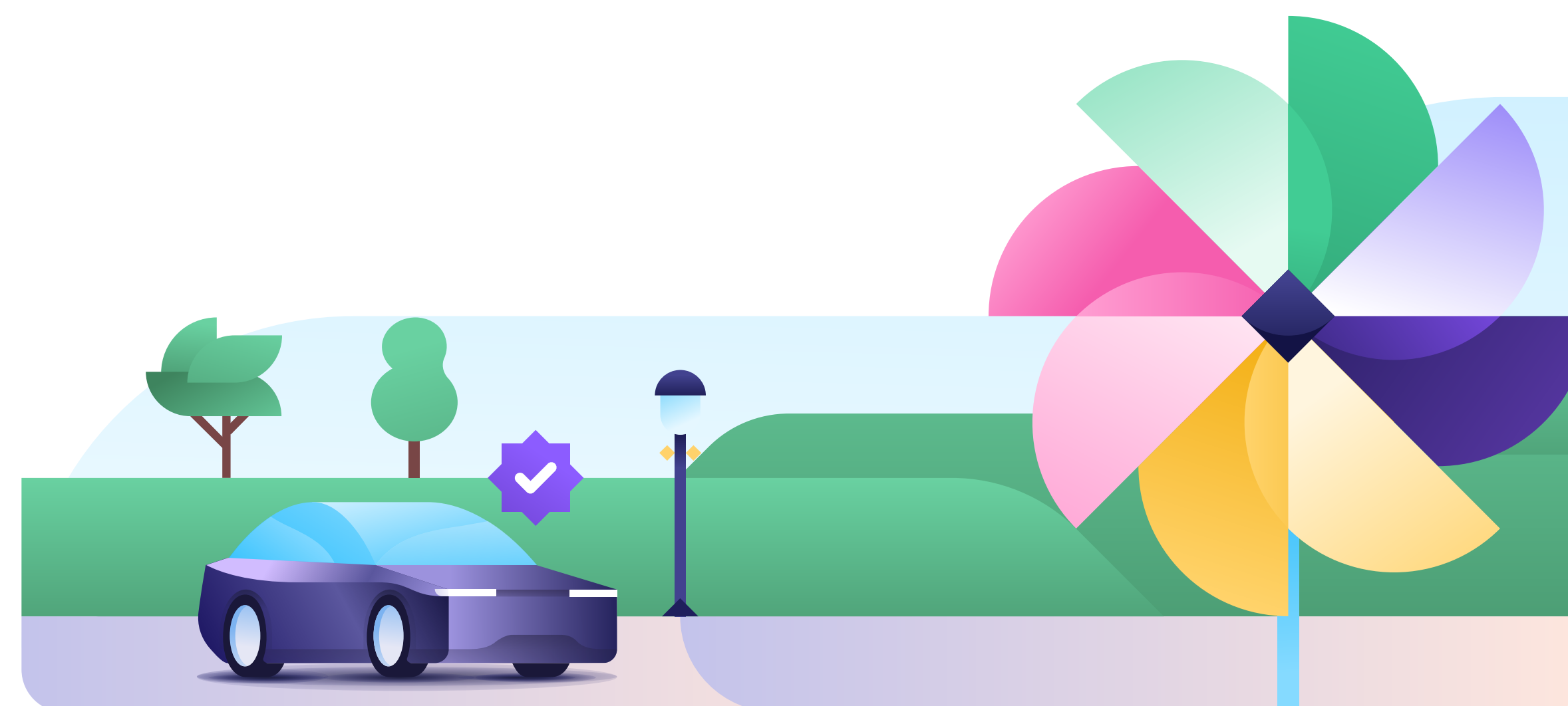
decarbonization of vehicles operating with Cabify in 2025 in Spain and in 2030 in Latin America.

NEW! All the latest news on sustainability, just a click away

Our corporate customers already say a lot about themselves by opting for sustainable mobility to move their business. As we know that sustainability trends are of interest to you, we periodically send you a newsletter to keep you up to date with the latest and most relevant news from the countries where we operate, [like this one](#), or [this one](#). Because a well-informed community is a better community.

NEW! Corporate trips with a cause

Do you work for a company that uses Cabify for its mobility needs? This might interest you! In addition to contributing to making cities better places to live, your trips can now support different social causes. How do we do it? We align our sustainability and CSR strategy with your company and jointly agree on which NGOs to support. Once that is agreed, from each trip you make through your corporate account during a defined period, Cabify allocates a percentage to contribute to the cause. It's that simple and that important.



1.3 Technology that contributes, innovation that adds up

It is news to no one that technology has changed our lives. It is present in our day-to-day personal life and work life. But can we use technology to go a step further and generate a real and positive impact on society as a whole? At Cabify, we believe we can, and we rely on innovation to achieve it.

To go further

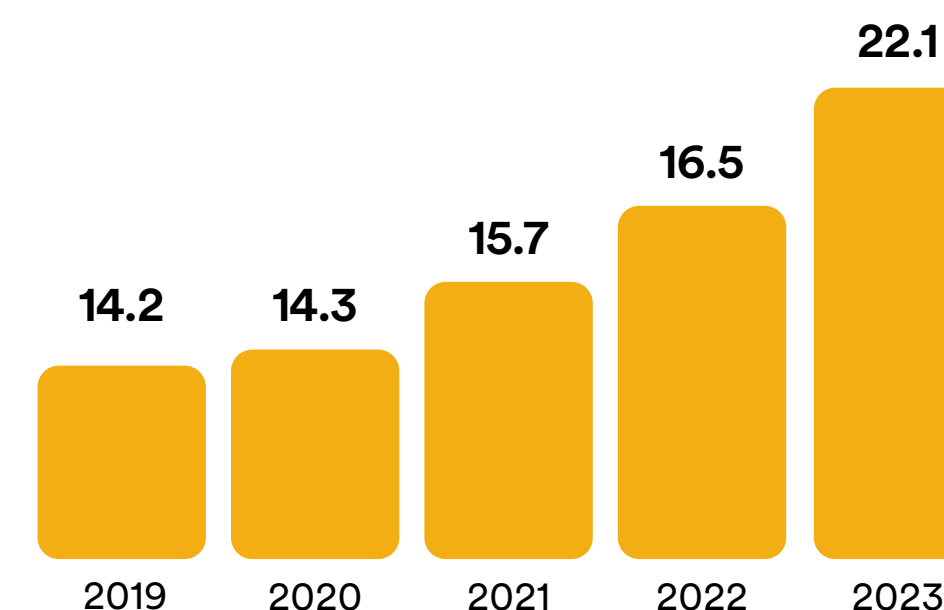
To achieve relevant changes in society, our GPS has very tight guidelines. Investing in technology and innovation is always a safe bet to keep moving forward; so is maximizing all our internal work through collaborations and alliances, and ensuring that everything we develop has a positive social impact.

If we're being honest, this might be the longest chapter of the report you're reading. Cabify's vision is based on the belief that technology can positively transform our cities, and we rely on it to do so. That it is not the most extensive is due to something very simple: the entire report, and therefore all our work, is impregnated by the spirit that moves us, which is none other than to innovate in technology to achieve a better mobility that makes us live better.

Innovation + talent = evolution

In 2023, Cabify's investment in R&D amounts to 22.1 million euros, an increase of 33.6% compared to 2022.

R&D&i INVESTMENT (MILLIONS OF EUROS)



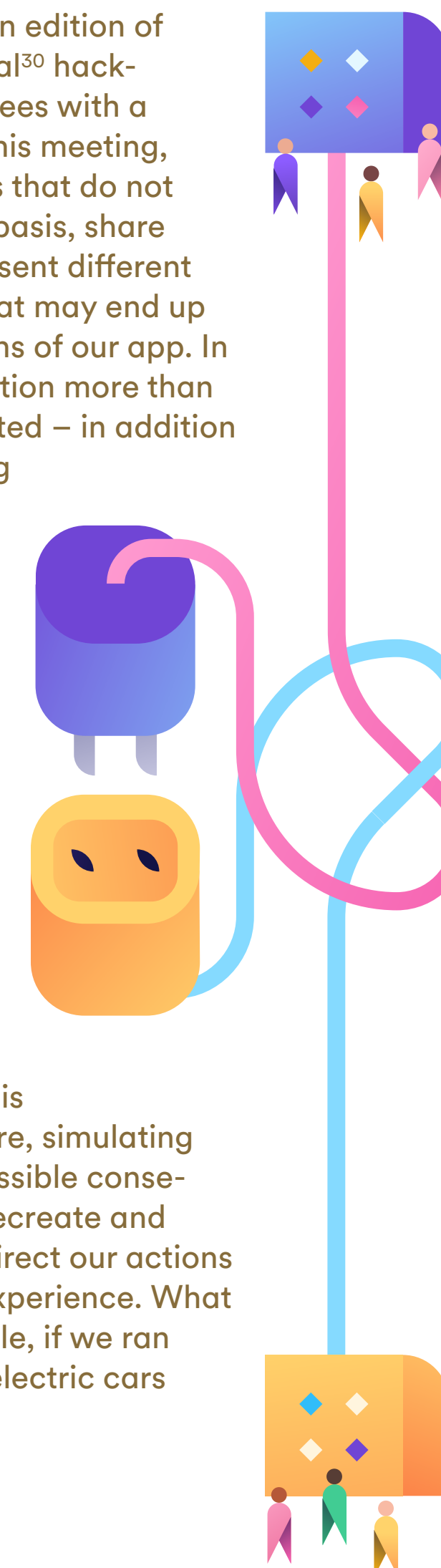
NEW! A smarter app

We provided Lykeion, an Artificial Intelligence platform built internally by our engineers and which manages millions of automatic decisions per day, with the ability to process market data in near real time. This means that our app is 15 times faster at assessing the number of variables needed to make a decision and offer the passenger the most convenient option, such as showing categories that can arrive faster or are more affordable.

! Explorers: our hackathon

Every semester we hold an edition of Explorers, Cabify's internal³⁰ hackathon, open to all employees with a technological profile. In this meeting, teams of different profiles that do not work together on a daily basis, share their points of view to present different projects and initiatives that may end up becoming implementations of our app. In its seventh and eighth edition more than 200 employees participated – in addition to tech profiles, marketing specialists also participated – and 54 projects were presented based on the identified needs of our app and audiences.

A good example of the results of Explorers is the 'Marketplace simulator', one of the winning projects of a hackathon, which we developed with the help of Universidad Politécnica de Madrid. This tool takes us into the future, simulating new realities and their possible consequences, allowing us to recreate and evaluate situations and direct our actions towards the best users' experience. What would happen, for example, if we ran out of gasoline and only electric cars were available?



Technology at the service of society

Without technology and innovation, the positive social and environmental impact described in this report would not be possible. Through them, we connect people, adapt to the changing world and drive change. Even beyond Cabify.

Cabify Tech

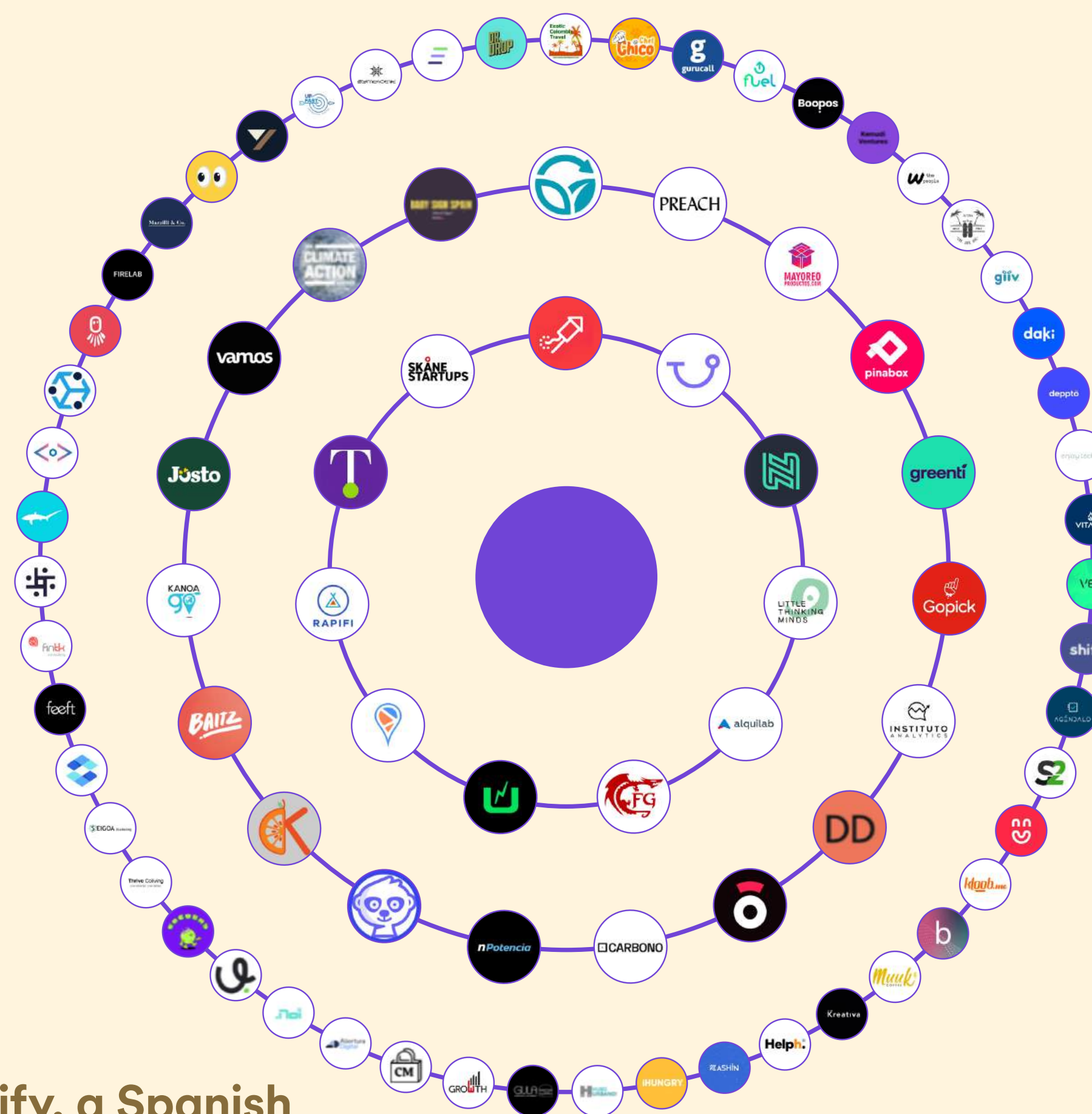
is Cabify's technology domain, a space in which we share our knowledge and experience through the posts signed by our engineers, programmers and designers on the blog, and where you will also find a *handbook* where we tell you how we work. If at some point you would like to join our technology team and help us transform urban mobility, this place is a good place to start!

Cabify's Multiplier effect

After publishing in 2022 the report 'Mapping Spain's Tech Sector', in which Cabify stood out as the 3rd most influential tech company in Spain for its influence on the ecosystem, Endeavor Insight conducted in 2023 a new study to analyze Cabify's impact on the creation of new companies: 'Cabify Alumni'.³¹ In addition to confirming once again its multiplier effect – Endeavor defines it as the influence and inspiration that a successful founder can have on other entrepreneurs through advice, mentoring or investment–, the term Cabify Alumni also serves to give a name to the global factory of entrepreneurs that has emerged from its ranks.

More than 80 people who worked at Cabify have founded close to 90 companies, which is almost half of them tech companies, in 15 different countries, generating more than 2,500 jobs; and our CEO, Juan de Antonio, has advised or invested in another 50 entrepreneurs. Supporting local talent helps the technology ecosystem grow, thrive and have social impact. Because cities also become better if we generate value in them.

Multiplier effect, Cabify's impact on the creation of new companies



Cabify, a Spanish startup from which more companies have emerged

founded by former employees, according to Endeavor Insight's 'Cabify Alumni' study.

Women Tech Dating: II edition

Did you know that only 27.8% of new enrollments in STEM careers in Spain - science, technology, engineering and mathematics - are for girls?³² If we want to change the world, we have to start doing it from within, by taking action to promote equal opportunities and close the gender gap in the technology industry. With this premise was born in 2022 Women Tech Dating, a global initiative to connect women and make visible the possibilities that the technology sector can offer them professionally.

After the success of the first edition, which attracted 132 professionals and students, we launched a second edition in 2023, which attracted more than 700 participants!

Between Oct. 24 and Nov. 7, 40 Cabify volunteers made real, one-on-one connections with women from around the world through private mentoring at the second annual #WomenTechDating which, as a new feature, incorporated master classes, a panel of female experts to reflect on the future role of women in the tech industry, and collaboration with the organizations Female Startup Leaders in Spain and Laboratoria in Latin America.

+430%

This is the growth experienced by the II edition of Women Tech Dating in terms of the number of registered participants: 700 women from Latin America (71%), Spain (26%) and other countries (3%)



Cybersecurity and privacy: attack-proof bodywork

Protecting our platform and keeping all the data it supports, yours and ours, secure is one of our main concerns. Cybersecurity and data privacy is a vital issue of the highest priority, which is why we approach it completely, involving every single person working at Cabify.

Managing risks in a constantly changing digital environment requires tenacious updating, a robust system and great adaptability. We take it as a commitment, rather than a challenge, working on resilience on a daily basis to ensure the success of our security in the future. In an increasingly digitalized world, security takes on a new dimension. That's why we have reviewed all our corporate standards and launched a new [Data Protection and Cybersecurity Policy](#) which allows us to adapt to the most rigorous cybersecurity requirements and to reinforce the security and privacy of our platform and all the data it supports.

Our team being trained in the best security practices is as important as the prevention of occupational hazards. Cybersecurity' ranks fourth on the list of most likely risks globally³³, 60% of companies in Spain acknowledge having received an increased number of cyberattacks in 2023³⁴ and phishing increased sixfold in Latin America³⁵. In the face of cybersecurity attacks we want to be a fortification, and to achieve this, every year we conduct mandatory online training for the entire team, ensuring that we leave no breach to chance and that our exposure is as minimal as possible.

Grade A in Security Scorecard

When all our efforts in this area are rewarded, the satisfaction is doubled. In 2023 we maintained the highest grade, A, in Security Scorecard, obtaining a record score of 98/100. This world leader in cybersecurity ratings scores corporate entities based on objective metrics such as the security of their network and endpoints, speed of updates or IP reputation. This score, which we have achieved and maintain thanks to an active management of the alarms generated by the tool with which we mitigate risks before they materialize, makes us stronger in the face of possible security vulnerabilities and is a key value for our individual and corporate users.

We have a score of

98/100

in Security Scorecard, which ensures that our cyber security meets the highest standards.

NEW! ISO 27001 Certification

For the first time in Cabify's history, we have certified our Information Security Management System (ISMS) with ISO-27001. The certification is another milestone in our commitment to be the most secure platform in the market in all the countries where we operate, a commitment that is highly valued, especially in the corporate segment, and guarantees the confidentiality, integrity and availability of the information we handle.



1.4 More transparency makes us stronger

As in any relationship, communication is key. That is why we take care of our stakeholders, asking what we can improve and evolving according to the most relevant issues for our environment. And, of course, we are faithful to the reality of the facts and show ourselves as we are. At Cabify, what you see is what you get.



Our stakeholders

We like to think of Cabify as a collective of people participating together in the sustainable transformation of transportation and cities. Fostering transparent and constant communication with our stakeholders is fundamental. Who are they, through what channels do we reach them and how do we commit to keeping this flow of information active?

Using internal tools such as the Global Survey, NPS and Atlas, in 2023 we again listened to Cabify's driving users and taxi drivers, the people and companies that use our services and our team, as well as other Cabify stakeholders. Knowing what concerns them helps us to better understand how they value us and what their experience with us is, giving us clues to redirect our route if necessary.

So that our stakeholders can learn about all our work in sustainability and have access to updated information about our activity in this area, we have created

cabify.com/sustainability

| INTEREST GROUP | CHAPTER OF THE REPORT | CHANNEL / TOOLS |
|---|---|--|
| EMPLOYEES | + Our team | <ul style="list-style-type: none"> - All Hands (our global meetings) - Email - Explore (our intranet) - Surveys (NPS) - Slack - Zoom |
| DRIVERS (user drivers and collaborating cab drivers) AND VEHICLE FLEETS | + Driving users: paths are made by driving | <ul style="list-style-type: none"> - API - App - Chat - Telephone - Email - Surveys (Global Survey) - Web - Office support - RRSS - Interviews - Focus groups |
| PRIVATE AND CORPORATE USERS (passenger and shipping) | + Mobility that transforms realities | <ul style="list-style-type: none"> - API - App - Chat - Telephone - Email - Surveys (Global Survey) - Web - RRSS - Interviews - Focus groups |
| SOCIETY | + Mobility that transforms realities | <ul style="list-style-type: none"> - App - Campaigns - Social media - Web |
| FINANCIAL INVESTORS AND ANALYSTS | + This is how we contribute to economic development | <ul style="list-style-type: none"> - Email - Face-to-face meetings and video conferences - Telephone |
| REGULATORS AND SUPERVISORS | + Joining forces. | <ul style="list-style-type: none"> - Collaboration with local and international business associations - Meetings with Public Administrations |
| PROVIDERS | + This is how we contribute to economic development | <ul style="list-style-type: none"> - Email - Face-to-face meetings and video conferences - Telephone |

Joining forces

At Cabify we believe that union means strength. That is why we collaborate with different institutions with which we share common objectives or interests, and work hand in hand with the public and private sector to achieve further progress in urban mobility.

Endeavor Spain

Our CEO and founder, Juan de Antonio, was appointed in 2022 as the new president of Endeavor Spain, and has held the position during 2023. Endeavor is the leading global community for High Impact Entrepreneurs, with presence in more than 40 countries. In Spain, it has a network of 90 entrepreneurs leading 56 fast-growing companies. The relationship between Cabify and Endeavor goes back to 2015, when Juan de Antonio was selected as an Endeavor Entrepreneur.



WE COLLABORATE WITH...

GLOBAL

Sustainable Development Goals (SDGS)

We are aligned with the United Nations 2030 Agenda, focusing on three main objectives: Decent Work and Economic Growth, Sustainable Cities and Communities, and Climate Action.

Global Compact

As signatories to the United Nations Global Compact, we are committed to protecting labor, the environment and human rights while fighting corruption.

SMPs

We adhere to the SMPs (Shared Mobility Principles for Livable Cities) to work for inclusive, sustainable and safe cities through urban mobility.

LATIN AMERICA

BLAO & IDB Invest

Since 2019, Blue like an Orange Sustainable Capital and BID Invest us in our sustainable expansion, since they are committed to initiatives with positive impact.



Alianza In

Innovation, Technology and Digital Economy Guild, which brings together applications that share, among other things, a commitment to social responsibility.



Women at the Wheel

Association and community that aims to get more women behind the wheel as a reflection of their development in society; and to reduce the gender gap in the field of professional mobility.



CCS

The Santiago Chamber of Commerce is a trade association that brings together more than 2,500 companies from the most important sectors of the country.

CAMACOES

La Cámara Oficial Española de Comercio in Chile promotes the commercial development of Spanish and Chilean companies, representing their economic, social and cultural interests.



ACA-CDMX

Launched by WWF Mexico and the Government of the CDMX, the Climate Action Alliance for the Mexico City Metropolitan Area seeks to empower key actors at the local level to accelerate the transition to low-carbon societies.

AIMX

Mexican civil association that has the main players in the Internet industry as partners, to guide their interests towards the free, responsible and safe development of the network, thus generating a positive impact on society.

COPARMEX

The Confederación Patronal de la República Mexicana is an independent, non-partisan and voluntary employers' union that brings together businessmen of all sizes and sectors, whom it represents in the labor, economic, social and political spheres, both inside and outside the country.



COMEX

Sociedad de Comercio Exterior is a business association that seeks to contribute, with public policy proposals, to generate employment, create opportunities and improve the quality of life of citizens.

SPAIN



Adigital

Alliance that contributes to the growth of the economy using technology and digitalization.

AEGVE

Company focused on the needs of travel managers of the country's leading companies.

ASEVAL

Business association of car rental with and without driver in Madrid.

Spain Tech (EsTech)

Platform founded by high-growth technology-based companies in Spain, including Cabify, with the aim of promoting the development of a technological and digital productive fabric that reaches 40% of our country's GDP by 2030.

Madrid in Motion

Initiative that generates solutions to overcome the challenges of mobility in Madrid, generating a positive impact on the cities of the future.

Foment del Treball

This confederation, the main employers' association in Catalonia, has been representing the interests of Catalan businessmen and industry since 1771.

APD

The Asociación para el Progreso de la Dirección is an independent organization and a global community with more than 3,900 member companies and more than 60,000 associated managers.

MOVEA CV

The Asociación Profesional de la Movilidad Comunidad Valenciana is an associative project to defend the rights of VTC license holders in the region.

Cercle d'Economia

A civic association that seeks to contribute to the improvement of the quality of public debate on the main challenges that condition economic, social and political progress.

Mobility City

The first Technological Museum of Mobility in the 21st century and a world reference in showing how the cities of the future will be and the movement of people through them.

Our brand

At Cabify, we want to make cities better places to live. Our brand is born from the cities and adapts to them, as well as to the business needs that bring us closer to our goal, for example, the creation of Cabify Logistics in 2022 or the launch of the Fundación Cabify brand in 2023. A journey that starts with an app and that every year makes us go further than ever.

Campaigns of 2023

Throughout this report, we have been telling you about the most important campaigns we have launched this year.

Did you miss any? Don't even bother to scroll, just click on them... and we'll take you there!

- + [Your journey begins today](#)
- + [Cabify Wrapped : Year in Review](#)
- + [Fundación Cabify](#)
- + [Pride 2023: Your journey starts today](#)
- + [Women Tech Dating II](#)
- + [onair podcast platform](#)
- + [Drivers you can trust](#)



Make your Offer

In this new category the price can be agreed between drivers and passengers. Is the demand high and you need to make a trip urgently? Raise the stakes! When requesting a trip, do you find the price offered to be high? Make your offer! However, the driver can also counteroffer... and that's part of the fun. To make this news known, campaigns were launched in Chile (Valparaíso), Colombia, Mexico and Peru.



Cabify Mascotas / Cabify Pet

We know how important it is for you to be able to travel with your pet safely and easily, so we launched a media campaign and sponsored pet events to tell you about the creation of this new category.



Get carried away

Who denies music the power to transport us to different places, to take us back to the memory of a trip? In this campaign, renowned artists such as Maria Becerra, Trueno and Paulo starred in a video to tell you where the music takes them, and also created Spotify playlists for users to "get carried away" during their Cabify ride.

Streets can speak

On the occasion of 8M (International Women's Day) and to reinforce the launch of the Cabify Mujer category in Mendoza, the color purple took over the surroundings of the Plaza de Mayo, where we gave space on public roads for women to freely express their messages in pursuit of a common destination: equality.

Let your imagination run wild

We commemorate the Children's Day in alliance with Rasti, a construction toy company that turned our famous little car into a toy. 5,000 Cabify users were able to get it through a social media campaign and, in parallel, we made donations of Rasti blocks to the Ronald McDonald House.



Iluminados

Iluminados (enlightened) those who travel in Cabify and arrive safely at their destination: people who worked or danced late into the night, those who take the steering wheel at dawn... We focused this campaign on how much we care about the safety of our community, and we have more than 100 influencers to launch a discount and ensure safety at the best price.

Cabify Music

We created a platform with all the events related to music... to take you to them for free! The more trips, package shipments or downloads of our app, the more likely you are to win tickets. In addition, we created Spotify playlists to listen to during Cabify rides.



1% of travel

Our symbolic 1% initiative was not to be missed. This 2023, we donated a percentage of trips made on significant days to projects that improve the lives of Colombian communities, in campaigns celebrated on Women's Day, LGBTI+ Pride Day, World Car Free Day and Disability Day.



Cabify Kids

This category includes a SRI (for non-parents: child restraint system). What does this mean? That you can travel with children. And what did we do to tell the tale? A party in our cars! Colorful balls, plush animals, stickers, fun music and a contest for the luckiest children to take a ride in Cabify.

We celebrate when we get back

Did you not celebrate something over the summer? This campaign was an invitation to do it all over again, in style. We counted on influencers who told us about their celebrations to start September with energy and giving prominence to our app: whatever the reason for your pending celebration, we'll take you there.



Cabify Wednesday

On the first Wednesday of each month, one of your trips will cost you half the price. Just keep an eye on our social media to find out the code... and we'll take care of the rest.

Mototour

To let everyone know that you could book electric bikes from our app and make them roll many miles, we offered an irresistible discount and asked Pablo Meixe, Carlito and Paula Blass to choose their favorite places in Madrid, Barcelona and Malaga to travel on two wheels.



Amber Alert

The AMBER Alert is a missing people notification protocol, through which we were declared "collaborators" by the Querétaro prosecutor's office by participating in a campaign to search for missing people, mainly women and children.



Don't risk it

We updated our security campaign looking for an emotional connection, through all those situations that generate risks when moving around the city and remembering how safe it is to do it with our app: don't risk it, ask for Cabify.

Cabify x Lima

Is there anyone who hasn't turned to social media content creators for recommendations on places, events or things to do in the city? We turned to them to tell us how Cabify was part of their daily routines.



Cabify Woman

To launch this new category in Montevideo, we conducted a social media campaign, starring 8 female Cabify drivers, who shared their experience driving on our platform through photos and videos. Who better than them to invite others to join us in driving with Cabify?

Acknowledgments and awards

When the work we are telling you about in this report is recognized through rankings, awards or distinctions, our journey becomes even more gratifying.



Diente 2023 Awards

Our 'Get carried away' campaign won five awards at the Diente Awards of the Círculo de Creatividad Argentina: Gold in the Design category (Craft Digital); Silver in Animation & Visual Effects (Craft Digital); three Bronze in Motion Graphics (Design); Animation (Craft Audiovisual) and Campaign (Digital & Social).

El Ojo de Iberoamérica 2023 'Get carried away' won the Bronze in the new Music Driven Content category of this international festival, commonly known as El Ojo and a referent for Latin creativity.



Merco Ranking 2023



Merco is the world's first audited business monitor and the referent corporate reputation monitor. We continue to appear, for the fifth consecutive year, in the Merco Ranking of Companies that recognizes the companies with the best corporate reputation in Spain, occupying the No. 1 position in the sector ranking of Mobility, services and technology and being the only company of reference; Juan de Antonio, CEO of Cabify, is ranked No. 83 in Merco Líderes; and we also appear in the Top 100 in the lists of Talent – at No. 78, after climbing 21 positions – and University Talent. In addition, this year we have been included for the second time in the Merco Ranking of Companies in Argentina, at number 82 – we have moved up 9 places with respect to 2022 – and in Merco Talent, maintaining our position at number 96.



Madrid Excelente

The Comunidad de Madrid recognized us in 2023 with its seal of business quality Madrid Excelente, after undergoing a rigorous evaluation process carried out by independent professionals from various certification companies, in which issues such as commitment to progress, care for the planet, improvement of people's lives, capacity for innovation and management efficiency are assessed.

Top 30 most valuable Spanish brands

For the first time, Cabify breaks into this ranking conducted each year by Kantar Brandz based on market capitalization and the value given by consumers. We are the only new addition to the 2023 edition, which highlights our value in transforming the mobility sector, and we are ranked 28th.

Awards for Best Practices in Internal Communication

In the category of Mejor Herramienta de CI, the Observatorio de Comunicación Interna e Identidad Corporativa, or OCI, has given us this recognition in the 13th edition of the awards for our project 'Explora: la nueva Intranet social de Cabify', which stands out for being a centralized and participative communication model that puts local and global teams in contact through a single digital platform.



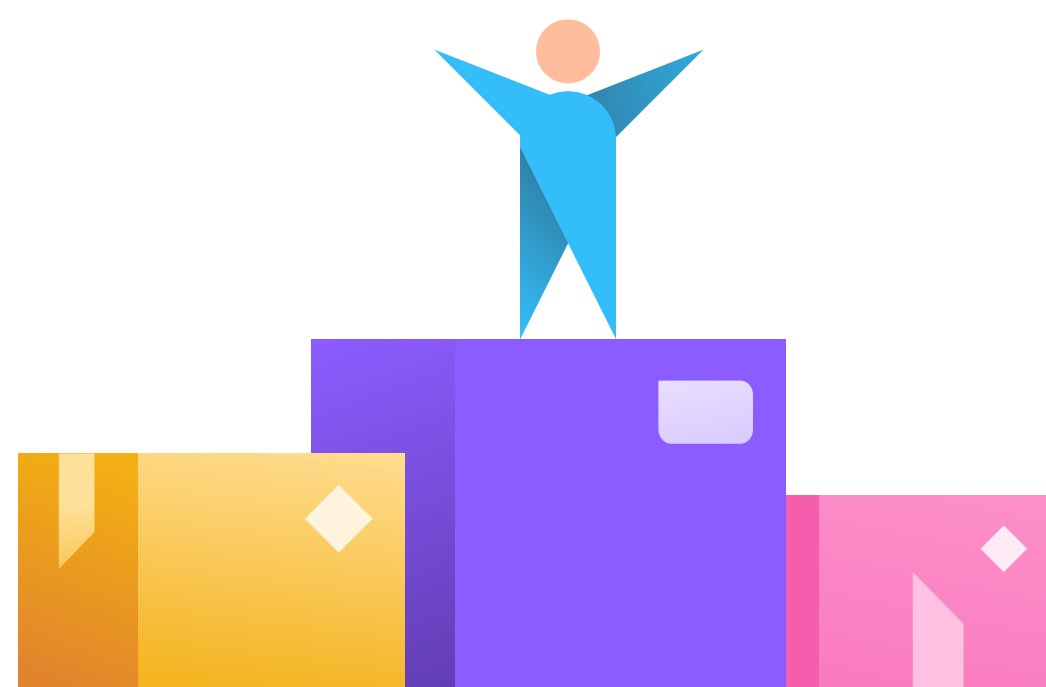
Best companies to work for in Spain

Actualidad Económica, Spain's leading economic information magazine, includes us in its 2023 ranking as one of the 100 best companies to work for, being the only multi-mobility platform on the list, after evaluating aspects such as talent attraction, remuneration and compensation, work environment, CSR policies, training and our sustainability strategy and commitment to the SDGs.



Best mobility app in user experience 2023

The III edition of the CXI Index Ranking, an initiative promoted by Centrum PUCP, Datum Internacional and XCustomer Group, with the aim of recognizing the best Peruvian companies, once again considered us, for the second consecutive year, as one of the companies with the best customer experience management, and awarded us first place in the category of Mobility by Application.



2. People



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People

To take care of what surrounds us, the first step is to take care of our own: the people who make Cabify move.



+ INTEGRITY-BASED CORPORATE CULTURE

Update of our global policies



- Ethical code
- Anticorruption and Fraud Policy
- Diversity, Equity and Inclusion Policy
- Conflicts of Interest Policy
- Data Protection and Cybersecurity Policy
- Health and Safety Policy
- Sustainability Policy

+ DRIVING USERS: PAVING THE WAY BEHIND THE WHEEL

311,568 +20%
vs 2022
user drivers and collaborating taxi drivers

8,478 +128%
vs 2022
new women user drivers



Favorite brand for
8/10



8.6/10
Rating our app received for its user-friendly, straightforward, and intuitive design



New functionality
Driver rating system
96.3%
of positive reviews

+ OUR TEAM

1,232 people
+22% vs 2022

47% women
+2% vs 2022

Employee Cycle

Roadmap for each person to grow professionally while contributing to Cabify's mission.

onair podcast platform

We empower our team to encourage more people to join our journey.

iNPS: **61.25!**

11 training actions

+21,500
hours of training

149
people trained in Sustainability

NEW!

Co-Responsibility Policy
Nono-Violence Policy
Harassment Prevention Policy
Diversity, Equity and Inclusion Plan
WorkplaceS Risk Assessment Process



2.1 Integrity-based corporate culture

We have made a commitment, as a company and as a team, that moves us every day. At both corporate and personal level, we need to create an environment of enrichment and respect where everyone wins: employees, driving users, collaborating taxi drivers, and the people around us.

Corporate culture and ethical standards

The essence of all the people who move Cabify is embodied in our vision of technology as a means to positively transform cities, in our mission to make urban areas more livable by offering sustainable alternatives to the private vehicle, and in the principles that guide our conduct. And so that we all go in the same direction, our internal policies set the direction to follow.

We have a [Code of Ethics](#) which establishes the rules that should govern the behavior and actions among our team and the relationship with third parties; as well as different global policies that favor the development of our activity, always within our reach through our intranet, Explora. During 2023, we have reviewed and updated all these regulations to adapt them to the changing reality we live in.

GLOBAL POLICIES

- **NEW** [Anti-Corruption and Fraud Policy](#)
- **NEW** [Diversity, Equity and Inclusion Policy](#)
- **NEW** [Conflicts of Interest Policy](#)
- **NEW** [Data Protection Policy](#)
[Data Protection and Cybersecurity Policy](#)
- **NEW** [Health and Safety Policy](#)
- **NEW** [Sustainability Policy](#)
- [Quality Policy](#)
- [Digital Disconnection Policy](#)
- [International Mobility Policy](#)
- [Internal Movement Policy](#)
- [Stock Option Plan Policy](#)
- [Salary Review Policy](#)

⊕ [More information about Policies and Benefits here](#)

Ethical Channel

At Cabify, we believe that one of the secrets of a good working environment also lies in our team having a confidential and secure channel at their disposal to report all cases of inappropriate behavior that deviate from our corporate principles.

The channel is aligned with the [Whistle blower Directive](#) of the UE, which seeks to protect all person who disclose unethical conduct, and allows you to give information, include images, add voice notes and documents detailing the case. We have received 5 cases in 2023, 2 in Spain and 3 in Latin America, always with the possibility of doing so anonymously. When a case is received through the channel, the appropriate inquiries are made and the corresponding decisions are taken with the areas involved.

Fight against fraud and corruption

We share our principles internally, as well as with our passengers and the people who drive with Cabify, and we take measures to prevent corruption, bribery or money laundering. In this fight, we advocate proactive detection and do everything we can to ensure that no one gets off track.

Compliance in our actions

Our approach to fraud and corruption is exemplary compliance with the law and the legal system in all countries where we operate. All of us at Cabify must obey the law and the regulation that establishes the legal system where we exercise our activity; as well as our own applicable policies, in which we establish principles and measures for this compliance, such as the policies – all reviewed and updated in 2023 to reinforce our commitment. Anti-Corruption and Fraud and Conflicts of Interest, the Code of Ethics or the Ethical Channel.

In addition, we have internal processes in place to counter the risk of bribery and corruption. Thanks to all these efforts, we have not reported any cases of corruption in 2023.

Beyond the regulations

We don't just limit ourselves to being transparent. Taking advantage of the development we had to do to comply with the European regulation PSD2 (Payment Services Directive)³⁶, which aims to reinforce security in payments and improve consumer protection, we implemented some improvements:

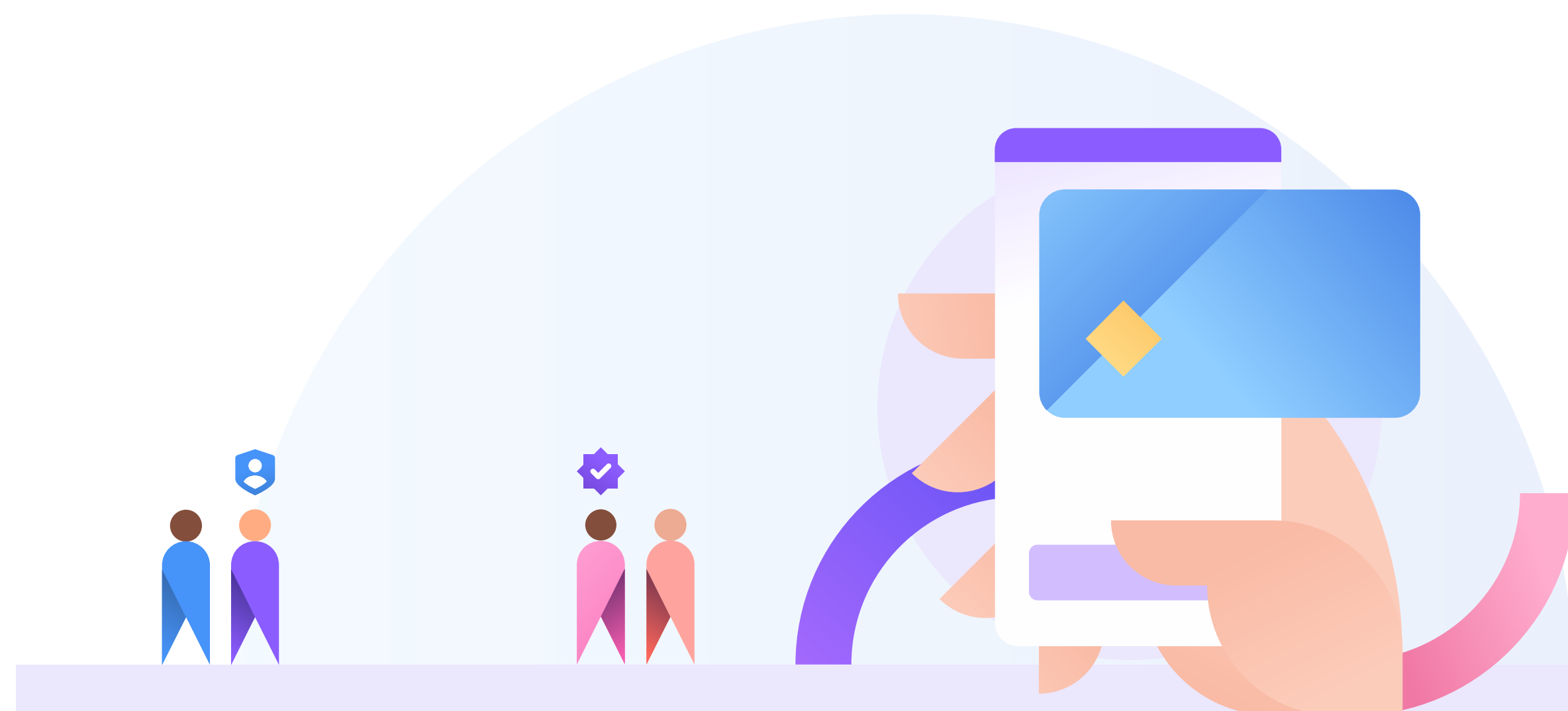
- **Authentication of payment methods for high-risk transactions.**
Selective friction to force authentication based on a risk score, instead of rejecting orders.
- **Pre-authorizations for Google Pay and Apple Pay.**
For these payment methods, we initially did not have pre-authorizations implemented, but in 2022 the necessary development was made for their implementation.

In 2023 we have carried out two initiatives to reduce fraud in our community:

- **NEW Two-factor authentication.**
to better protect the accounts and data of our corporate users, we have implemented two-factor authentication in the login process, both in the mobile app and on the web.
- **NEW Reduction of document fraud.**
in the registration process of new driving users, we have forced the uploading of documents and images to be done with photos taken with the camera of the mobile device and not imported from the gallery, thus minimizing document forgery.

Fintech: financial compliance in our platform

To make our platform sustainable, we have our own Fintech team that ensures financial compliance in all the markets in which we operate. Their work involves all of our audiences – passengers, corporate clients, driving users and collaborating taxi drivers – offering billing solutions, avoiding debit, improving the payment experience and methods or the number of transactions allowed. And, of course, avoiding fraud, and adapting all of the above to the regulatory framework or transparency requirements of each of the countries in which we operate.



2.2 Talent retention in the office and a platform for growth at the steering wheel

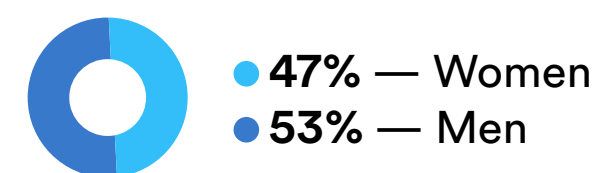
The engine that keeps us rolling is the people who make Cabify a dream come true, both employees and partners. Professionalism, talent, motivation, and commitment are some of the... are some of the skills that characterize us. Don't think we lack modesty. Being sustainable and wanting a better future demands the best version of ourselves.

Our team

Our driving force and gearing: structure, figures and data

There are many ways to look at how our team is composed of, a whole of more than 1,200 pieces that reflects the plurality that represents us.

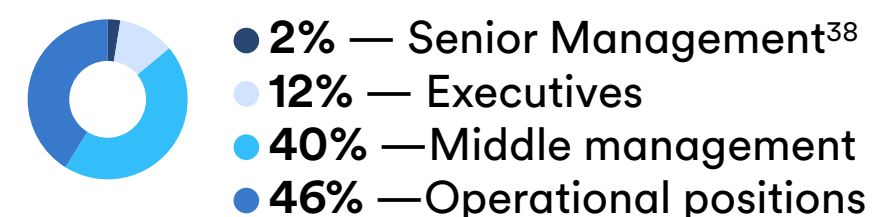
GENDER EQUALITY:



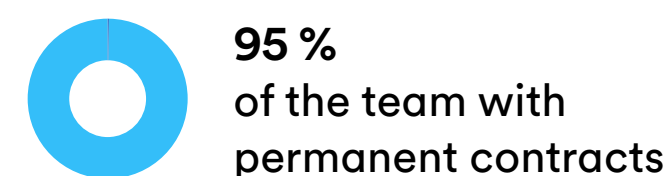
GENERATIONAL DIVERSITY:



PROFESSIONAL CATEGORY

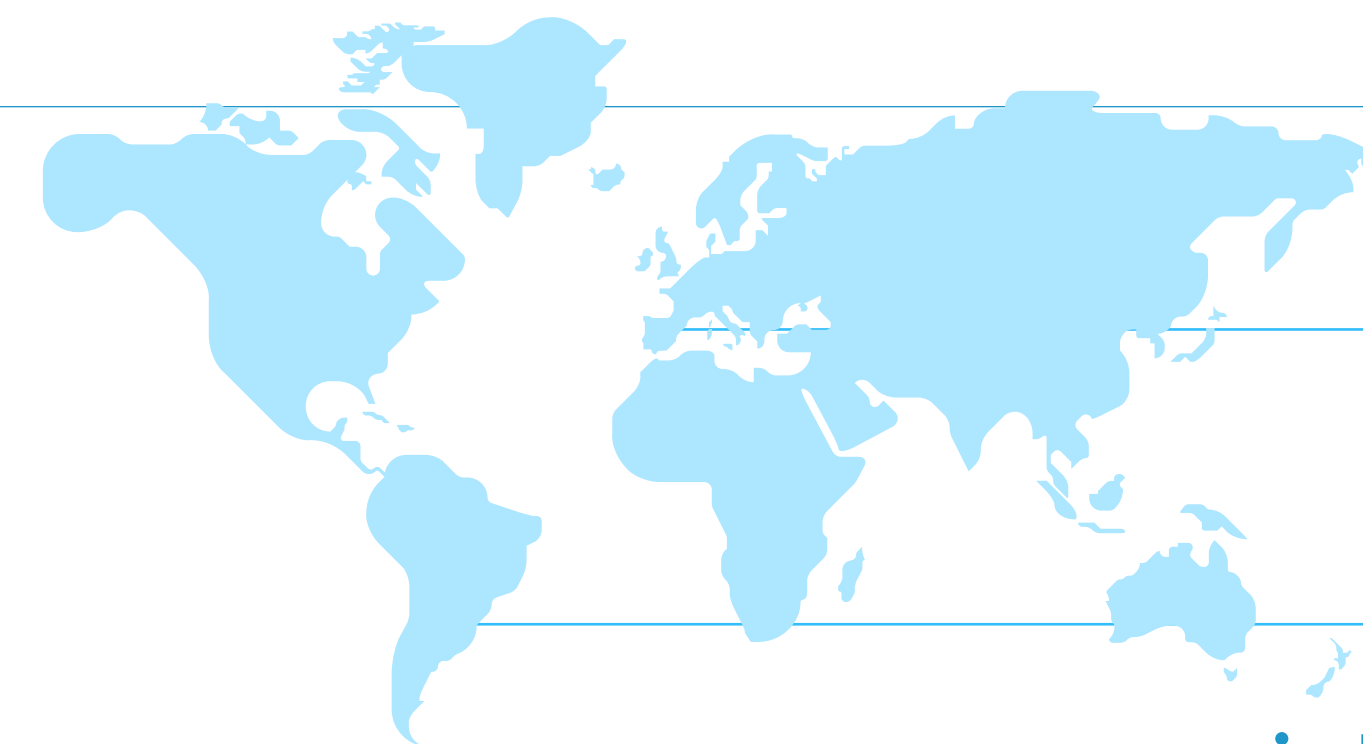


JOB STABILITY



TEAM³⁷

1,232 people



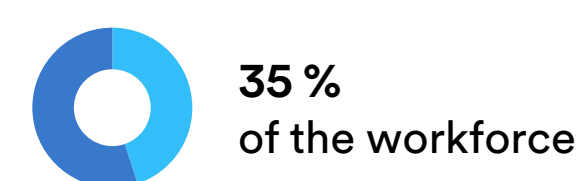
565 in Spain

667 in Latin America

LOCAL LEADERSHIP:

In both Spain and Latin America, 100% of Senior Management belongs to the countries where we operate.

STOCK OPTIONS



INCREASE IN EQUIPMENT

+22% vs. 2022



THIS IS HOW WE SEE OURSELVES

We periodically consult our employees to check how well we are doing and identify areas for improvement at the work level. Because a big part of our success is having a happy team that not only knows what they do, but believes in what we do.

RESULTS eNPS³⁹ 2023

| Q1 | Q2 | Q3 | Q4 |
|----|----|----|----|
| 68 | 61 | 58 | 58 |

eNPS: 61,25!

In 2023, we obtained an average score of 61.25 in the Global eNPS, which aggregates the sentiment of teams from all countries. If a score of 50 is already considered excellent. Do you have any idea how proud we are?

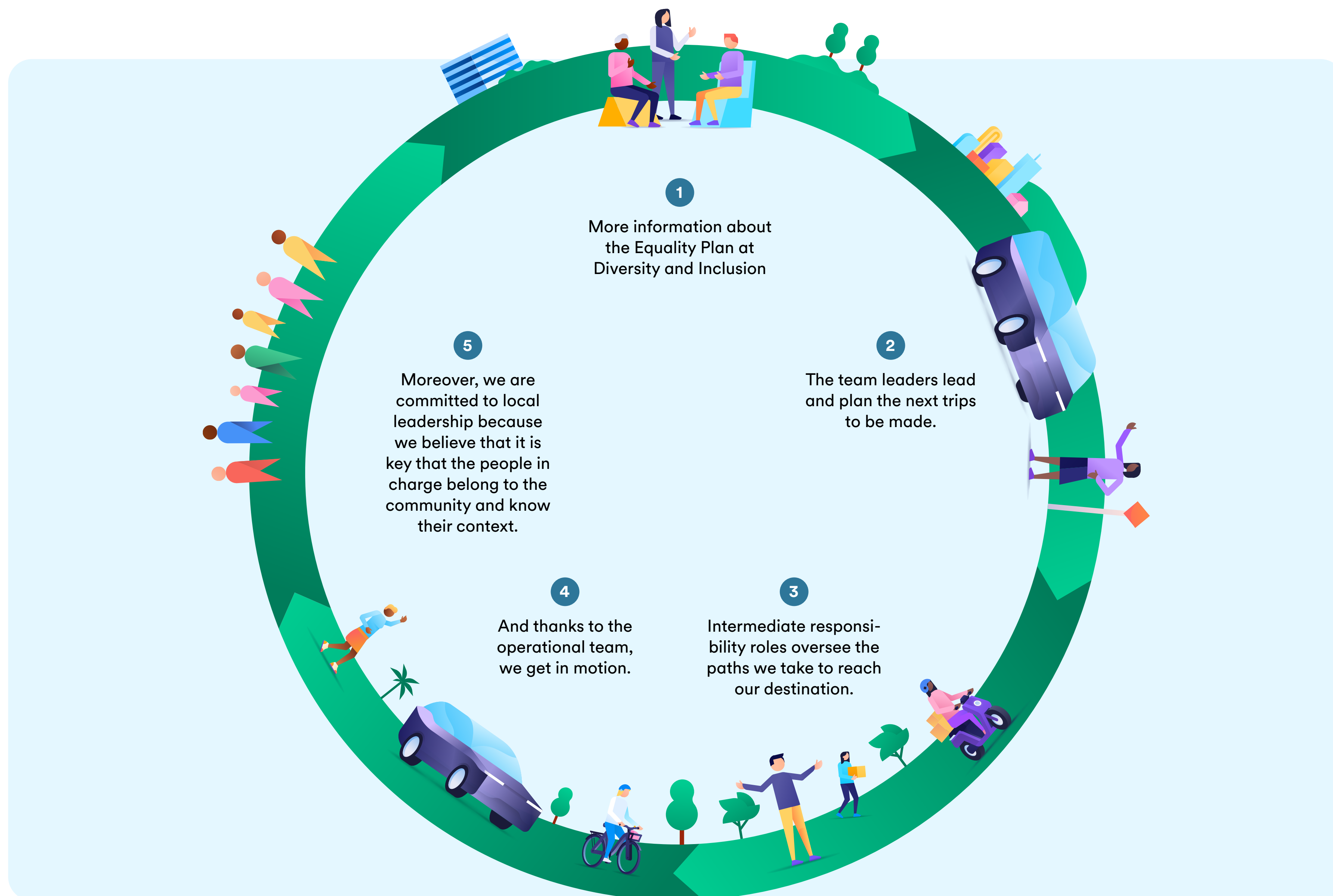
+ More information and disaggregated data at [Our gear, with a magnifier](#)

How are we organized?

We owe a tribute to our Engineering and Product areas for patenting a work methodology, back in 2019, which ended up being our *modus operandi* when it came to planning and organizing ourselves. When approaching a project, we divide it by audiences (driving users, passengers, companies...) and we organize ourselves into *ad-hoc* multidisciplinary teams so that nothing escapes us when it comes to making decisions and overcoming obstacles. Bringing together people from different areas who contribute all the necessary points of view to each project allows us to gain in agility, enrich ourselves and grow professionally. It's our winning formula!

Each of us at Cabify has a different role, but we share the same map, the same direction and the same destination. And we participated in its construction. Our organizational structure is inspired by horizontality: ideas are more than welcome and we are invited to propose, give our opinion or vote through surveys and other dynamics; and offices are conspicuous by their absence, so that an intern or the CEO occupies an identical workstation. We are proud to have a collaborative and participatory culture.

While it is true that at Cabify we do not have legal representation of workers, our commitment is to match or improve the minimum conditions set out in each applicable collective bargaining agreement for all the people who make up our workforce in the countries where we operate. In Spain, the employment relationship with 100% of the employees is regulated by collective bargaining agreements for each specific sector and province, depending on the activity performed. During 2021 and 2022, we negotiated our current Equality Plan with the most representative unions in the country and sector (CCOO and UGT).



Taking care of oneself to be able to take care for others

We nurture talent. Our priority in the labor field is to provide quality and stable jobs. It is not enough to assemble one of the most talented teams in the technology sector; it is just as important, if not more, to build and retain their loyalty.

Flexibility

We know that if we want to have the best team, we must work for their happiness. So we internally analyze the company's perception and work environment to continue to improve the flexibility and benefits we make available to you.

The right to digital disconnection

of our team is formalized through a corporate policy since 2022.

DIGITAL DISCONNECTION POLICY

We recognized and formalized our team's right to digital disconnection through a policy that, as of February 2022, establishes the necessary mechanisms for effective compliance, including a series of recommendations to improve time management and the care and protection of the people who work with us.

Limiting the use of technological means and exposure to interconnectivity, respecting the length of the working day and rest periods or taking precautions in terms of health, are some of the measures adopted that contribute to greater well-being at work, reducing fatigue or stress and having a positive impact on the work climate or quality of work.

This policy complies with the regulations that make it mandatory in Spain –LOPDGDD, Estatuto de los Trabajadores y Ley de Trabajo a Distancia –, but also applies to our entire team in Latin America, regardless of whether the development of the functions of each employee is carried out in person or remotely.

ORGANIZATION AND WORKING TIME POLICY

Offering an environment with flexible hours and the greatest possible freedom to combine work and personal life for our team in Spain is one of our principles. This policy gives each employee the possibility to plan their work in time with their direct manager. Are you meeting your objectives, level of commitment and productivity? You have our full support!

PERMANENT TELECOMMUTING APPLICATION POLICY

This policy, which defines the conditions under which the Spanish team can agree to work from home indefinitely, is still in force⁴⁰.

TELEWORKING MATERIAL BUDGET POLICY

The members of the Spanish team who choose one of the teleworking modalities have a budget for the acquisition of material on loan. Chairs, flexos, monitors, webcams, headsets, footrests, keyboards...⁴¹

Advantages for a better life

That we are a happy team is not a matter of chance. We know there is another way of doing things. Well-being and work motivation are the sum of many factors, such as the benefits we enjoy. Here are some of them.

🔌 Recharge Day

On the third Friday of every month our computers are shut down and all our offices are plunged into absolute silence so that we can enjoy a longer weekend. And we will continue to do so for 10 months in 2024, yaaaaaaay!

📍 Hybrid model

It allows our employees to telework two days and attend the offices a minimum of 3 days a week in order to make working hours more flexible, improve work-life balance, and maintain a certain degree of autonomy while maintaining the face-to-face link between colleagues.

🗺️ Journeys for all

Our commitment to the mobility we believe in also means that our team can move in a sustainable way. That's why we provide them with a monthly credit to be used using Cabify's multimobility ecosystem, which also allows them to test the app and the service⁴².

🇦🇷 Advance of up to 50% of base salary

Loans up to base salary

🇧🇷 Advance of up to 50% of base salary

Loans up to base salary

Early Friday.

🇨🇴 7 extra vacation days (including Transnational Colombia)

Early Friday.

🇪🇸 Teleworking from home 6 weeks/year

Flexible compensation program (restaurant ticket, childcare, transportation...)

Early Friday and a month-long intensive work-day during the summer

🇮🇹 Loans up to base salary

🇮🇹 Loans up to base salary

Early Friday.

🇪🇺 Discounts and promotions at local companies

Reconciliation and family

At Cabify, we have always advocated for an effective work-life balance. Our goal is that our team enjoys their work as much as their family, and that is why we offer them a range of facilities.

CHILDBIRTH AND CHILD CARE LEAVE

Since 2021, in accordance with the provisions of RDL 6/2019 and with the aim of achieving greater equality and favoring real reconciliation in the work and family sphere, the leave for birth and care of a child – also foster care or adoption– for mothers and fathers is equal in Spain for both parents.

They are granted 16 weeks of leave, of which the first 6 weeks must be taken on a mandatory and uninterrupted basis from the date of birth, foster care or adoption. The remaining 10 weeks can be taken in weekly periods until the child reaches 12 months of age, on an interrupted basis, on a full or part-time basis.

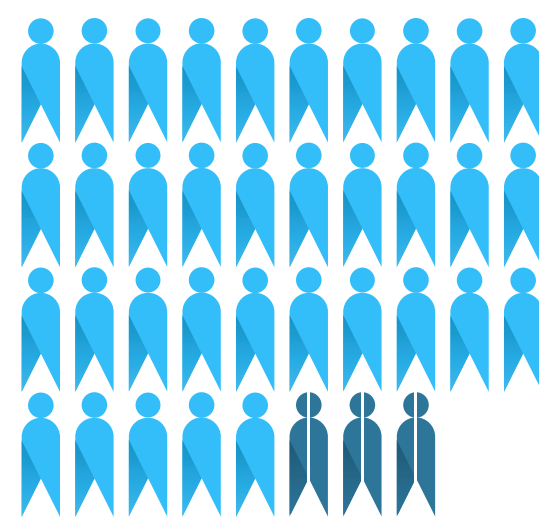
And because we know how nice, but also hard, those first weeks are, we added an extra week for birth or adoption, paid at 100% in Spain, and we improved parental leave in Latin American countries with internal measures.

Through internal measures,
we improve childbirth and child care leave

of our entire team in Spain and Latin America.

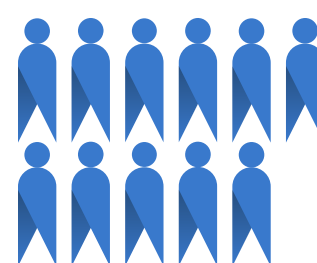
BIRTH LEAVE (SPAIN)

Men
38



- Fully enjoyed in a total way: 35 permits
- Partially enjoyed⁴³: 3 permits

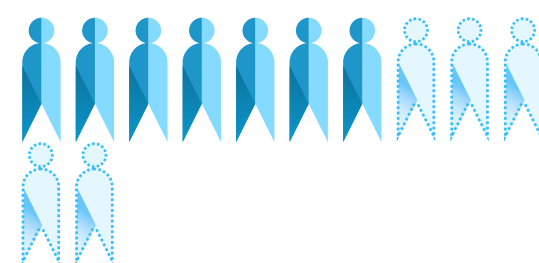
Women
11



- Fully enjoyed in a total way: 11 permits
- Partially enjoyed: 0 permits

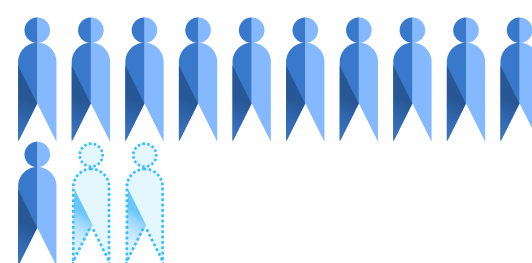
OTHER PERMITS (SPAIN)

Men
12



- Reduction of care day of minors or family members: 7 permits
- Voluntary leave: 5 permits

Women
13



- Reduction of working hours for child care or family members: 11 permits
- Voluntary leave: 2 permits

Reconciliation facilities

We remain very committed to work and life balance, and during 2023 we maintained all this support:

In Argentina, we improved paternity leave for fathers - the law grants two days, but we extended it to eighteen - and we offer mothers the chance to opt for reduced working hours during the first year of marriage.

Detail by birth.

Half day off for own birthday.

In Chile, childcare subsidies of \$100,000 per child per year, and a salary supplement in the event of pregnancy to equalize the salary during maternity leave, are offered.

Half day off for own and children's birthdays.

Detail by birth.

Half day off for own and children's birthdays in Colombia and Transnational Colombia.

By Colombia Transnational Law, we offer an extra day off each semester to fathers and mothers through 'Family Day'.

One additional week of parental leave. Half day off for own and children's birthdays. Detail by birth.

In Spain, we offer marriage leave for domestic partners, special leave for serious illness, and space for pets and kids in the office.

One additional week of parental leave. Marriage leave.

Two extra days of paternity leave. Half day off for own and children's birthdays. Marriage leave.

Half day off for own birthday.

NEW! Co-Responsibility Policy

We want to encourage a balanced distribution of household chores and family responsibilities, promoting a more equitable society in which men and women can evenly distribute their time in life and reach their maximum potential at work and personal levels. We aim to make it happen by adopting this new policy.

Professional training and development

We value the talent of our teams and for this reason we make sure to maintain a higher degree of motivation in the work environment. We encourage our employees to continue to excel and to have no limits as professionals. We promote their training and knowledge between departments through internal programs and with a designated budget for each employee.

EXPATRIATE'S GUIDE

It collects information so that, if a person moves to another country to work for Cabify, he or she can make a successful move. What better welcome than to save you hours on the Internet to, for example, look for a house?

INTERNATIONAL MOBILITY POLICY

Defines the criteria so that our staff can develop professionally in other cities or countries, guaranteeing a transfer that complies with current legislation in the place of destination and the maximum support from Cabify to do so.

INTERNAL MOBILITY POLICY

It opens doors for our team to apply internally when there is a vacancy, and promote your growth within the company.

PROMOTIONS PROCESS

The other way the Spanish team can grow at Cabify is through internal promotions. This document defines the times and requirements to achieve it.

SALARY REVIEW POLICY

Sets the criteria governing the review of salary windows and the departments responsible for defining the level and salary of each employee.

STOCK OPTIONS POLICY

Establishes the guidelines and conditions under which employees may access the grant of stock options on Cabify shares.

CONSTANTLY EVOLVING

In 2023, we will continue to promote training activities to keep our knowledge up to date, and continue to progress together as a company.

NEW Coaching

Awarded each year to 40 members of the team based on criteria of weighting and/or need, this tool allows those chosen to develop and strengthen their skills for 3 months in order to have a greater impact on the business from their role and field.

NEW EmpowHer - female leadership

We want more women to take on leadership roles, and this program seeks to empower them to overcome the specific barriers and challenges they face in their career progression while promoting gender equality and diversity in the company.

NEW Global Ride

Under this initiative, team members can travel to Cabify offices in another country to familiarize themselves with local working methodologies and best practices, while contributing and sharing their own expertise from their region. In this way, we create synergies between teams and strengthen the achievement of communal strategic objectives.

NEW Reforge

Aimed primarily at the Growth area, this platform is based on the exchange of information and knowledge to seek new market approaches and work methodologies that will push Cabify's growth.

NEW EF

This is a tool aimed at supporting the technology sector in oral, written, and read English.

Scholarships for study assistance

To facilitate the learning of new skills and knowledge related to their current position and/or career plan, Cabify offers 10 scholarships per year; in the amount of up to 4,000 U.S dollars, which are allocated to interested team members under weighting criteria.

Becas Endeavor

Aimed at Top Management these scholarships focus on the acquisition of business and competency-related tools. They include resources in management, innovation and leadership with the objective of generating impact both in our daily operations and in the challenges we face as a company.

Coursera

This E-learning platform will be accessible to the entire team, to accompany their development plans and individual objectives, where they acquire the knowledge (*hard y soft skills*) necessary to address their professional challenges.

Global Pact Academy

Accessible to all employees, the Spanish Global Pact Network offers, among other resources, 8 free online courses for training in corporate sustainability, covering topics such as the SDGs, diversity and the circular economy.

TALENT ASSESSMENT

We learn from each other, and we are humble, positive, and constructive in the face of mistakes. For this reason, we have processes in place to highlight how each person on the team is doing and to let their talent shine ever brighter.



Talent Mapping



This is the name of our internal talent location process, a 9-box matrix that allows us to annually evaluate and efficiently manage the talent and capabilities of each person working at Cabify in calibration sessions based on two constructs:


- **Performance (horizontal X-axis):** the level at which the person is performing in their role, regarding the objectives set for that year. Do they exceed expectations, meet expectations or need improvement?
- **Potential (vertical Y-axis):** the time you need to reach another role or level, develop new responsibilities or acquire competencies and know-how, with respect to your development expectations within the company. Do you want to? You know? Can it progress in the short, medium or long term?

The objective of the process is to be able to make objective decisions and draw up specific action and/or development plans for each identified need. In addition, the manager obtains a complete picture of his area that allows him to redistribute recognition and efforts more coherently; we map talent with greater objectivity, agility and strategy; and we detect risks, roles and key people in the team.

After the sessions, the employee receives a report and feedback from his or her manager; business and team expectations are aligned with individual action plans and objectives for the following year; and the foundations are laid for continuous monitoring of his or her progress. 70% of the workforce has been evaluated this year through Talent Mapping.

  Staff members completing university courses enjoy the day off on graduation.

  Our employees enjoy discounts at universities.

 [Spanish flag] Self-service allows each employee to have €450 free to use each year to spend on external training of his or her choice.

+21,500 hours
dedicated to training

Diversity and Inclusion

Differences make us stronger. That is why we have zero tolerance policies for any act of discrimination or harassment and, through our Equality Plan, we work for gender equity in our offices. In addition, we have a Diversity Committee made up of people from our team that seeks to give visibility, voice and vote to all the people who make up this great family.

NEW DIVERSITY, EQUITY AND INCLUSION POLICY

During 2023, we have renewed our Diversity, Equity and Inclusion Inclusion Policy. We are reinforcing our commitments to protecting people's individuality, recognising their heterogeneity, and eliminating of any exclusionary or discriminatory behavior. At Cabify, it is a pillar for the development of the labor relations we defend, based on fundamental human rights and, of course, in accordance with the local regulations of each country where we operate. We consider diversity, understanding and appreciating human differences, as a value that enriches us, and it is precisely from this policy that we acquire our commitment to our action plan on equality, against discrimination and harassment, which is already a reality.

NEW ANTI-VIOLENCE POLICY

At Cabify we completely reject any form of violence, across every environment. In this document we express this rejection, and at the same time we offer information on the different ways to get help and get out of violent situations. In addition to posting the policy internally, we will post QR codes in each of our offices with specific information on which local agencies provide assistance, or how to apply in each country.

EQUALITY PLAN 2022

Our Equality Plan reflects criteria for equality in communication, selection, hiring, training, promotion and professional classification, remuneration, under-representation of women, co-responsible exercise of personal, family and work life rights, and prevention of sexual and gender-based harassment -prevention that we have developed through a protocol.

This plan includes measures for acting with the intent to reinforce the the achievement of our objectives, and places us for our promise of equality and transparency in the sector in which we operate. Even if the plan for equality is a legal requirement in Spain, we analyse and, in this case, apply the set of measures in the Latin American countries were we are present.

NEW HARASSMENT PREVENTION POLICY

At Cabify, we reject any form of harassment and offensive or violent behaviour. We believe that we are all responsible for obtaining a secure and diverse environment based in mutual respect. This policy establishes a procedure and some action mechanisms for integrally and effectively tackling, preventing, and treating, any incident of sexual harassment and resolving issues of sex in the work place.

Scope of the application

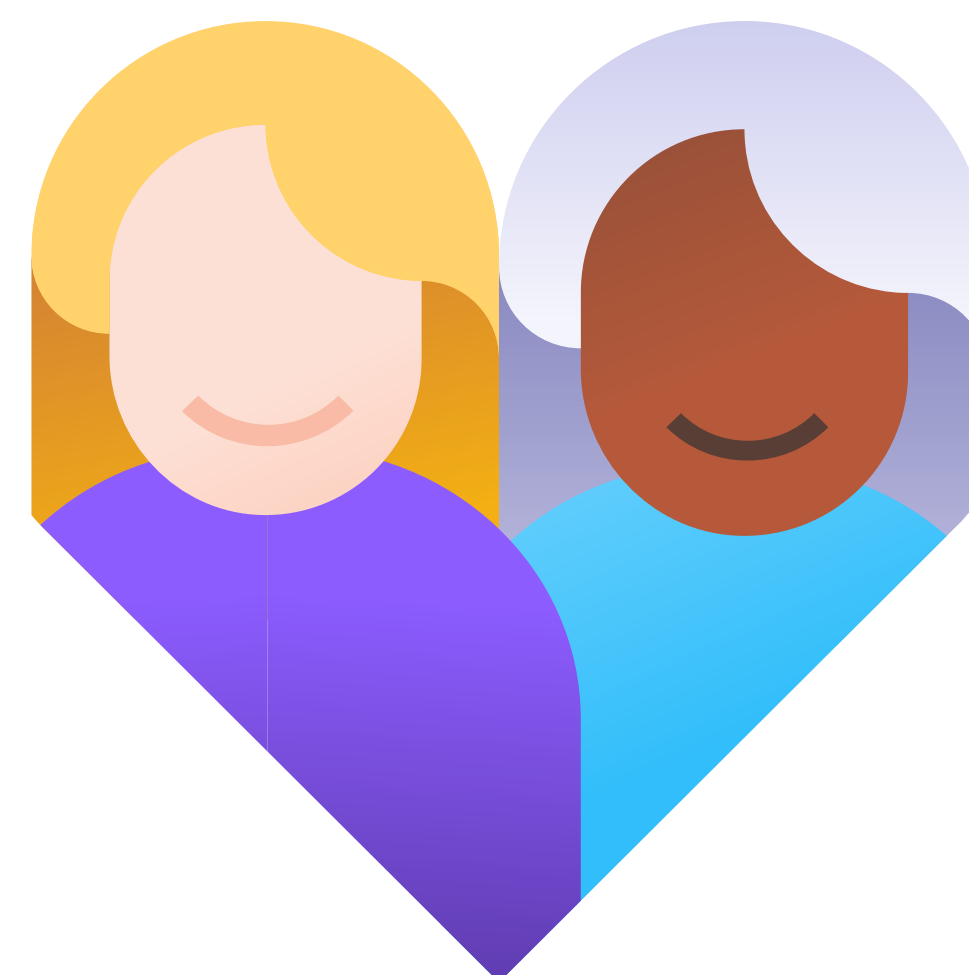
The application⁴⁴ is valid indefinitely, and applies to the entire workforce, regardless of their work center they are bound to, the location where they carry out their work from or their form of concentration. It is also applicable, in cases where it is deemed appropriate, for those people who still don't have a work relationship with Cabify, but offer services or collaborate with the organization.

What does it prevent?

- Sexual harassment: Verbal or physical behaviour of a sexual nature that has the result or effect of attacking the dignity of another person, particularly when it creates an intimidating, degrading, or offensive environment
- Harassment because of gender, sexual orientation, gender identity or expression, ethnic or racial origin, religious convictions, disability, and/or age: Behaviour done with the goal of attacking the dignity of a person, thus creating an intimidating degrading, or offensive environment.

Realization procedure

The policy establishes and describes a three step procedure going from the reception of the complaint to the investigation of the facts, and culminates in a final report. It is about how every person on the team or who collaborates with us is clear on not just how to act, but how Cabify will proceed in the face of this type of situations.



We have an
Equality Plan
 for the next three years, as well as with a
**Harassment
 Prevention Protocol**

NEW DIVERSITY, EQUITY, AND INCLUSION WE HAVE A PLAN!

At Cabify, we are change (and we clearly embrace it). Diversity not only makes us different, but also better. We have reinforced our commitment with the creation of a space with room for every person and their different points of view. And we have an action plan that outlines the route to follow, as we need the joint effort of the entire team to make it happen.

The teams that hold the compass

- Top management: the commitment is boosted and endorsed by our CEO, Juan de Antonio
- Diversity Committee: they are sure to guide us towards our objectives, analysing, designing, and executing the plan, and evaluating its proper compliance.
- People: they integrate the principle of attention to diversity in all the internal processes and implement diversity management policies that allow them to gain the maximum benefits.
- Sustainability: we are charged with carrying our commitment beyond our walls, to our products and services.

A plan, five areas of action

Our plan reflects different areas to carry out, each one specialized around one theme that deserves our attention.

Culture: focuses on breaking down stereotypes and preconceived ideas and identifying unconscious biases that prevent full cultural diversity.

Gender equality: works to ensure equal rights, responsibilities and opportunities for women, men, girls and boys.

Diversity of disability: it pursues a plural world where it is valued that what makes each person different also makes them uniquely talented.

Generational diversity: seeks to ensure that age is not a reason for discrimination in the workplace.

LGBTIQUA+: this defends the rights of people independently of their sexual orientation, their gender identity, their expression of their gender, or their sexual characteristics.

From the road to change, we travel together

We haven't adhered to different associations and networks, acquiring commitments that we would help to find the best way to obtain our purpose.



Generaciona

We are bound to this initiative that offers us formative and investigative tools to successfully manage generational diversity.



Diversity Foundation

This foundation certifies that we comply with the valid regulations regarding diversity of opportunities and not discrimination. We are committed to taking on the 10 values we have acquired from their Diversity Letter.



ECDI Network

We are part of the Network of Companies Committed to Diversity and Inclusion, and are consistent with its values.



WEPS

We are one of more than 9,000 companies whose CEOs have signed and endorsed the Women's Empowerment Principles, led by UN Women and the United Nations Global Compact.



EMIDIS

We worked on our position in favor of LGTBIQA+ equality, thanks to their advice and a joint diagnosis of our policies in this regard.



REDI

We are partners of the first ecosystem of companies and professionals in Spain working to promote safe and respectful work environments for all people.

The Diversity Committee

Our Diversity committee, which began rolling out in 2021, is a reflection of the city that we're planning: one in which all communities that are integrated feel represented, heard, and included in decision making. In 2023, it has been consolidated as a body with its own entity, with a budget and a team of 7 people who ensure that everything runs smoothly.

NEW INITIATIVE PRINCIPLES IN 2023

In defense of the rights of people with disabilities, we have set ourselves the goal of making all our offices up to 80% accessible, incorporating different elements to achieve this:

- In our offices in Spain, we installed BiDi codes in the elevators and braille signs in the access doors so people with impaired vision could access information for each floor.
- All our offices are equipped with elevators equipped with voice and Braille buttons for people with reduced visibility, and access ramps and doors with adapted⁴⁵ width for people with reduced mobility.

Additionally, we put informative talks in place on the distinct types of disability, and how to certify them in each country where we are present. As well as this, we have a campaign to ensure that the people in the workforce could recommend people with disabilities to occupy existing profiles in the company.

To encourage equality and employment among women:

- We created a Gender Committee - composed of 6 women and 2 men - whose task is to propose measures to achieve real equality.
- We adopted a Policy of Co-responsibility to favour the even distribution of domestic work and familial responsibilities, and promote a more equal society where men and women can reach their maximum potential on a work and personal level.

- We endorse EmpowHer, a formative program for enhancing the self-leadership of women in positions of intermediate control.
- We celebrate the second edition of Women Tech Dating, a woman-to-woman mentoring event about professional projection in the technology sector.
- We launched the campaign of Different Hiring in Latin America, with the goal of incentivising the hiring of older women.
- We devised a dashboard of data regarding the pay gap and representation which we had sadly made, broken down by country and levels of employment in the company.

On LGBTIQA+ matters, we offered a talk on sensitization to explain the basic concepts of the community, and we launched a Policy and Protocol of Accompaniment on the transition between sexes for trans people. This served as a guide to people with a transgender identity who work in Cabify and decide to transition, facilitating their inclusion and process in the work space.

NEW! Diversity Landing Page and Community

We take our new action plan so seriously that Explora - our intranet - has a specific space for the whole team to consult the different advances, news and milestones that mark our activity in this area. In order to ensure that anyone suffering from discrimination has a voice and vote, we also created a Community of Diversity.

COMMUNICATION
CAMPAIGN

Women Tech Dating II



The talent of the women in Cabify goes beyond our offices. For example, we have the Women Tech Dating days, an initiative led 100% internally by women from our company which, in 2023, celebrated its second edition.

In Cabify, we want to break the gender gap in the technological sector, full of work opportunities, and we do this by promoting an event to break down stereotypes with first person accounts of experiences. The formula is simple: expert women in tech and women interested in tech have dates where they have 30 minutes to chat, bring down obstacles, and learn how to make the jump into a sector in which female representation is still low.

This year we went there, offering the possibility of helping a masterclass and a panel of experts to debate the future of women in the technological sector, and the new challenges we expect.

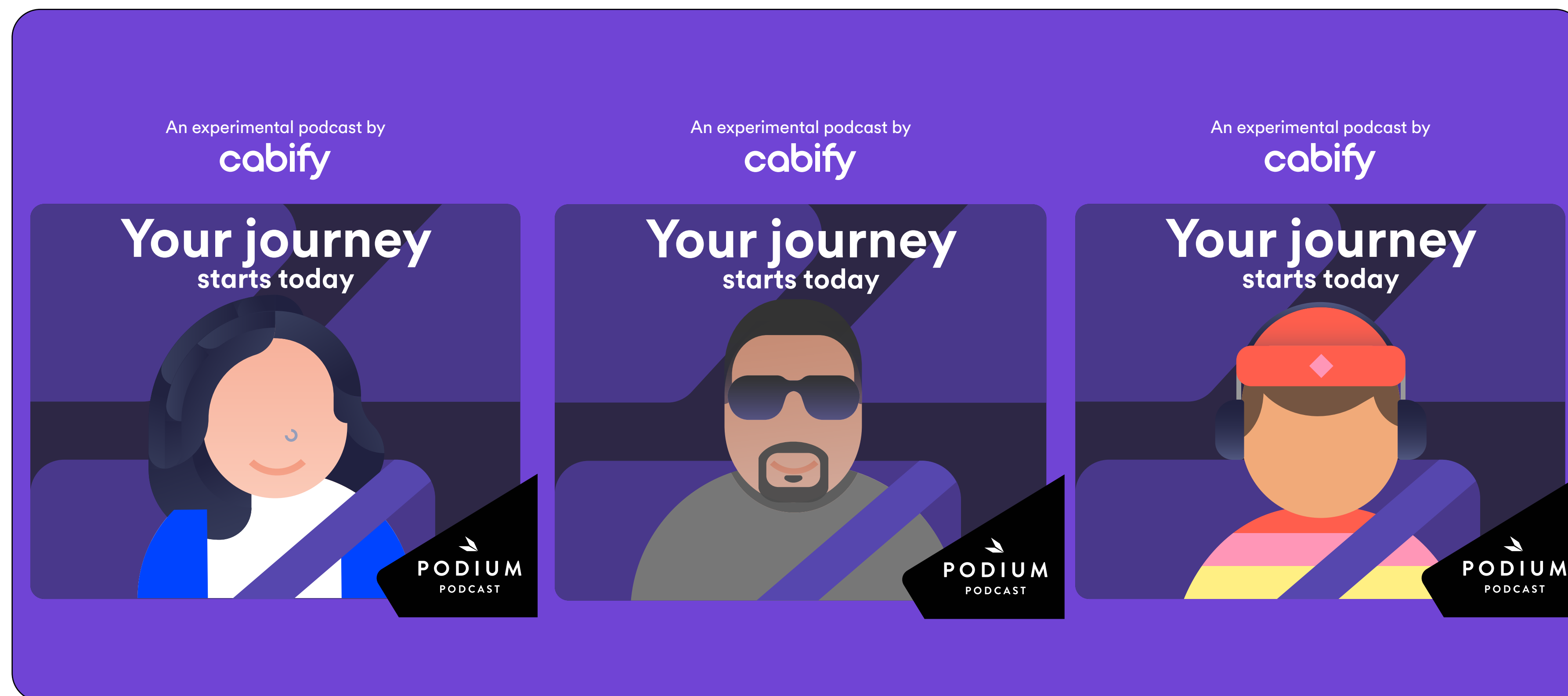
HOW WE DID IT:

- With the participation of our team in mentoring and speaking roles
- 3 masterclasses with top level internal and external specialists.
- An event in our offices (and online)
- A campaign to different audiences in digital channels and social media.
- A notoriety campaign in the newspapers

+ Learn all about our campaigns from 2023 from [Our brand](#)

COMMUNICATION
CAMPAIGN

Pride 2023: Your journey begins today



Through 5 episodes of an experimental podcast, we put into words the prejudices that the LGBTQIA+ community still face.

The first Tinder meet-up, the first time meeting the family of a partner, or moving to a different country for love are some of the true stories told by Cabify employees that we collected in this short podcast series. All of these came with an unexpected end which invites people to reflect on the inconsistent biases that that community suffers, which still remain.

HOW WE DID IT:

- 5 episodes of a podcast on Podium and our employees, which we also put on Spotify.
- Pieces on social media.
- Messages sent to our users through Customer Relationship Management
- A notoriety campaign in the newspapers

+ Learn all about our campaigns from 2023 from [Our brand](#)

Health and safety

On an internal level, we have local initiatives like the access to private health insurance, security training, or activities for developing healthy life and sports. That our team fully enjoy their health is something that has always been at the top of our priorities.

HEALTH AND SAFETY POLICY

This policy, which considers people's health and safety as essential values, is mandatory for all employees and collaborators. Among other things, it establishes compliance with current legislation on health and safety as principle in each country where we operate. It also establishes as principle the achievement of a work environment that promotes health and well-being, so that our team may carry out their work in the best physical, psychological, and social conditions possible.

PREVENTION OF WORK RISKS

We have an occupational health and safety management system that conforms to the legal requirements and recognized standards of the countries in which we operate, and which applies to both full-time and part-time employees. As we like to go beyond just what is legally required, in 2023 we have incorporated a profile specialized in ORP - Occupational Risk Prevention. With this we can ensure and coordinate on a global level regarding this matter. We figure that we will also integrate this in the Latin American region at the start of 2024. We arrange our ORP services with external companies with the highest quality certifications. These carry out quality evaluations of each specific work center and placement, as well as making recommendations to identify, minimize, or eliminate dangers and risks where necessary. In addition, all employees with hybrid or remote contracts receive specific telework risk prevention training.

The people who provide services at our work centers through external contracts -security, cleaning, gardening, etc.- have their own occupational health and safety management systems that have been evaluated and approved by our organization.

NEW! Evaluation of occupational risks

In 2023, with the help of our ORP provider, our Spanish division tested and implemented an approved process over a period of time. This aims to explore in depth each and every risk referred to in our central office. Do you want to know the most noted results?

1. Identification of dangers:

- We carried out a thorough investigation of the central office in Pradillo to identify possible physical, chemical, biological, or ergonomic dangers
- We created an inbox (prl@cabify.es) available to all employees with the aim of allowing them to state their concerns or suggestions on possible dangers in the workplace. It also allowed them to report confidentially through an ethical channel.
- Every day, we revised the legal regulations on workplace health and safety that were applicable to the sector we operate in.

2. Risk evaluation

- Once a week, we evaluated the probability that an incident or accident related to each of the identified dangers would occur.
- Through a preventative methodology, we carried out a qualification of each risk, based on their probability and their severity, with the objective of being able to prioritise them by a series of levels and taking adequate measures to control them.

3. Incident investigation

- We verified that, to this day, no incidents have occurred in our central office.

Additionally, we carried out a simulation of an emergency in the Madrid office so the team there could be as prepared as possible for any possible eventuality. In Latin America, we adapted the current local legislation in each country where we were present.



HEALTH AND SAFETY COMMITTEE

In 2021 we present this new committee, an internal participation body made up of company representatives - whom we call Prevention Delegates - trained in emergency response, fire extinction or first aid, and through whom we can notify situations of danger at work that we have identified in our daily routine. The objective of the committee is to ensure the health and safety of the entire workforce, periodically evaluating if our actions in preventing risks comply with the good practices that characterise us.

TOTAL HOURS OF ABSENCE

14,184 hours

index of common contingencies for absenteeism

0.91%

| Work hours | Frequency index | Gravity index |
|------------|-----------------|---------------|
| 931,040 | 1.07 | 0.01 |

TYPE OF CONTINGENCY

| | MEN | WOMEN |
|--------------------------------|-----|-------|
| Illness (common contingencies) | 37 | 31 |
| Work accidents | 0 | 1 |
| Repeat accidents | 0 | 0 |

WORK ACCIDENTS

| | MEN | WOMEN |
|-------------------------------|-----|-------|
| Accidents during commute | 0 | 0 |
| Workplace accidents | 0 | 0 |
| Accidents during the work day | 0 | 1 |

Men's physical health

In Cabify, we assure that our team has access to different initiatives that will allow them to live as healthy a life as possible, so that only have to choose what to put forward.

NEW! Access to Ifeel for mental health and wellness.

☕ Free coffee and fruit in all our offices and "Kantina" space for eating.

🏃 We encourage physical activity and sports through different deals with gyms and online platforms.

🇨🇴 Optional private medical insurance with the same coverage for family members.

🇨🇱 Optional private medical insurance with the same coverage for family members.

Routine medical checkups and access to medical attention in Chile, and 5 psychological therapy sessions through Teledoc.

Life insurance.

🇨🇴 Optional private medical insurance.

Health week in Colombia and Transnational Colombia.

🇪🇸 Optional private medical insurance.

Physiotherapy, gym, showers and changing rooms in the office.

🇨🇱 Optional private medical insurance.


🇮🇹 Optional private medical insurance.

Life insurance.


Are you coming?

We have proposed the idea of generating more opportunities in the technology sector, devising various measures to promote employment for Cabify, and to be able to keep transforming urban mobility more strongly and with greater capacity. We are inspired to know that, for 83% of young Spanish people⁴⁶, the sustainability strategy of their future employer is an important factor when it comes to choosing a job... Join the team!





INTERNAL MOVEMENTS

-  **NEW** We know that the talent for filling a position may already be at one of the tables in our offices, and may come from within the company. For this reason, we created a community and a portal for Talen en Explora (our network), where we periodically publish the available positions for the whole world to see, and of course apply to.

DIVERSITY

-  Through partners that specialise in diversity - [Inserta](#), [Generación SAVIA](#) and [Eurofirms](#) - we sensitise our team of people, we adapt our processes to distinct types of candidates, and we publish our employment opportunities in their portals to attract diverse talent. In particular, we hope to employ women and people over the age of 45 in the Technology area, and women with a level of middle management skills in other spaces where we have a larger gender gap.

EMPLOYER BRANDING

-  **NEW** In our airing podcast "Talent on wheels", we offer hints about the distinct steps of an employment in any corporate field.
-  We participate in events and webinars in business schools, universities, and technology conferences. In these events, we talk about how people work in Cabify and what type of profiles we look for.
-  Some of the most representative people of our company assist in distinct interviews to talk about their area of expertise and about Cabify.
-  Through Social media, we periodically publish our *new hires* and open vacancies through distinct formats on LinkedIn, as well as showing the more real side of Cabify on Instagram and TikTok. There we share our values, and the things which our employees appreciate the most about their work so that people who don't know about it can discover what we have to offer.

[LinkedIn](#)

[Web Cabify](#)

Our selection process is based on what we call **hiring by principles.**





What does this mean? During its entire development, we assess if each candidate embodies the internal principles that guide us.

 More information about our principles at [How do we work?](#)

 More information at [Technology, at the service of society.](#)




Get in, I'll give you a lift

We cover our employees from the moment they come aboard Cabify, and we accompany them during their first months. This is the onboarding process with which we welcome people in every country.

-  **Buddy Program**
The new employees are assigned a *buddy* or supportive companion.
-  **Onboarding training**
The training itinerary for their field of work and the specific module in sustainability, and a cross-sectional view of the company that involves every team.
-  **Business intro**
Our managers explain the gear Cabify has, along with how it works in each area, to the new employees
-  **Global induction**
This is a presentation of each department, in which its employees tell the newcomers who they are and what they do.

NEW! Employee Cycle

We here at Cabify see ourselves as a diverse group, united by the same vision: making cities better places to live in. The Employee Cycle guides us to chart our own path - the one that makes us grow professionally and personally and find our best version - on the road to our mission together. Through this process, we evaluate ourselves, analyze areas for improvement and how to address them, set objectives, develop plans and continue the cycle, always seeking new goals at the completion of each stage.

-  **CEO call**
Juan de Antonio calls to welcome the new employees.
-  **Team building.**
The new employees are invited to participate in the spaces shared and enjoyed by the Cabify family throughout the year. We have events to encourage unity within the group: team building exercises, after-work social events and barbecues, themed parties to celebrate successes; club social events, sports activities, and hackathons.
-  **Live Experiences**
What better way to get a feel for the pulse of our sector than a firsthand experience of living as a worker in the carer service to a client, or as a driver. Customer and Driver Experience allow people to immerse themselves in the daily life of these two vitally important areas in Cabify.

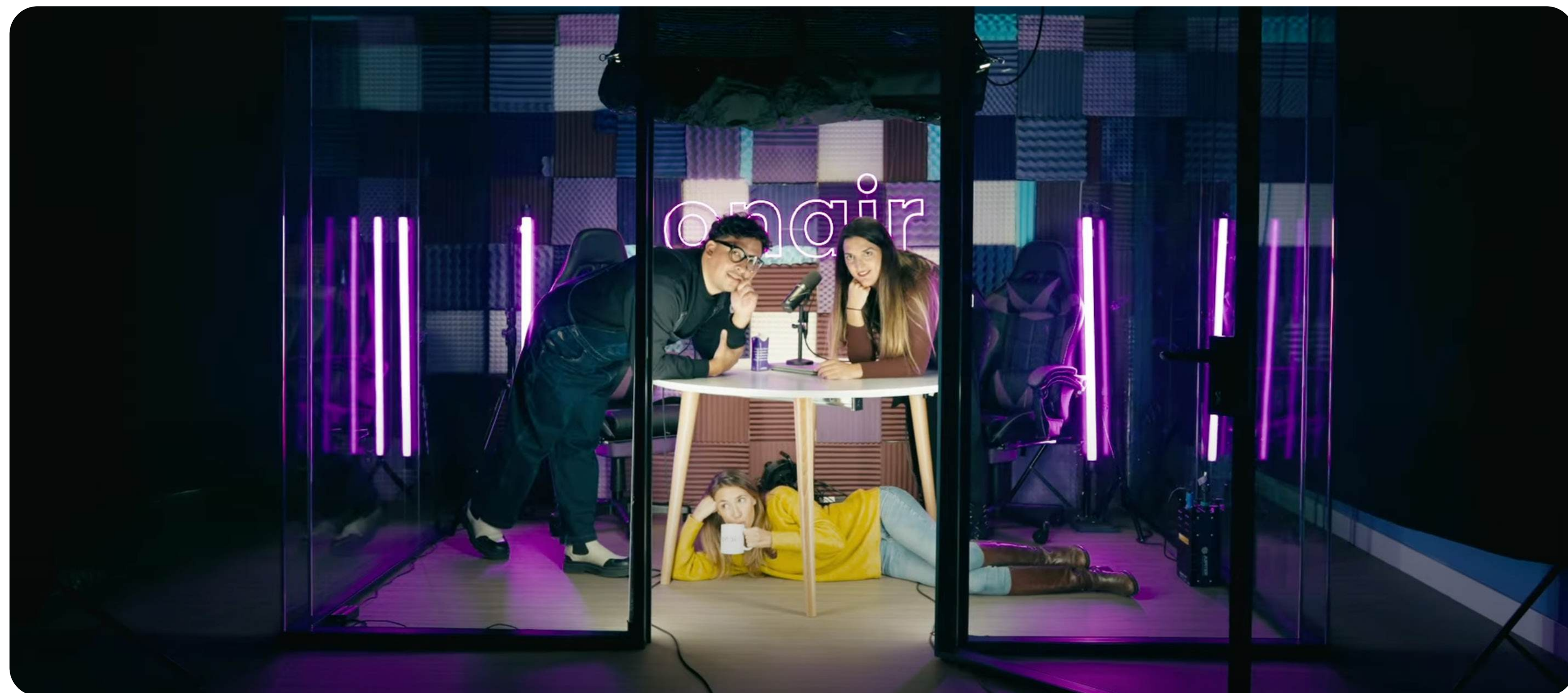
NEW! We're moving with a purpose

Our corporate volunteers program was born in 2023, and is aimed at people who want to harness their solidarity and channel it towards a diverse range of social and environmental causes. At the same time, this is a tool that allows us to increase the positive effect that we find in our communities and internally. It's an essential facet of who we are.

 More information at [Cities for community building](#)

COMMUNICATION
CAMPAIGN

onair podcast platform



Testing, testing, can you hear me? In November, we got into a study about filming and we launched Onair. This is a project that began as a way of talking to the world about our culture, giving a voice to our teams, and attracting new talent to join our journey.

The creativity, human resources, women working in technology, and exciting experiences of our employees are the themes of our 4 podcasts. Their respective names are El Pódcast Creativ, Talento sobre ruedas, Tech para todas, and Coffee Break. we started our adventure with these in 2023.

HOW WE DID IT:

- Involving talent within the company
- A behind the scenes vídeo with our CEO
- Launching the “Tech para todas” podcast with a tech influencer.
- 4 podcasts on 4 dfferent topics, available on YouTube and Spotify.
- Expanding our social media presence.

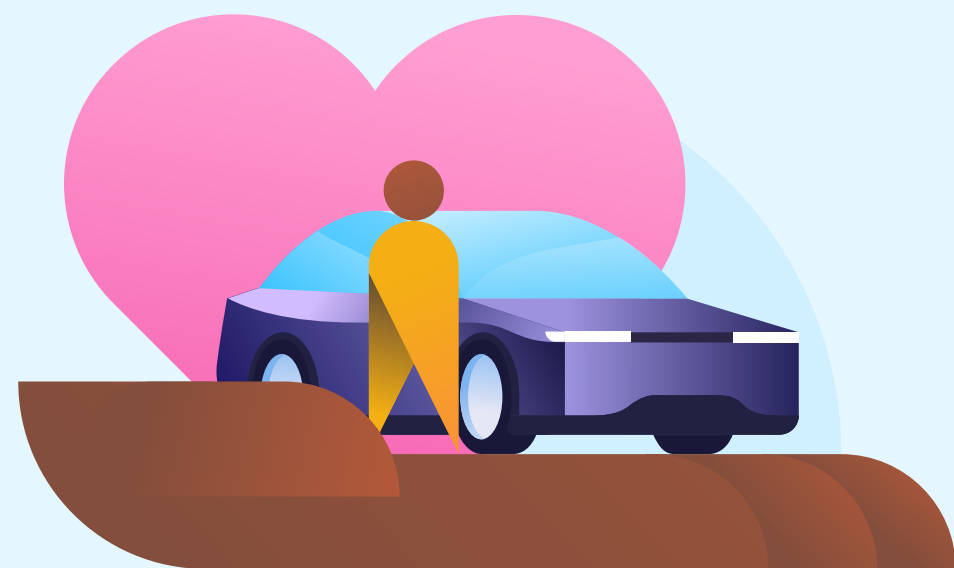
+ Learn all about our campaigns from 2023 from Our brand

Driving users: paths are made by driving

In you, driving through the Cabify app, we have the best ally to achieve our purpose. While you're behind the wheel, we work together to walk the road towards the future of mobility, and we offer the best quality service. Because of this, we are constantly thinking of solutions to make your experience with Cabify as positive and safe as that of the passenger.

Thank you!

By offering their services in collaboration with the Cabify app, the driving users and collaborating taxi drivers become the human motor powering every journey through the options of travelling, sending messages, or the logistics of our ecosystem of mobility. 311,568 thanks for moving cities with Cabify.



+20%

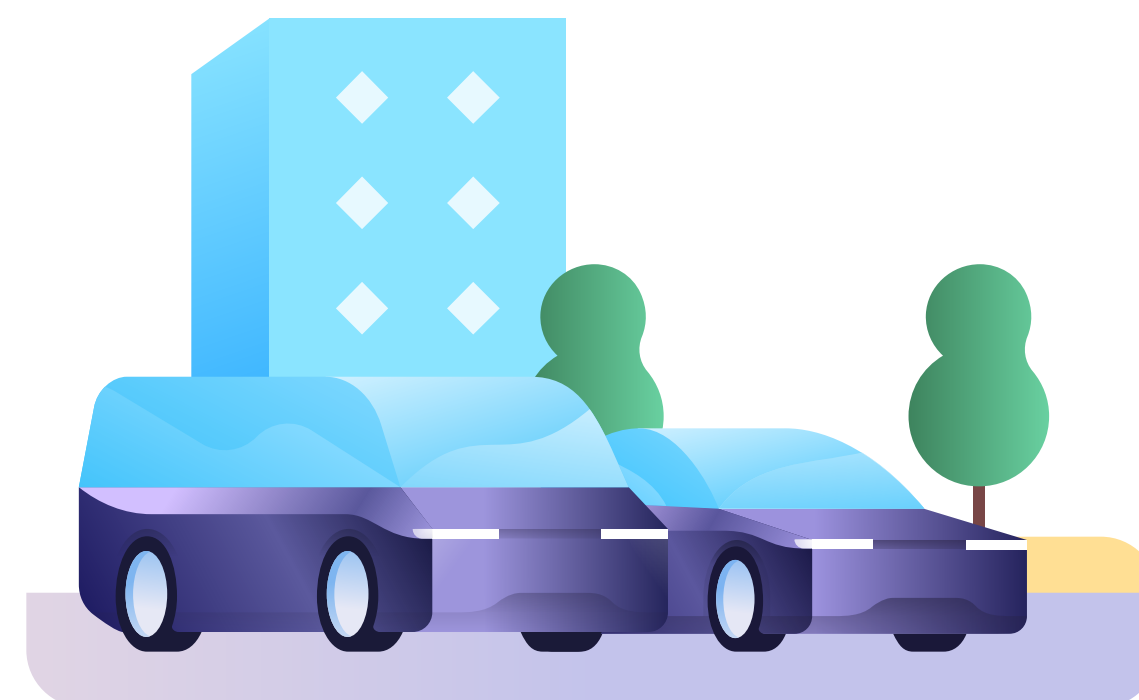
That is the increase driving users and collaborating taxi drivers that have used the Cabify app as a mobility app in 2023 compared to 2022.

We want security to be guaranteed with every journey, but also development for the driving users and collaborating taxi drivers behind the wheel who choose the Cabify app as the tool for creating their daily agenda. We connect individual users and companies through a business model that grows more sustainable every day. It offers opportunities to hundreds of thousands of people across 49 cities in 7 countries around the world.

In 2023, our multi-mobility platform has supported 311,568 driving users and taxi drivers, which was a 20% increase from last year. They form a community as diverse and plural as our society, and in it we also find different profiles: fleet companies, VTC freelancers, cab drivers for. All of them have a place in the Cabify community and share a common goal: to grow behind the wheel.

We like to think that we're the favourite brand for 8 out of 10 driving users⁴⁷ thanks to these efforts. Their decision to connect to and offer their services through Cabify is largely motivated by the degree of satisfaction and the positive experience they have when using our app. For this reason, we keep working to increase the confidence and well-being of everyone who chooses our platform to collaborate with.

Driving users and collaborating taxi drivers have a diverse range of options when it comes to offering their services through the Cabify app: transporting people, moving things that these people may need delivered, or driving for the new long distance logistics service for companies, Cabify Logistics. Two of the most important factors for a mobility app are independence and flexibility. Therefore, we offer various possibilities for choosing when users of the app want to move. Whatever modality they choose, what we do know for certain is that 75% of driving users and collaborating taxi drivers are connected exclusively to Cabify while behind the wheel. Maximum freedom and autonomy.



! Cabify for fleets

In order to drive your fleet of cars on the best path, we offer you an integral service on our platform, from which you'll be able to administrate and manage all of your journeys and drivers practically and efficiently. With this service, you will have a comprehensive view of the state of your vehicles and their routes in real time, as well as your income and invoices. You will also have our support and consultation to help you maximise the performance of your fleet.

NEW New Help Center

We developed a new version of our help center, in which you'll be able to access a structured list of FAQs so that you may resolve any doubts in a quick and direct way. If you don't find what you're looking for, our client care service will be more than happy to keep accompanying you.



NEW Chat, in multi-channel support

In addition to contacting us over the phone or booking a meeting, now you'll also be able to do it through an online chat, on which we are available 24/7, and you'll be able to see your issues resolved in real time.



NEW Personalized service

We bolster our accompaniment to fleets with larger volumes of cars. We support you in the process of improving your performance, advising you on matters of profits, operations, or quality. We can offer you recommendations, active support, and resolutions for incidents.

We want to be your app of choice

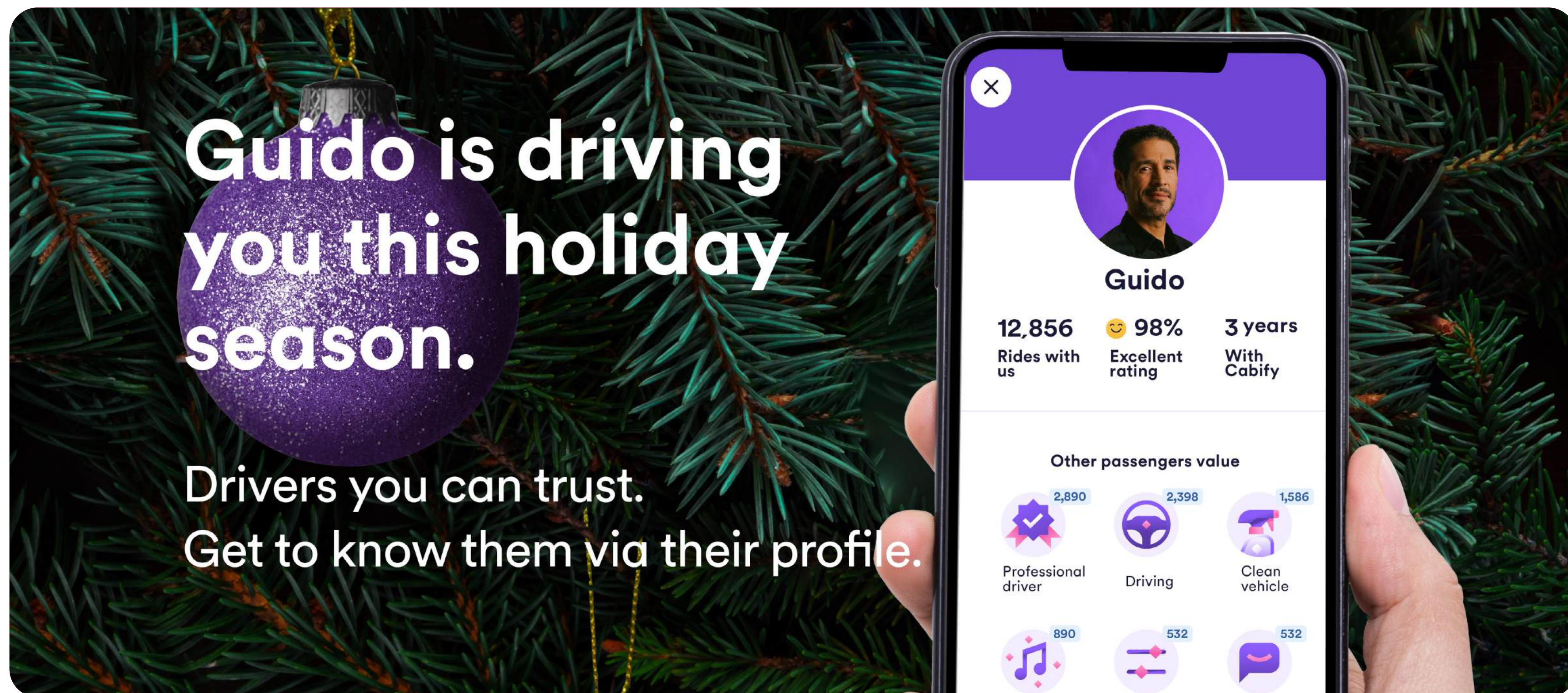
We are always asking what, as a driver, you want from a mobility platform that you offer your services to. Your wish is our command: we try to respond to all the things you value, appreciate, and need to make Cabify your favourite app.

WHAT IS THE MOST IMPORTANT THING TO DRIVERS WHEN THEY'RE CHOOSING A MOBILITY APP?

| FACTOR | WHY IS THIS FACTOR VALUABLE? | | CHAPTER IN THE Report |
|-----------------------------------|------------------------------|--|---|
| FREEDOM AND AUTONOMY | Access and immediacy | The fact that you can use the app in only a few days if the platform's established requirements have been met is something our drivers consider to be a big positive. | + More simplicity, transparency, and convenience. |
| | Flexibility and independence | Having a flexible schedule and control over your time are some of the main reasons for driving with a platform. | + More profits + More simplicity, transparency, and convenience. |
| INCOMES | Growth | Economic stability: Drivers value an app as an opportunity to generate more income for themselves, whether driving is their primary or secondary source of income. | + More profits |
| | Transparency | The app offers clear and simple data, especially regarding the information detailed in each travel offer. | + More simplicity, transparency, and convenience. |
| ACCOMPANIMENT AND SUPPORT | Care | Resolving incidents, swiftness, different contact channels, individualized care. In short, they appreciate feeling accompanied. | + More proximity. |
| | Benefits | As well as the possibility of offering a quality service, the app gives its users access to a series of bonuses | + More profits + More alliances |
| | The handling of the app | Our users highlight the ease of use, which is reliable and intuitive, that it functions well, and it is useful to them in the development of their work. | + More simplicity, transparency, and convenience. |
| SAFETY | Physical and on-road | The platform offers functionalities and tools to ensure their security (loneliness on the road, nighttime driving, dangerous areas) | + More security. |
| | Cybersecurity | Your data is protected, and we have good preventative measures against fraud and corruption in place. | + Cybersecurity and privacy: bodywork attack-proof. |
| OUR BRAND'S IMAGE THROUGH THE APP | Inclusivity | Our app offers equal opportunities, in conditions that promote equality and diversity, and are without discrimination based on race, ethnicity, sexual orientation, gender, or level of education. | + More gender equality. |
| | Commitment | Our commitment to the environment, which includes ethical behaviour, and creates a positive impact on people and cities. | + More alliances |

COMMUNICATION
CAMPAIGN

Drivers you can trust



During Christmas of 2023, we relied more than ever on driving users who used our app. They were the ones who saved the ends of the 3 stories of our advertising campaign. The stories are narrated through, and take place in, the interface of a phone. They make us think about the importance of the people and things we love travelling in good hands.

A family heirloom, a girl going to a dinner party, and a boy about to miss a family trip star in the videos from our ad campaign. They all have happy endings thanks to the stellar appearances of some 100% reliable drivers.

With this campaign, we wanted to reinforce our platform's quality and security, and bring a tool of our product, the driver's public profile, to the forefront.

HOW WE DID IT:

- 3 videos for a campaign [like this](#)
- A CRM campaign for our passengers and drivers.
- Pieces on social media.
- Digital adverts.
- A PR campaign.

[+](#) Learn all about our campaigns from 2023 from [Our brand](#)

More profits

When we talk about a platform for growing behind the wheel, we're talking about the technological improvements we make to the app to improve your productivity.

More, wider, coverage zones

We continue to expand our coverage to be where we are needed. During 2023 we will continue to grow -operating in 3 new cities- and consolidating our expansion in those cities where we have been operating for some time. In addition, we continue to design algorithms based on urban density and mobility flows in different areas of the same city in order to move better.

Consecutive journeys

This is what we call the functionality with which one journey may be linked to another by accepting a trip shortly before finishing a previous one. This is done through *hot hire* technology, which results in more journeys and more profits in less time and with less of an environmental impact. In 2022, we introduced an update that allows users to do up to 6 times as many linked trips. This optimized the journeys and saved an average of 1 million passenger-free kilometers every month.

More organized reservations.

To make the most of their time behind the wheel, drivers and cab driver partners can choose the available reservations that match their preferences and schedule them in advance. In addition, on the day of the appointment we remind you of it.

Predictive analysis of demand

Through our technology, we can detect areas with the highest demand from our passengers, and show these areas to our drivers on a heat map.

Automation

This function of the app automatically accepts every travel offer that is received, streamlining the work process.

Explore your city

We know that good planning is the key to boosting the incomes of the drivers using our platform. For this reason, we have elected to provide them with more tools that will let them increase their offers while they're inactive. We have historical data on how demand is usually distributed by dates and times across the regions. We also know in advance about the events that occur in each city and which influence an increase in mobility. We set about giving our drivers all the possible information regarding peaks of activity before they took place.

Journey Panel

This new functionality takes the form of a panel so that driving users can have more control and decide what journey they want to take at any moment. This can be one of the offers they've received automatically, or available trips in the region that they can consult for themselves.

Cabify Stars

The loyalty program for driving users and collaborating taxi drivers.

Cabify Stars is a means of rewarding professionalism behind the wheel. This is a program that recognizes commitment and loyalty when using our platforms. We want to be the mobility app that offers the best opportunities for drivers to make their own earnings, and have access to a wide variety of exclusive benefits.

It is available in every country where we operate and is structured into 4 levels: Bronze, Silver, Gold, and Platinum, each with their own respective benefits. The program allows driving users to augment their income by up to 9% thanks to the increase in commissions, which decrease as they advance in level, as well as by giving them access to a multitude of benefits and local advantages.

The more trips a driver completes, and the better their service, the higher score they gain, which increases their probability of rising to the next level. The points balance is reset each month, and the benefits gained are enjoyed in the following month. The benefits are dependent on the points gained and the level reached.

In 2023, we have incorporated some new features to make more facilities available to our users.

Stars medal case

Each driver's performance history is displayed in a medal case located in the loyalty section.

8.1/10

Level of satisfaction

with Cabify Stars for drivers who achieve Silver, Gold and Platinum levels.

Star points

No trip will be completed without knowing how many points are added to a driver's Cabify Stars balance. They can now be consulted in the trip details section.

Milestones

This scheme is designed for drivers who have already reached the Platinum level; milestones is a system that offers objectives in exchange for rewards. Upon reaching each milestone, the next one is unlocked. Because you never stop winning with Cabify Stars.


 Discover all the benefits that Cabify Stars includes in [More alliances](#)





More simplicity, transparency, and convenience.


As a taxi driver, we know you appreciate having as much information about your journeys as possible, so that you can carry them out through our app. We also know the importance of it being as intuitive as possible. Say no more.


With our platform, our doors are always open to driving users and collaborating taxi drivers who want to move to the cities where we operate. To start using the CabifyDriver app, you will have to download the app or access the webpage, complete a registration form and provide the necessary documentation. You will need the valid licenses and credentials for whichever country you plan on working in, as well as meeting its age requirements, and a car that meets the requirements, among other things. After a thorough verification and data confirmation, your profile will be active on the app within a few days.


 The security standards of the drivers' registry process are audited: [Technology for a secure experience](#)


 **NEW** **Monitoring the application process**
To facilitate the necessary registration to use the app as a Cabify driver, we accompany driving users and collaborating taxi drivers through the process. We let them know if they are missing any paperwork, or anything that could be grounds for rejecting their application so that they can correct it beforehand.


 **NEW** **Finance**
Cost effectiveness is key for people using our platform, and this new feature makes this more visible and understandable. It allows drivers to control their daily income and expenses, all in one place, and to know more precisely what benefits they have.


 **Making profits from each journey**
Leave the additions and subtractions to us. To help you make the best choice, we show you the total value received for each trip, while also separating the profit per kilometer and per hour of that trip. We calculate the percentage for the appropriate tip to better illustrate how efficient your time is when you travel with Cabify.


 **Estimated time and distance of each trip.**
By basing them on real estimations, we offer precise and reliable calculations for the distance and time of each trip. This is based on where the drivers are when they accept the trip, to where the final drop-off point for the passenger.


 **Instructions on collection**
To make pickups from airports, stations, and interchanges more efficient, a visible and accessible button allows driving users and collaborating taxi drivers to access additional instructions so they can more easily reach their passengers. We have also incorporated an improvement to reduce how long it takes to do this.

 **Performance metrics**
We have included two new sets of data on the app profiles of drivers who collaborate with Cabify so that they can better analyze their own weekly performance. The acceptance rate will show them the percentage of trips they have accepted, as well as ones that have been received, rejected, or lost. The completion rate indicates the percentage of trips successfully completed, the total number of journeys, and how many of them had incidents. Examples of these incidents include, forced cancellation by the passenger or cases of improper termination.

 **Zooming in on the map**
Who hasn't needed to see a map with more detail at some point or another? Now, you can zoom in on the map using the Cabify Driver!

 **Ratings**
We have reworked the *rating* system to allow driving users and collaborating taxi drivers to gain valuable information about the services provided. It allows them to know what, according to the passenger's opinion, are their strong points when behind the wheel, and where they could stand to improve. The points score is calculated based on the average taken from the last 100 reviews, and is updated daily.

 **Connection**
If there are problems when accepting trips, this tool lets you check to see if it's because of poor connection quality, or an imprecise localization from your mobile device.

 **Destination mode**
This function is designed to help driving users and collaborating taxi drivers to make their own profits right up until the end of their day. You need only select a destination address and the app will only assign you trips whose end point is close to where you select.

8.6/10

The rating that driving users have given our app based on ease of use, simplicity, and intuitive design⁴⁸

More security

We want you to drive safely We work to ensure your peace of mind by always laboring to be the safest app on the market, and by constantly implementing improvements to achieve this. The Cabify Commitment

We are committed to safety as its own different aspect, and we integrate it into everything we do, transferring our technology and innovation to the road. For Cabify, it's very important that the people on board our cars feel safe; drivers and passengers alike. This dedication is reflected in the facts and data. With 99.997%, or in other words, practically all of our trips in 2023 ending without any sort of incident. While in the other .003% of trips, we not only have a measured action protocol, but we find the inspiration in these events to keep improving our security.

[+ Learn more about Cabify's Dimensions of Safety at Safe cities](#)

STRENGTH FROM PREVENTION

Regarding incidents and accidents, we work on 4 main areas: identification, prevention, evaluation, and investigation of risks. The main safety risks that face anyone behind the wheel are to do with the driving itself, be it due to human or external factors.

At Cabify, we provide our driving users and collaborating taxi drivers with periodically updated information with recommendations for improving caution while behind the wheel. This helps to prevent accidents, provide accessibility to people with special needs, and inform drivers on how the correct use of their vehicles. We also rely on technology to continue incorporating elements into our platform that strengthen both passive and active security. We also rely on it for the development of tools to help our drivers in the event of danger coming from aggressive or violent behavior from the people they're transporting. These include features such as the Secret Signal or the Security Button, which we are continuously applying improvements to throughout 2023.

[+ All safety features for drivers in Technology for a safe experience](#)

99.997%

This is how many trips in 2023 ended without any drivers receiving ticket related to accidents. In the remaining .003% of cases is where we find the inspiration to keep improving.

ACCIDENT PROTOCOL

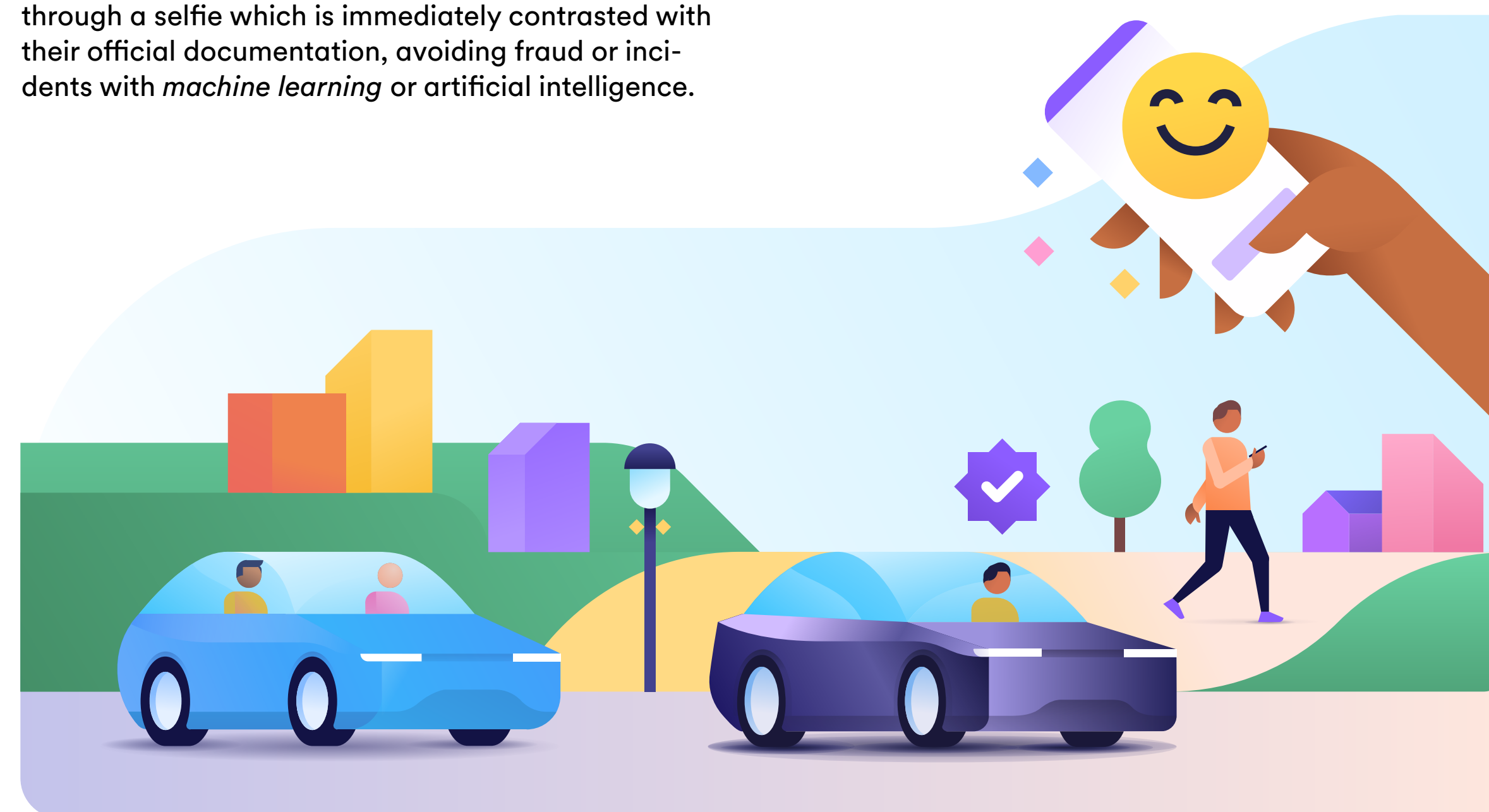
In the event of a worst case scenario, we are also prepared, and execute a measured action protocol. At Cabify, we have an emergency response team ready to respond as quickly as possible, evaluating each situation based on the characteristics of the incident: its gravity, the state of the driving users, taxi drivers, collaborating taxi drivers and passengers; the possible need to refer the case to the emergency services. Once the most immediate assistance has been offered, they can also offer personalized monitoring over each event.

VALIDATION OF PASSENGER IDENTITY VIA SELFIE

This is one of the most valued functionalities among driving users and collaborating taxi drivers for ensuring their security. Passengers validate their identity through a selfie which is immediately contrasted with their official documentation, avoiding fraud or incidents with *machine learning* or artificial intelligence.

NEW! Rating system for drivers

If we're already trying to improve the service quality by allowing passengers to rate their drivers, then why not do the same thing the other way around? All the users of our platform have a role to play in making this the best environment possible. Now, drivers can also rate their passengers, and 96.3% of them have said they find this feature to be a positive addition.



More proximity

We always remain by your side because we know that you value us listening to you when you need it most.

WE ARE DRIVEN TO OFFER YOU THE BEST

Are the people work behind the wheel for Cabify satisfied with our app? What is the most important thing for users when it comes to choosing us? Through these tools, we can better understand what our collaborators are like, and focus on working to constantly improve our platform.

Cabify Driver Atlas

Having a better knowledge of the different segments of driving users and collaborating taxi drivers who use Cabify allows us to give them more specific care and develop strategies to offer them a more competitive proposal.

Global Survey Drivers.

By understanding how they view our brand, we can align our value proposal to match the specific expectations of each market.

NEW! Newsletter for drivers

We like supporting our community, and in an effort to be even closer to our driving users and collaborating taxi drivers, we have created a newsletter just for them. This communication space allows us to share all the news that may affect them, whether it's while they're using the app, or as independent professional drivers, and to better understand what kinds of content they're interested in.

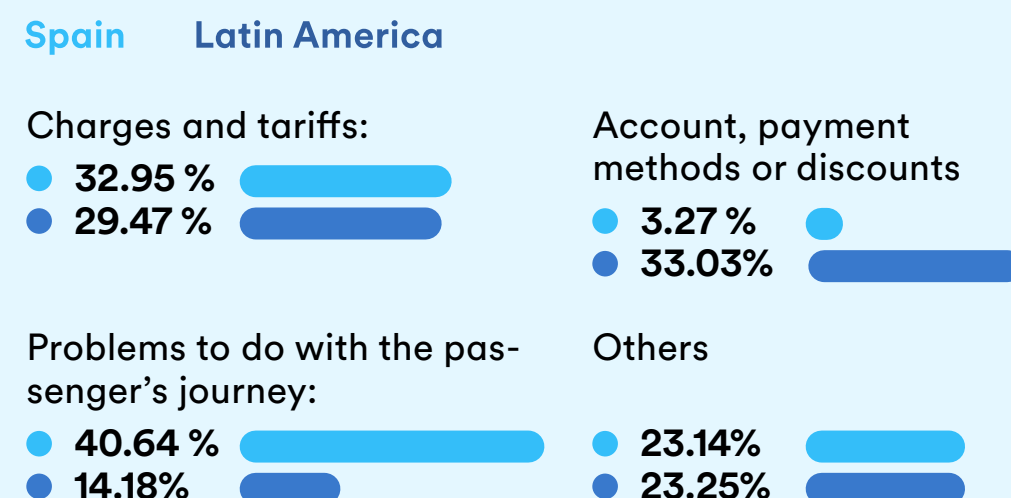
We are with you

Our care strategy for driving users and collaborating taxi drivers is based on 5 pillars:

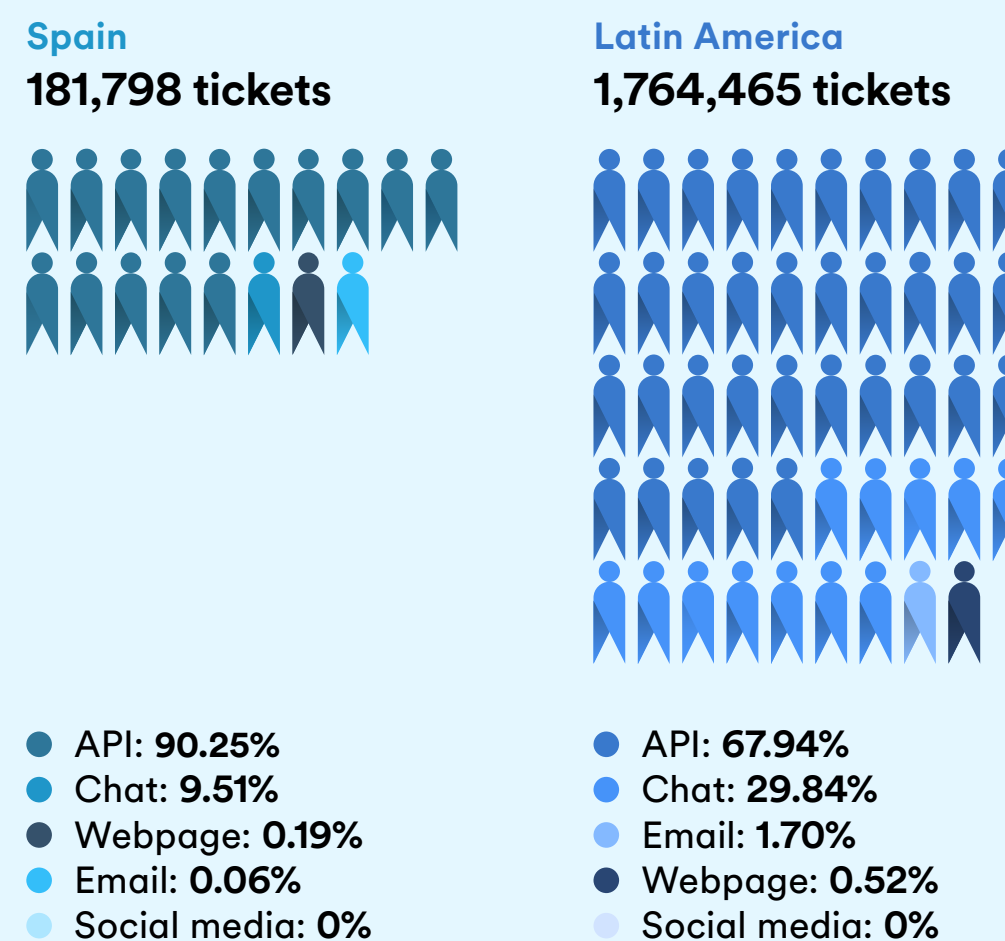
- ✓ Anticipating their needs
- 📞 Always being available
- 👤 Offering them personalized care
- ▶▶ Resolving their requests as quickly as possible
- ★ Looking for efficiency and excellence in our treatment

We have a range of contact channels so you can communicate with us as long as you want to. Through the app -specifically the interface we call API- you can make quick queries to our Help center, or chat with one of our agents in real time. You can also contact us through social media or email, or visit our webpage to send us any concerns.

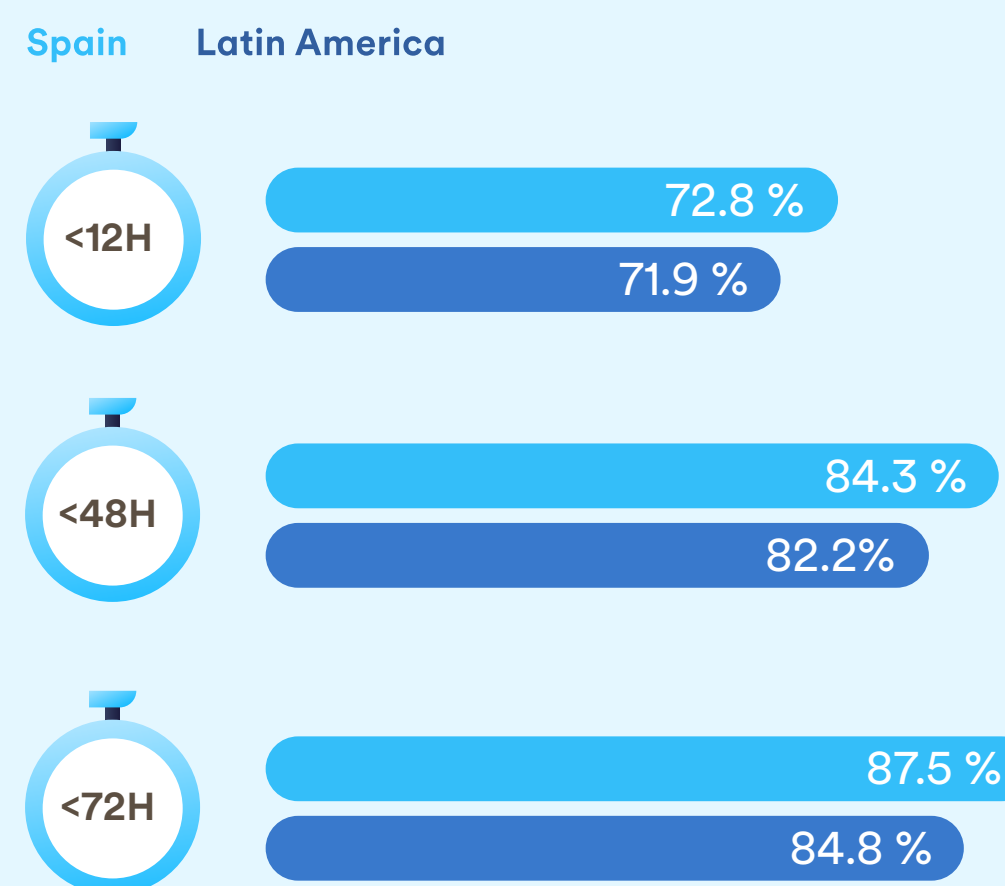
☰ Types of care



↓ Reception route

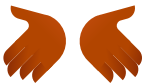







☑ Incident resolutions



YOUR PRINCIPLES AS A DRIVER

Your ethics always travel on board with you... and this is what we expect if you collaborate with us.

- 
RESPECT
 Everyone is welcome and deserves to be treated with respect. At the wheel, always be alert, respectful, and cautious.
- 
CONVERSATION
 Inappropriate questions, controversial topics, and comments that cause discomfort, are better off staying in the boot.
- 
SAFETY
 There is no room on board for inappropriate language, abusive gestures, and harassment.
- 
SINCERITY
 There isn't anything wrong with making mistakes, but there is with hiding them and not correcting them.
- 
CAUTION
 Proper use of your vehicle and any additional services are essential.
- 
GOOD JUDGEMENT
 Discretion and temperance are the best travelling companions.

More gender equality

You value the fact that we offer opportunities in an equality of conditions, and that we encourage co-existence of diverse profiles in the world of mobility. For this reason, we are taking part in SDG 5 (gender equality) by carrying out actions to promote equality and female empowerment in all of our spaces, and it wasn't going to be less so behind the wheel.

In order for mobility to no longer be a masculine sector, we are continuing to take steps to try to rectify the gender gap. Among other things, we are facilitating access to more and more women as collaborators to our platform, so that they can find opportunities to generate their own income using Cabify.

The socioeconomic context, sociocultural patterns and stereotypes, the perception of security, physical or verbal violence, the stigma about bad driving, or the difficulty of obtaining their own vehicle are some of the factors that hold women back from a career as a professional driver. It is also all the more reason for us to carry out different initiatives to promote their inclusion.

Since 2020 we have worked in Argentina together with Mujeres al Volante, the first community of women in the world of mobility, to revert this situation through the +MUJERES initiative. Through talks, workshops, communication strategies on social media, and a lot of listening we have provided support to women who want to be behind the wheel of their lives and who see mobility as a chance at a future.

In 2021, as a result of this collaboration, Cabify Woman emerged. It's a service category in our app which we developed in the region of Mendoza, through which passengers could choose to be picked up exclusively by female drivers, who themselves also had the option to exclusively pick up women. The goal of this is twofold: firstly, to offer a personalized category to passengers when they're choosing how to travel on Cabify. Secondly, to reduce the gender disparity in that sector in a country where only 2 out of every 100 women with licenses drive professionally. The municipalities of Mendoza and Godoy Cruz were both involved in the project, also collaborating to encourage new women to choose the Cabify app as their collaborative platform for driving.

In 2023, the data speaks for itself. The number of female drivers in Mendoza increased by 203% with respect to 2022. In addition, we carried out an alliance with the Municipality of Mendoza to facilitate access to our platform as collaborators to women in situations of gender vulnerability, and we have taken the first steps to replicate the project in Uruguay, in alliance with BID Invest, and since the launch of Cabify Mujer in the country, the number of women who have joined Cabify as drivers has increased by 214%.

In 2019, we carried out the study "+Women drivers in the ride-hailing industry", together with BID Invest y Ernst & Young (EY). In this study we wanted to delve into the barriers that keep women from out of this sector, especially in Latin America and the Caribbean, in order to understand what actions we should focus on to overcome them. Taking what we experienced in Mexico as an illustrative example, we outlined the specific measures that we carry out at Cabify with the aim of making real progress in making the sector more inclusive.



In 2023, we welcomed

8,478

new female drivers
to the Cabify app

We launched the category

Cabify Women in Montevideo

so that more women can join
our platform in Uruguay.

More alliances

By choosing the Cabify app as a tool, our purpose is for you to form part of a better community of driving users and collaborating taxi drivers of a mobility platform. To establish this, we establish alliances with third parties to offer you facilities and provide the maximum value to your work. At the same time, we also seek to establish the progress of urban mobility, and society as a whole.

81% of driving users and collaborating taxi drivers that use the Cabify app associate our brand with having a positive impact on the mobility of citizens, and 79% associate us with ethical and responsible work practices⁴⁹. We are grateful to know that, as collaborators in this sector, they give so much value to themes that are core to Cabify, such as being carbon neutral or out aims and commitments to electrification. In turn, we work to make sure that our proposal continues to motivate them.

Every year we collaborate with different organizations and public administrations of the countries where we operate. We put our experience in the field of urban mobility at their disposal to make advances that not only impact the community that moves with Cabify, but the local communities as well.

We care about their interests and carry out actions to support the activities of drivers and collaborating taxi drivers who use mobility platforms like ours to develop their daily work. We also work to facilitate access to the sector for minority groups such as people at risk of exclusion through the Botín Foundation in Spain, or women drivers in Argentina and Uruguay, thanks to Mujeres al Volante and the Inter-American Development Bank respectively.

EXCLUSIVE BENEFITS

At Cabify we work with the business sector to improve the opportunities for collaborators who use our app through a wide range of opportunities at a local level.

In 2022 we launched the Cabify Stars loyalty program, designed to help drivers and collaborating cab drivers get the most out of our app by accessing discounts, exclusive services and facilities for them and their families. We discovered some of these benefits for you.

ELECTRIFICATION

Our goal is that 100% of trips with Cabify will be in electric or decarbonized vehicles by 2025 in Spain and 2030 in Latin America.

In Spain, we have made partnerships with different groups such as manufacturers providers of charging networks. This will facilitate the transition to and acquisition of electric vehicles for driving users and collaborating taxi drivers in the Cabify community. They will have exclusive discounts with the majority of electric vehicle manufacturers. Tesla, Polestar (Geely Group), Volkswagen, Renault, Stellantis, Toyota, Hyundai motor, BYD, or Astara, among others. Alternatively, if they already have an electric car, there will be very attractive advantages with Iberdrola -the national leader in fast public charging points- and unique conditions to install a charging point at home with Feníe Energía, as well as agreements with green energy providers like Holaluz.

We're also taking big steps in Latin America to establish strong partnerships that will make it possible to reach our goals.

NEW! Electrification landing page

“Take a deep breath. We are heading towards zero emissions”. This was the header of our new landing dedicated to electrification, in which we not only reflect our ambition to become the first 100% carbon free mobility app, but to give our drivers all the benefits of driving a zero emissions vehicle. We also offer the facilities for drivers to acquire one, or some resources to keep them as informed on the subject as possible.

VEHICLES, MAINTENANCE AND EQUIPMENT

We have reached an agreement with Renault, Localiza, Russell Car, and DeRemises.com for the hiring of vehicles in Argentina, and likewise with KIA for Peru. We have also reached agreements or the purchasing of Renault and Nissan cars with Santa Rosa in Uruguay.

In order to equip or maintain a vehicle, from getting spare parts and washing the car, to the purchase and installation of a GPS or child's booster seat. Various options in Argentina -LAndi Rezno, Abagas SA, Cacho suspension, Lo Jack, Polar Jet, Departes, Strong, Canal de Autopartes, protective screens, Prolube (only in Mendoza), Nova GNC (only in Córdoba)- Chile -Carvuk and Autoplanet-, Colombia -Mekan and Energiteca-, Spain -Norauto, VERNE and Telpark-, Peru -Iza Motors, Addiuva and Global Carwash-, and Uruguay -Gofix, Juan and Solis-.

Thanks to our collaboration with Axion and Delta GNC (only in Mendoza) in Argentina, Shell in Chile, Combuscol in Colombia, CEPSA in Spain, and Repsol in Peru, the driving users and collaborating taxi drivers have advantageous promotions on fuel available to them.

SAFETIES

For the vehicle, health, home... exclusive coverages, and discounts through AMCA and AON Brokers in Argentina, Medismart in Chile, R5 and CL Tiene in Colombia, Mutua Madrileña and Adeslas in Spain, and Banco de Seguros de estado and Marsh in Uruguay.

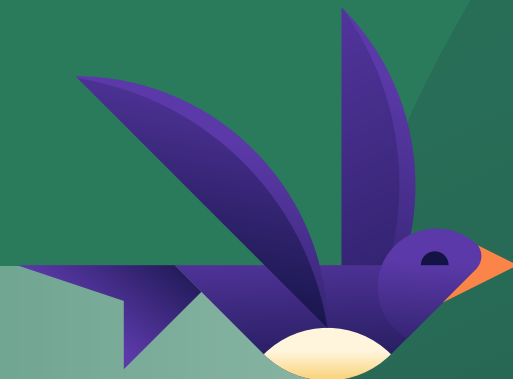
FINANCIAL AND ADVISORY BANK

Santander in Argentina and BBVA in Spain offer bank incentives to Cabify collaborators; in the fields of financial advice and payment methods. Likewise, Banco Santander, Wissen-Global, Estudio Garrambone, Rodriguez y Asociados, or Wibond (only in Córdoba) in Argentina; Banco Estado in Chile and BBVA, MyInvestor, TaxScouts, PayFlow, or Bnext in Spain, all offer the same advantages to Cabify collaborators.

Additionally, we collaborate with all these partners across different sectors to offer more benefits to driving users and collaborating taxi drivers in other areas of their lives:

- **Telephone benefits:** Personal, GoFix, and Multipoint (Argentina), Entel (Chile), Movistar (Colombia and Spain), Movistar and Claro (Uruguay).
- **Education and training:** Open English (Chile), Universidad CUN (Colombia), GoStudent and Autoescuela Lara (Spain).
- **Restaurants:** McDonald's (Colombia) VIPS and Ginos (Spain).
- **Lifestyle:** Adventure World (Colombia), Fitness Park and Buddyfit (Spain).
- **Energy:** Holaluz (Spain).

3. Planet



| | |
|--|-----------|
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| – Our commitment to climate matters | 73 |

Planet

Taking care of our home is top priority. That is why we prioritize the planet in every decision we make.



+ MEASURE

External and voluntary verification of our carbon footprint under the following standards:

Greenhouse Gas Protocol (GHG) ISO 14064-1:2018

+ More information in the verification Report



+ OFFSET

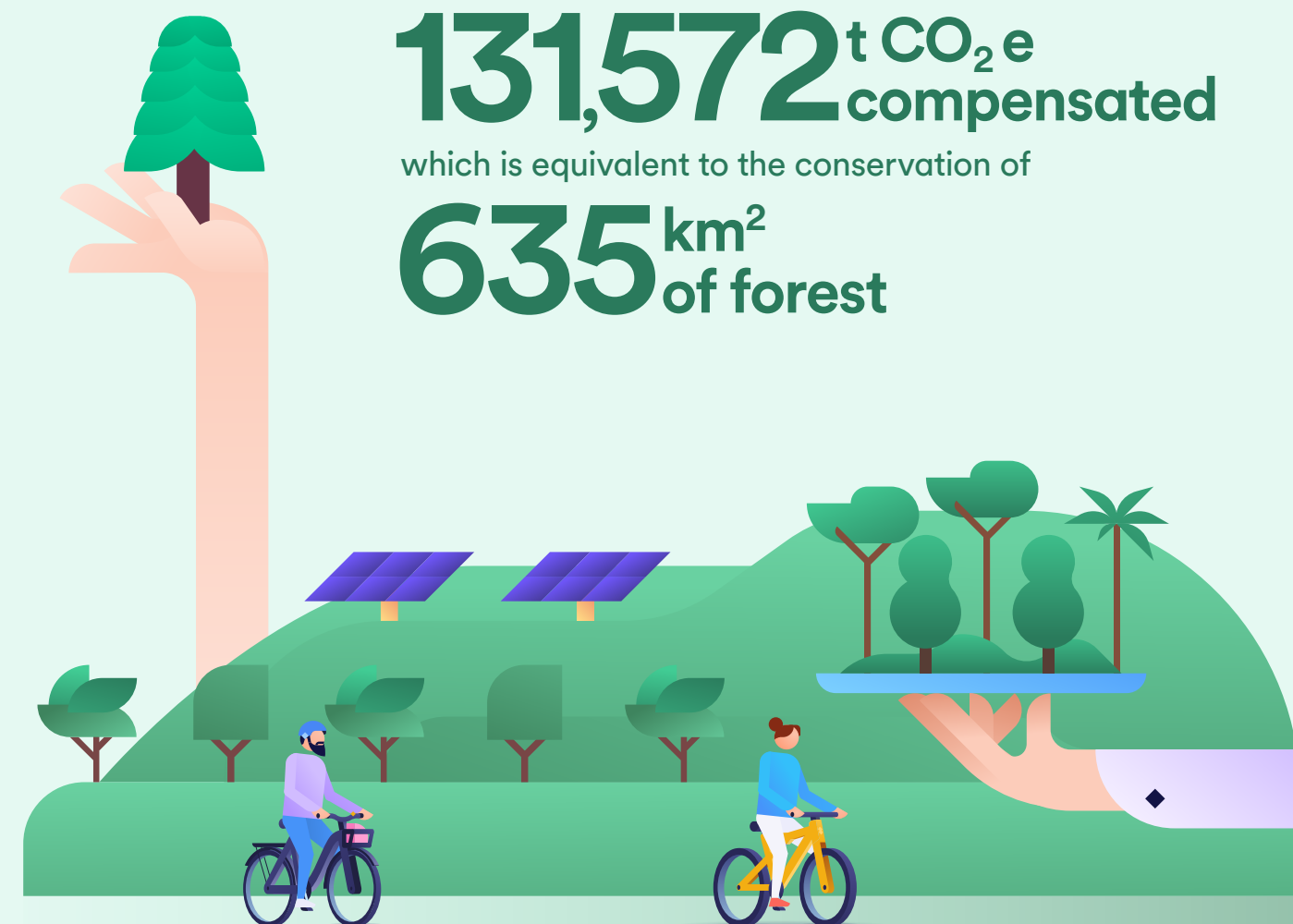
Carbon neutral:

First and only company in the sector to offset its emissions

The only ones to verify it through the PAS 2060 standard.

New projects selected for our **We are Carbon Neutral' program.**

Carbon offset certificates for 100% of our corporate clients!



+ REDUCE

Objective: fleet decarbonization

2025 in Spain **2030** in Latin America

Validation of objectives by **Science Based Targets initiative (SBTI)**



6,239 t CO₂ avoided

through different projects, which is equivalent to the CO₂ absorbed by

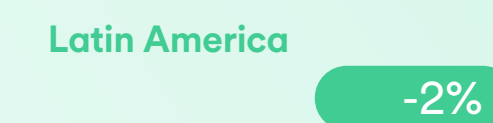
103,162 trees in their first 10 years of life

Electrification

Electric vehicles vs 2022



Fleet CO₂ emissions rate



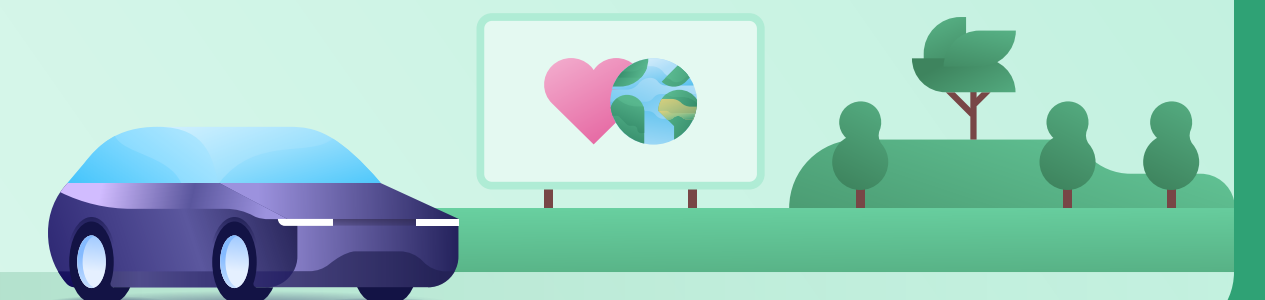
78% of vehicles in Spain are electric

The launch of a new landing page

- New partnerships established for electrification efforts
- Our Cabify Eco category continues to expand
- We're increasing our electric fleet thanks to a loan from the EIB
- First fleet of hydrogen-powered VTCs
- We're facilitating access to public charging with Iberdrola

🇨🇪 Electric mobility keeps rolling

🇪🇸 We continue to drive electromobility forward



3.1 All-in against climate change

Having boots on the ground involves thinking about the effect that we have with every step we take on it. We know that, as a company and as citizens, we have a debt to our planet. For this reason, we are observant of the impact we have on it, and we work to minimize that impact, and look beyond to protecting the environment.

Climate crisis: what point are we at?

The transportation is one of the main sources of greenhouse gases (GHG), and we won't ignore this fact. Climate change is a real and urgent problem. For that, we in Cabify have much to say and do. Having ambitious goals and a clear work plan means we can look to the future with optimism. If you don't contribute to finding solutions, then you're part of the problem.

In their latest intergovernmental panel on climate change, the UN published the "AR6 climate change synthesis report of 2023"⁵⁰. In this report, the conclusion of the experts hardened after evaluating the reality of the situation. It is necessary to reduce GHG by 50% by 2030 if global warming is to be kept to just 1.5°C and have any chance of meeting the mandates of the Paris Agreement. Additionally, they emphasized that the current plans that countries are carrying out to reduce emissions aren't realistic, ambitious, or even sufficient. Something already advanced by the UN Environmental Program which calculates that, if we maintain the mitigation strategies as proposed in current policies, the world will only limit global warming to 3°C above pre-industrial levels throughout the 21st century⁵¹.

In fact, the scientific community have agreed to directly link GHG emissions to the phenomena occurring on a climate level in 2023. The hottest year in recorded history (global air temperature rose by 1.43°C on average across the year, and for 6 consecutive months the thermometers reached historic highs). It also set a new record in terms of extreme weather events, with more than 100 being recorded worldwide, and 30 in Spain, the ten most severe of which had a cumulative total of 7,600 fatalities. An unprecedented volume of CO₂ being emitted into the atmosphere was recorded (40,900 tons)⁵².

According to estimates made by the International Energy Agency (IEA), reaching the commitment to net zero emissions by 2050 -as depicted by the Net Zero Coalition that more than 140 countries have joined, including some major polluters: China, USA, India, and the EU, which are responsible for 88% of all emissions⁵³- requires a 3% reduction in total transport by the year 2030⁵⁴. Quite a challenge.

The data on what happens in urban areas also serves to justify urgent change, since, globally, urban areas consume 65% of all energy produced. This represents 75% of all CO₂ emissions produced, with transportation being one of the main contributors⁵⁵. As far as the main trends for more sustainable transport are concerned, the Global Pact calls attention to the need to decarbonize if we're to meet the objective of carbon neutrality. We need to rely on alternative mobility methods, and to achieve greater progress in connecting and automating transport⁵⁶.

Companies like ours come to play in this ambition, and each year we reinforce our support for it. As well as being the first and only carbon neutral mobility app in Europe and Latin America since 2018, offsetting all of our emissions, we have acquired a strong commitment to the decarbonization of our collaborative fleet - by 2025 in Spain and 2030 in Latin America. In 2023, we have also given more prominence to our electric vehicle services, and redoubled the development of tolls based on concepts like the *hot hire*⁵⁷, which appeal to the new urban mobility we are championing and which, supported by technological innovation, seeks to curb the impact of climate change.

Urban areas are responsible for the **75^{of}** CO₂⁵⁶ emissions

Transportation accounted for **37%** of emissions carbon footprint⁵⁸

Road transportation

responsible for the following greenhouse gas emissions⁵⁹

16% Global

28% Spain

36% Latin America



WE INCREASED OUR EFFORTS, AND MAINTAINED OUR EMISSIONS

At Cabify, we have attained a leading position in our sector in the fight against climate change. This isn't enough for us though, and we want to keep advancing, and to be a model for others join.

We form part of a series of pioneering initiatives in this field, taking international standards and science based proposals as references in each of the 3 stages of our Climate Program: measure, reduce, and offset.



Stamp of the Ministry for Ecological Transition and Demographic Challenge

First company in our sector to obtain the Spanish ministry's seal, after validating our carbon footprint calculations and our GHG emission reduction commitments.

In addition to offsetting all our emissions on a voluntary basis, this year we have passed the external verification that certifies that we are

100% carbon neutral according to PAS 2060

1. MEASURE

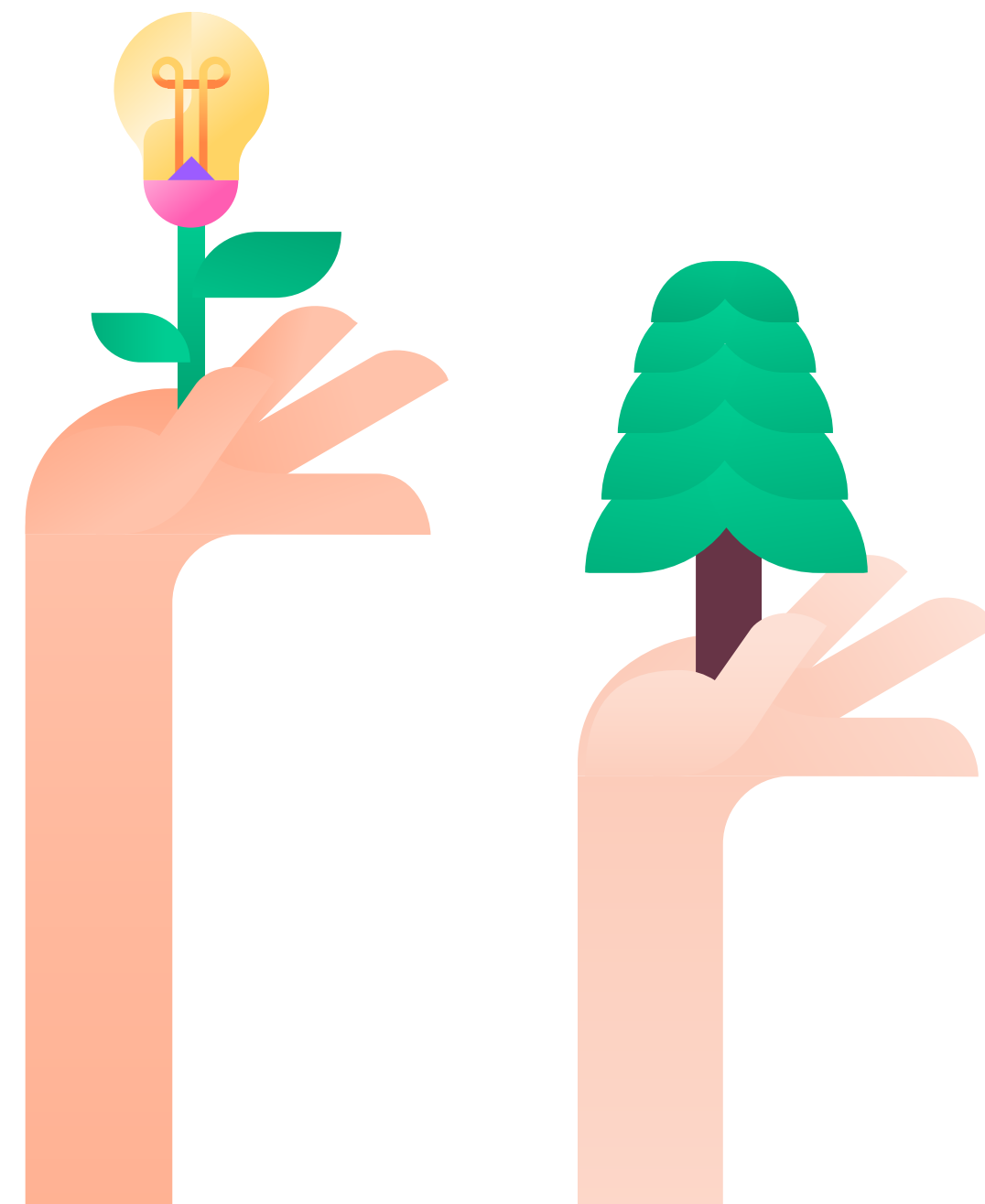
We measure the impact of all our activities, from electricity consumption in our offices to fleet fuel use.



Greenhouse Gas Protocol (GHG). Standard with greater international recognition that allows to measure all GHG emissions in a transparent way to be more efficient and resilient against climate change.



ISO 14064-1:2018. This international standard also focuses on the measurement of greenhouse gases (GHG), providing guidance for quantifying and reporting GHG emissions and removals.



2. REDUCE

With the information we obtain, in addition to reviewing whether we are meeting our goals, we work on reducing emissions.



In 2021, Cabify committed to the **Science Based Targets initiative (SBTi)**, who validated our decarbonization objectives in 2023, making us the first company in our sector to achieve this. Currently, along with 1,097 companies in other countries, we have defined goals for reducing emissions in order to limit the rise of global warming to 1.5°C, and aligning ourselves with the Net-Zero standard. SBTi, promoted by the Carbon Disclosure Project (CDP), the United Nations' Global Pact, the World Resources Institute (WRI), and the World Wildlife Fund (WWF), is the largest global initiative for establishing science based commitments to the reduction of CO₂ emissions.



The **Climate Pledge** is a project of Amazon and Global Optimism that relies on technology to solve the climate crisis. This alliance, which brings together some of the world's largest companies, seeks to reach the Paris Agreements ten years earlier.



We Mean Business is a climate change coalition working across the globe with a wide network of partners. They work to catalyze business, and policy actions with the aim of reducing emissions by half by 2030, and accelerating an inclusive transition towards the "net zero" economy.



The UN's **Race to Zero** campaign is the largest alliance of non-state actors who are committed to taking measures to reduce global emissions by half by 2030. This brings together more than 11,300 actors, including cities, and financial, educational, and health institutions.

3. OFFSET

The emissions that we cannot yet reduce, we offset based on world-class offset standards and projects in our countries.



Carbon credits are registered on the **UN platform** through the United Nations Clean Development Mechanism - (CDM)



VCS is a voluntary offset standard, developed and administrated by Verra, with more than 1,300 certified projects.



Cercarbono is a voluntary certification program that allows us to participate in the development of programs and projects to mitigate climate change, focused especially in South America and Central America.



The voluntary registry with **MITECO** includes forestry projects in Spain with which organizations can offset their carbon footprint.



Gold Standard is one of the most prestigious voluntary offset standards. It ensures that carbon credits are real and verifiable, and that the contribution of your projects is measurable.



Climate, Community & Biodiversity (CCB), was developed by the CCBA. It identifies land use projects that simultaneously address climate change, support for local communities and small farmers, and the conservation of biodiversity.



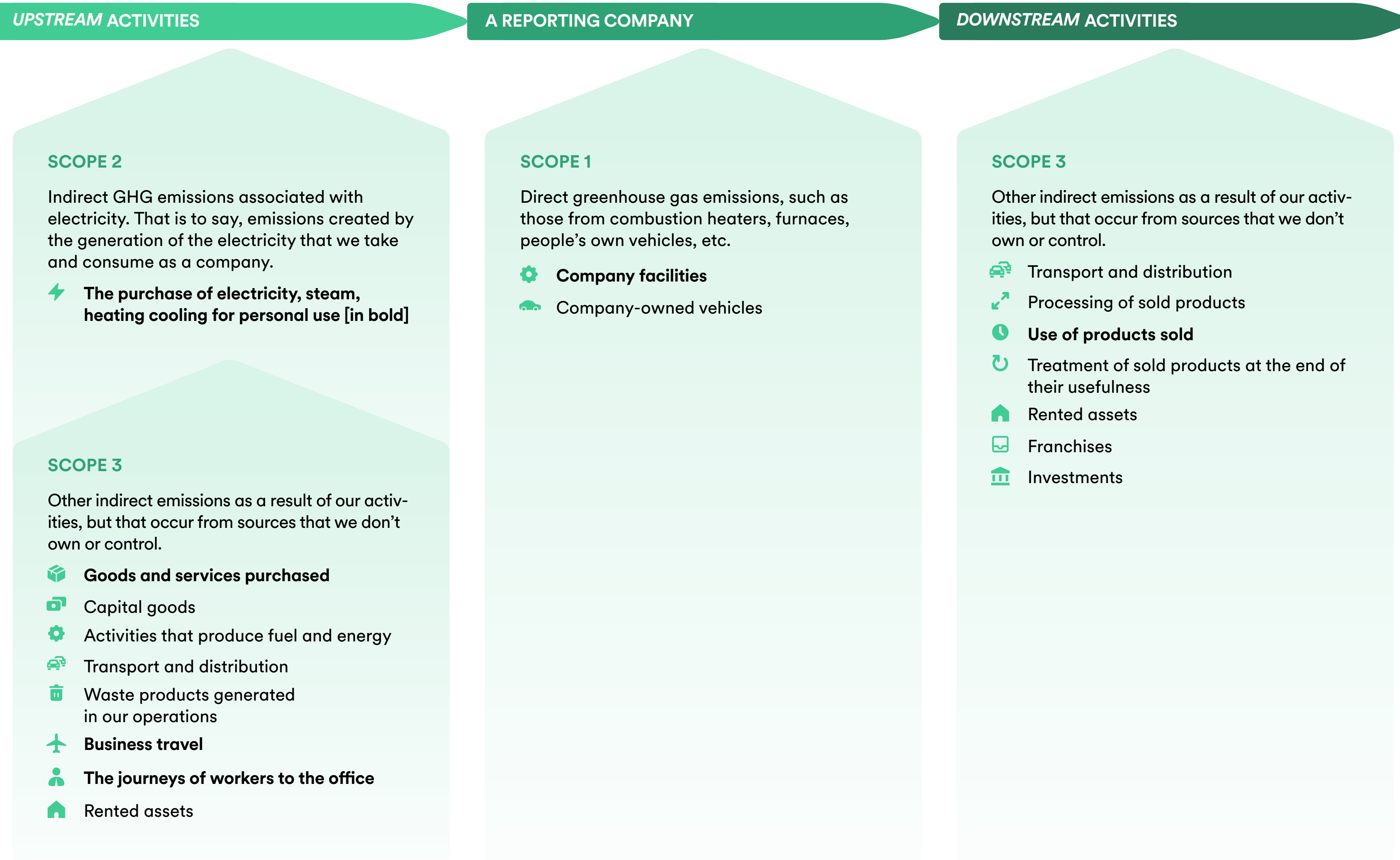
The **Climate Action Reserve (CAR)** sets standards for carbon emission compensation projects in America. It issues credits, and follows transactions over time, with independent verification.

Step 1: Measure

To stop the climate crisis, it is vital to work on both the reduction of greenhouse gas emissions, and on compensating for the impact generated equally. The path to achieving this begins with measuring a series of parameters in our offices for, as well as every journey that our users make. Everything counts!

In 2023, we again voluntarily underwent a **external verification of our carbon footprint** under the Greenhouse Gas Protocol (GHG) standards and ISO 14064-1:2018.

[+ More info in the Verification Report](#)



3.1.2.1.1 Cabify's Carbon footprint

We made a map of our carbon emission sources based on the 5 principles established by the [GHG Protocol](#), selecting the emission sources in Cabify with the greatest prevalence and impact in the contribution to climate change. Especially for scope 3, measuring and reporting the carbon emissions in accordance with the guidelines established by the GHG Protocol with an external verification for its specific footprint.

We measured these emissions on a global scale for by which we mean all the countries we are present in for, applying an operation control approach as we did it.

METHODOLOGY

| | | | | | EMISSIONS (tons of CO ₂) in 2023 | | | |
|---|---|---|--|---|--|----------------|----------------|----------------|
| SCOPE AND DESCRIPTION | | ANALYZED SOURCE OF EMISSION | METHOD OF MEASUREMENT | SOURCE OF EMISSION FACTORS | SPAIN | LATIN AMERICA | TOTAL: | % OF THE TOTAL |
| GHG Protocol | ISO 14064-1:2018 | | | | | | | |
| SCOPE 1 Direct GHG emissions | CATEGORY 1 Direct GHG emissions and removals | Combustion heaters, company-owned vehicles, ovens, refrigeration gases... | Except for cooling gases, no such emission sources have been identified at Cabify. For refrigeration gases, equipment overhaul reports are analyzed. | Provider of gas or, where applicable, from the ministries of energy, environment, or industry in each country. | 43 | 0 | 43 | 0 % |
| SCOPE 2 Indirect GHG emissions | CATEGORY 2 Indirect GHG emissions from imported energy | Electricity | Consumption from invoices | Data from the provider of electricity or, where applicable, the ministries of energy, environment, or industry of each country. | 0 ⁶¹ | 31 | 31 | 0 % |
| SCOPE 3 Other indirect GHG emissions | CATEGORY 3 Indirect GHG emissions from transportation | Transportation of goods | Registration for the different types of travel for work reasons | DEFRA | 486 | 326 | 812 | 0.6 % |
| | | Transportation of employees to the office | Survey of employees' travels to the offices | 1. DEFRA 2. ANFAC 3. Internal data on the Cabify fleet | 133 | 559 | 692 | 0.5 % |
| | CATEGORY 4: Indirect GHG emissions from products and services used by the organization | Server consumption | Supplier data: -Google Cloud - AWS | Supplier data: -Google Cloud - AWS | 61 | 296 | 357 | 0.3 % |
| | CATEGORY 5 Indirect GHG emissions associated with the organization's use of products. | Cabify partner driver rides for users through the app. | Internal register of the travels taken by our users through the app | 1. IDAE 2. MITECO 3. Government of Mexico 4. Government of Chile | 16,106 | 113,530 | 129,636 | 98.5 % |
| TOTAL | | | | | 16,829 | 114,742 | 131,572 | 100 % |

Reduction in fleet emissions rate

(g CO₂/km)

6%
in Spain

2%
in Latin America⁶⁰

Step 2: Reduce

There is nothing more important in the fight against climate change than the reduction of carbon emissions. In mobility, the focus is on vehicles being more efficient than ever while travelling. This can be done through running for as little time as possible while empty or with a higher number of occupants, and by focusing on the transition to fewer or even zero polluting technologies. At Cabify, we base our efforts around 3 aspects: technological innovation, mobility alternatives that produce less carbon, and the decarbonization of our collaborative fleet.

During 2023, we have offset the emission of

6,239
tons of CO₂

equivalent to the amount absorbed by 103,162 trees in their first 10 years of life.⁶²

TECHNOLOGICAL INNOVATION



2,230
tons of CO₂

avoided every year thanks to our technological innovation

Through technology, we can optimize journey routes in order for vehicles to travel as few kilometers as possible without passengers (empty kilometers). This also allows driving users and collaborating taxi drivers to have better cost effectiveness.

Each year we introduce new advances to reduce the number of empty kilometers. In 2023, our advanced management systems saved us a net total of 1.4 million kilometers per month, and a lower fuel consumption as a result. This, in turn, allowed us to avoid the emission of 2,230 tons of CO₂ every year.

In previous years, if the predictive demand analysis functionalities, consecutive journeys, destinations mode, and pickup instructions were key technological developments in the reduction of said empty kilometers, then in 2023, two new projects have stood out:

- The real time journeys panel: we have launched a new panel that allows you to avoid long periods of inactivity while behind the wheel and between journeys. This panel instantly indicates to driving users where the nearest spots of concentrated activity are to them, especially if their last trip concluded in a low-density area.
- Journey assignment via AI: we evolved the journey assignment system's technology by incorporating an Artificial Intelligence to assess the entire travel history of the city, the user, and the driver. This allows us to increase the effectiveness of allocating the supply to the demand.

MOBILITY ALTERNATIVES WHICH PRODUCE LESS CARBON



433
tons of CO₂

avoided in 2023 thanks to our low-carbon mobility alternatives

Micro-mobility is an excellent alternative for certain travels, and is gaining more popularity every day. In fact as we said at the beginning of the report, journeys with Cabify by motorcycle increased by 18% in 2023.

Did you know that the average person breathes 21,000 times, emitting 1.1 kilos of CO₂?⁶³

Through sharing electric motorbikes in Spain, we have avoided the emission of 433 tons of carbon⁶⁴. That is the same as what a person emits in 8,266,363,636 breaths.

DECARBONIZATION OF THE COLLABORATIVE FLEET



3,443
tons of CO₂

emissions avoided by 2023 thanks to the progressive decarbonization of the partner fleet

We are always working hand in hand with our driving users and collaborating taxi drivers with the aim of making all journeys through the Cabify app be 100% carbon free (in electric or hydrogen powered vehicles or other technologies with zero CO₂ emissions). We aim to see this achieved by 2030 in Spain, and by 2030 in Latin America.

The year-to-year advances that we see The CO₂ emissions index (CO₂ (g CO₂/km) of the journeys taken by passengers and package shipments with the Cabify app is the most representative indicator the evolution of our commitment against climate change.

| | SPAIN | LATIN AMERICA |
|---|--|---------------|
| 2023 | 90.3 | 141.1 |
| If we compare vs 2022⁶⁵ we have reduced... CO₂ emissions | If we compare ourselves with...Vehicle fleet⁶⁶ | |
| Spain | Spain | |
| -5.6 | -83 | |
| Latin America | The vehicle fleet in⁶⁷ Latin America | |
| -3.1 | -24 | |
| Successfully avoiding the emission of 3,443 tons of CO ₂ , which is the same amount of CO ₂ {5 that 766 gasoline vehicles generate in a year. | Successfully avoiding the emission of 33,527 tons of CO ₂ {3, which is the same amount of CO ₂ {5 that 7,461 gasoline vehicles generate in a year. | |

In this way, we contribute to the change towards less polluting transportation in every country where we operate.

In journeys with Cabify (scope 3)

Spain was the first country in which we developed a plan to boost our electrification project, forging alliances with each step of its execution. Over the course of the years, we have been incorporating other countries into this challenge.

1. ANALYSIS

We reviewed the entire vehicle fleet (models, sizes, monitoring equipment, performances, costs, autonomy, etc) and evaluated the current context of electric vehicles (manufacturers, characteristics, power providers, etc) After this, we carried out a financial analysis⁶⁸ to gauge the feasibility, and analyzed different scenarios⁶⁹ so that we could include the total cost.

2. THE SEARCH FOR ALLIANCES

With electric vehicle manufacturers⁷⁰, electricity providers⁷¹, equipment installers and suppliers⁷², financial institutions⁷³, and fleet managers⁷⁴.

3. AWARENESS

We talked to our driving users, collaborating taxi drivers, and fleet managers about their transition to decarbonized vehicles, offering them access to the benefits and profitability of these vehicles. In particular, their effect in the electric or low-emission zones, and on new restrictions in cities, as well as the alliances we established at Cabify to promote this change.

2023: a year of greener journeys

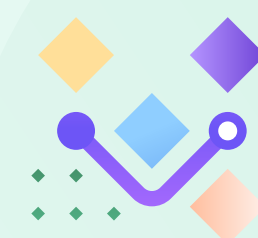
Three times as many journeys in electric vehicles!

Globally, we have tripled the number of journeys taken in electric vehicles compared to 2022.

Electric vehicle fleet



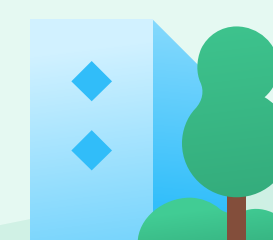
X2! in Spain



x1.5! in Latin America



The longest trip
in an electric vehicle
416 km



43%
in Spain
+2023% in 2023



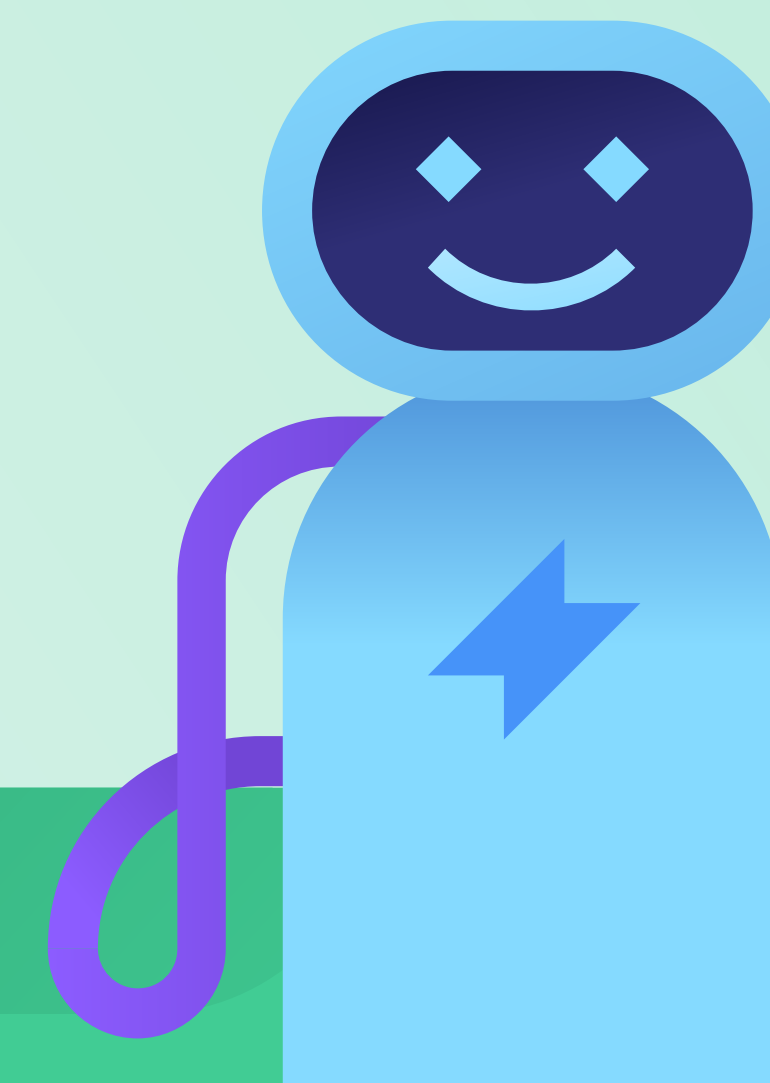
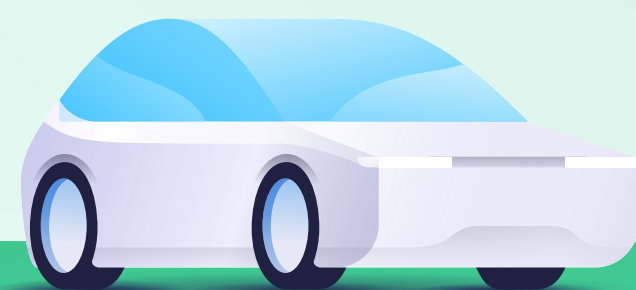
+72%
in Latin America
with respect to 2022

Most common electric vehicle:

Tesla Model 3

Most common hybrid vehicle:

The Toyota Corolla



SUCCESS STORIES OF 2023

 **NEW Agreements with partners for electrification**

In 2023, we once again reinforced our goals for electrification by establishing agreements with partners like Polestar, Aeways, or Tesla. In the latter case, our partnership aims to improve access to electric vehicles for driving users and collaborating taxi drivers who use the Cabify app. This partnership will offer them a Wall Connector for private charging when they buy a Tesla.

 **We facilitated access to public recharging with iberdrola.**

We reached a strategic agreement with Iberdrola to boost electrification for the driving users and collaborating taxi drivers who use our platform, and to facilitate their access to public energy recharging infrastructure. Through this alliance, our users will enjoy discounts at more than 2,200 recharging points with 100% renewably sourced energy throughout the country. They will also have access to special conditions on the price of private charging equipment.

The incorporation of vehicles on loan from eib.

In 2022, we got a loan from the European Investment Bank (EIB) of 40 million euros to support our aim of obtaining a fleet of zero emissions electric vehicles in Spain. In 2023, we have started to manifest this goal in the form purchasing and incorporating electric vehicles into the fleet. Among the cars purchased are models from Tesla, KIA, Citroën, and Hyundai. It is our hope that these vehicles will avoid an average emission of 1,700 tons of CO₂ every year, as well as the consumption of more than a million liters of fuel.

The expansion of cabify eco





The Cabify Eco category, which landed back in 2022 in Madrid with 100% electrified vehicles for corporate clients, now extends its services to new Spanish cities. Starting this year, companies and self-employed people in Alicante, Barcelona, Seville, and Valencia can also choose sustainable mobility when travelling with Cabify, travelling only on electric vehicles, plug-in hybrids, or regular hybrids. This allows them to strengthen their environmental commitment and minimize the carbon footprint of their travels. In fact, 42% of corporate journeys taken in Spain through our app were taken with Cabify Eco.

 **Electric mobility continues to roll out**

For the second year in a row, we have continued our partnership with eZero, the Mexican company with ample experience with new mobility technologies, to incorporate electric cars and encourage the sustainability of our fleet. The coalitions has been consolidated in 2023 with the incorporation of more electric vehicles are already rolling out onto the streets of Mexico, and will be the country's mobility option for companies like Netflix.

 **BETTING ON ELECTROMOBILITY**

We continue to promote a program that encourages electromobility for driving users and collaborating taxi drivers in a partnership with Abriley. This will grant important commercial benefits for driving users and collaborating taxi drivers for joining with electric vehicles.

 We are working on electrification projects and initiatives that will see the light of day in 2024.  Soon we will step on the gas and be able to tell you the news!  

The launch of our new

[electrification landing page](#)

offering comprehensive information on grants and solutions to support your journey towards achieving zero emissions.

 More information on sustainable solutions for businesses at [Sustainability as an added value](#)

Our positive contribution to cities is strong

Automotive fleet in Spain:
4% electrified vehicles⁷⁵

Cabify's fleet in Spain:

78% electric vehicles

BARRIERS TO ELECTRIFICATION

Although we want to accelerate this transition, we can't do it alone. We need everyone (clients, drivers, governments...) to all row in the same direction!

Spain continues to lag behind the rest of Europe in terms of electrification: barely 1% of the vehicle fleet consists of electric vehicles⁷⁶. This is far from the objectives set for 2023, for both the prevalence of electric vehicles, and of public access charging infrastructure. However, there has been progress compared to the previous period. Purely electric vehicles make up 72.4% more of the sales revenue than last year, and reach a share of 5.56% of the total market in 2023. Electrified vehicles also made up 125,681 of the vehicles added to the fleet throughout the year, representing a 48.47%⁷⁷ increase.

In Latin America, we received optimistic data regarding electrification. The increase in sales of electric and hybrid cars was 21% higher than it was across the whole region⁷⁸ in 2021. Different national regulations affect the pace at which these vehicles permeate in each country. In Argentina, electric vehicles experienced a 257% growth in 2022 compared to the previous year. In Chile the growth was by 106.2%. Colombia tripled its sales figures with a yearly variation of 152.6%. Mexico saw a dizzying growth of 350%. Peru and Uruguay showed a more contained progression of 84.2% and 52% respectively⁷⁹.

However, what barriers are leading to the transition towards electric vehicles being slower than expected? What opportunities does electrification present. Will they gradually put the negative perceptions of the customers to rest?⁸⁰

User's plan

- The availability of charging points: at the end of 2023, more than 25,000 publicly accessible charging points existed in Spain, 13,978 of which were in urban environments. This volume is far from the 45,000 goal that had been planned for the whole year. Many of these points aren't located in strategic points, and over 9,000 of them aren't operational.
- The speed of the recharging process: the currently available method is slow. Although, in 2023, the fast and ultra-fast charging points have evolved significantly compared to the slow ones.
- Availability and variety of EV models: they need to adjust to the autonomy and capacity that a service like ours, with all our people and equipment, needs.
- Out of date cars in the fleet: the average Spanish car is now over 14 years old. This means that few new cars are bought, and many used cars are re-sold. This is one of the main challenges facing the transition towards a more sustainable mobility.

Economic plan

- The cost of acquisition: electric vehicles are still initially more expensive than their fossil fuel equivalents, but are more profitable in the long term. If you analyze the total cost of an electric vehicle based on how long it will be useful, maintenance costs, and fuel saving, these are all net positives in the long term. Some more good news is that the price of lithium batteries has decreased significantly. This will also contribute to the reduction in the price of these vehicles in the next few years.
- Financial aid is generally indirect: offering incentives with purchases would contribute to better sales, and stimulate the transition process.
- The lack of tax incentives for the electrification of fleets and self-employed workers in the sector. The regulations on this type of service are still young, and there is hardly any renting or leasing offer that meets the distance requirements of that activity.
- Technological and economic development. On a macro level, electrification contributes to the further advancement of technology and innovation, while stimulating economic growth and creating jobs. There is even talk of a new industrial and technological revolution.

Energy plan

- It is possible to overload an electrical system. For example, in Spain, the network can support the current demand, which doesn't reach 250,000 electric vehicles. However, there are doubts about if it can support the electrification of the more than 25 million cars currently circulating in Spain.
- Instability in the rates of electricity, leading to large fluctuations in the price per kilowatt hour. Even so, electricity is generally cheaper than gasoline. It is estimated that the cost of travelling 100 km in Spain is 1-2€ for electricity, as opposed to the 6-10€ it would cost to cover the same distance with fuel.
- GHG emissions. Despite the production of batteries being polluting, as well as electrified vehicles that draw power from non-renewable sources, the emissions are still significantly lower (by at least 35-40%) than those produced from gasoline or diesel vehicles.

In 2019, together with IDB Invest and EY, we conducted the first study in our sector relating to the transition to electromobility, 'Electric Vehicles in the ride-hailing industry', in which we identified sustainable business models, including new financing technologies such as fintechs, to accelerate the transition to electric mobility. Based on an analysis conducted in Mexico, we found that the main reasons that kept drivers away from purchasing EVs were the high cost of purchase and maintenance.

In our offices (scope 2)

The energy we consume at our headquarters in Madrid comes from 100% guaranteed renewable sources, certified by the National Markets and Competition Commission.

As well as having presence detectors to toggle the lights, one of the objectives at our office is to keep as many floors as possible closed and, as a result of this, keep the lights off. Every day, our security personnel are tasked with turning off all the lights in the office at the end of the day, allowing us to not consume any more energy than necessary, while also reducing light pollution. Additionally, we continue in our efforts to be good neighbors. We close our offices in Spain at 21:00, and our noise level during the day is kept to a minimum.

The consumption of electricity in our offices during 2023 has been 654,590 kwh (491,345 in Spain and 163,245 in Latin America). Additionally, 100% of the electricity consumed at our headquarters in Madrid, which makes up 75% of our total office electricity, comes from 100% renewable sources. This has meant that we have stopped the production of 134 tons of CO₂, which is equivalent to the emissions of CO₂ produced by recharging 16 million smartphones.

134
tons of CO₂ avoided
by 2023 thanks to renewable
energy consumption

75% of our total consumption of
electricity in offices, comes from

100% renewables resources

In the journeys of our employees (scope 3)

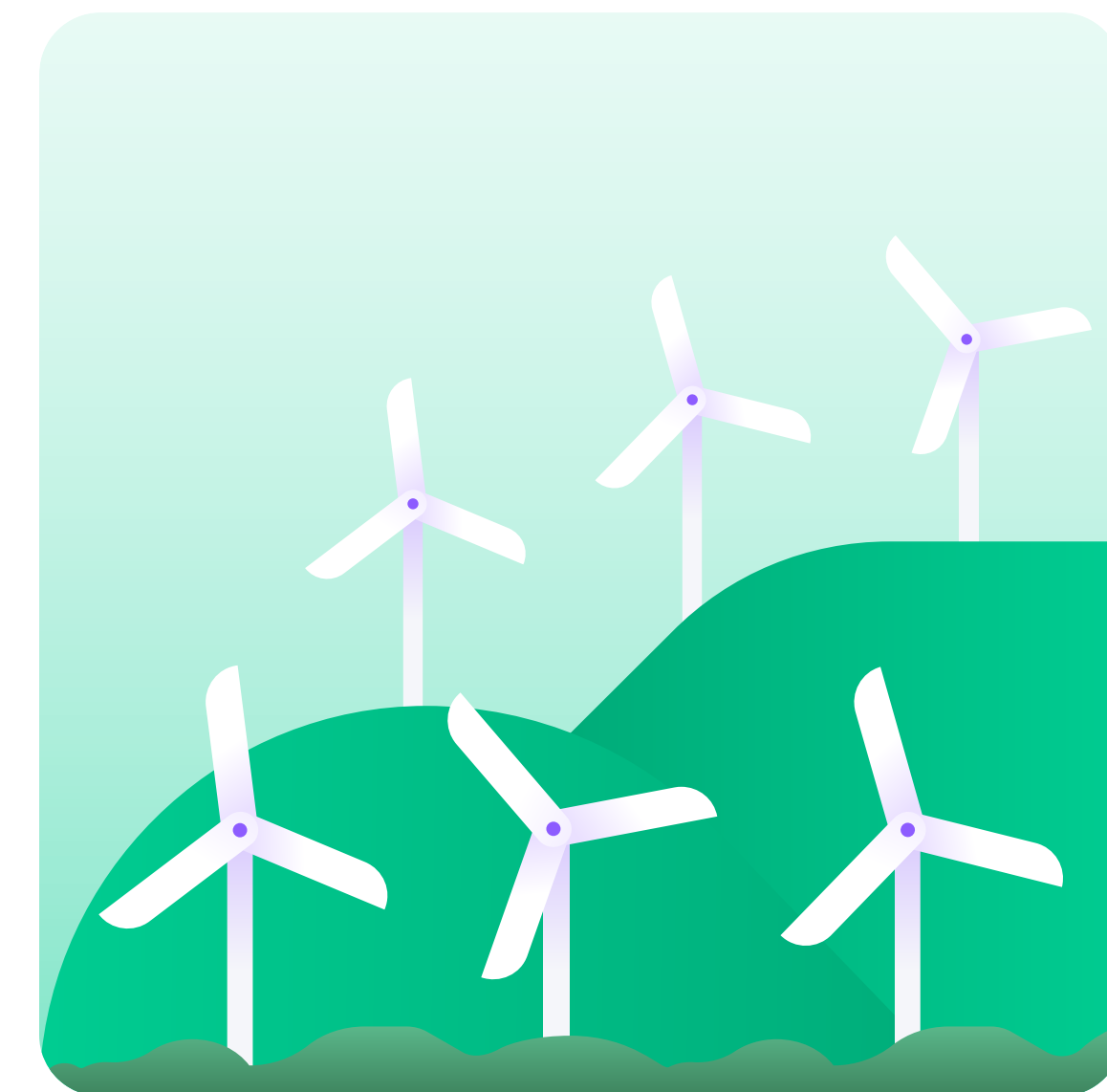
EMPLOYEES' JOURNEY TO THE OFFICE

Reducing our carbon footprint also involves prioritizing online meetings⁸¹ over in-person meetings, even if we're in the same city. In the face of the possibility of making a business trip that requires long journeys, or travelling to another country, we ask ourselves if our physical presence is absolutely essential. We then only undertake it if it is strictly necessary, and assess the means of transport based on the journey.

THE JOURNEYS OF WORKERS TO THE OFFICE

We carry out surveys every six months to understand the mobility patterns of our employees when they commute. Better understanding how we move allows us to improve our travel habits and optimize our journeys.

The road to reducing our carbon footprint starts within. Cabify employees get a monthly bonus, Journeys for all, which we can use to move around the city using Cabify's sustainable multi-mobility ecosystem, while giving feedback on the service with a different, clinical perspective.



Step 3: Offset

Cabify is part of that exclusive group of companies on the planet that offsets all of its carbon emissions. We're thrilled!

We are happy to have been the first company in our sector -and we continue to be the only one- to make this commitment, but we're even more excited that a greater number of companies are also starting to join us, because together, we can go further.

Each and every Cabify service is carbon neutral, we offset all of our emissions. +2023% in 2023

we have offset

131,572

tons of CO₂ e!

This is equivalent to the conservation of 635 km² of forest.

Since 2018, through our We are Carbon Neutral compensation program, and through the voluntary carbon credit market, we financially support local projects with our purchase of carbon credits. We fight climate change by offsetting our carbon footprint, and we positively impact people with compensation projects that also affect the generation of job and the well-being of local communities.

Every carbon credit is equivalent to offsetting one ton of O₂, so in 2023 we have offset 131,572 tons of CO₂. That is the equivalent to conserving 635 km² of forest.

Cabify is the first and only company sector in offsetting its emissions:

• **The only company to be given the PAS 2060 standard**

➕ More info in [Verification Report](#)

Cabify's "We're Carbon Neutral" program

Find out how we make it happen at cabify.com/en/neutros-en-carbono.

WHAT DO WE MEAN WHEN WE SAY THAT WE'RE CARBON NEUTRAL?

Turning on a light, sending an email, or making coffee are all actions that emit CO₂ into the atmosphere and contribute to climate change. So does traveling with the Cabify app. Being carbon neutral means we offset the CO₂ emissions generated by our activity through other projects that absorb the exact same CO₂ that we have emitted. To put it another way, we remove the same amount of carbon dioxide (the carbon footprint) that we leave in the atmosphere.

🚩 Since 2018, we have the first and only company in our sector in Europe and Latin America to offset 100% of the emissions we generate. This is a commitment we have continued to uphold every year.

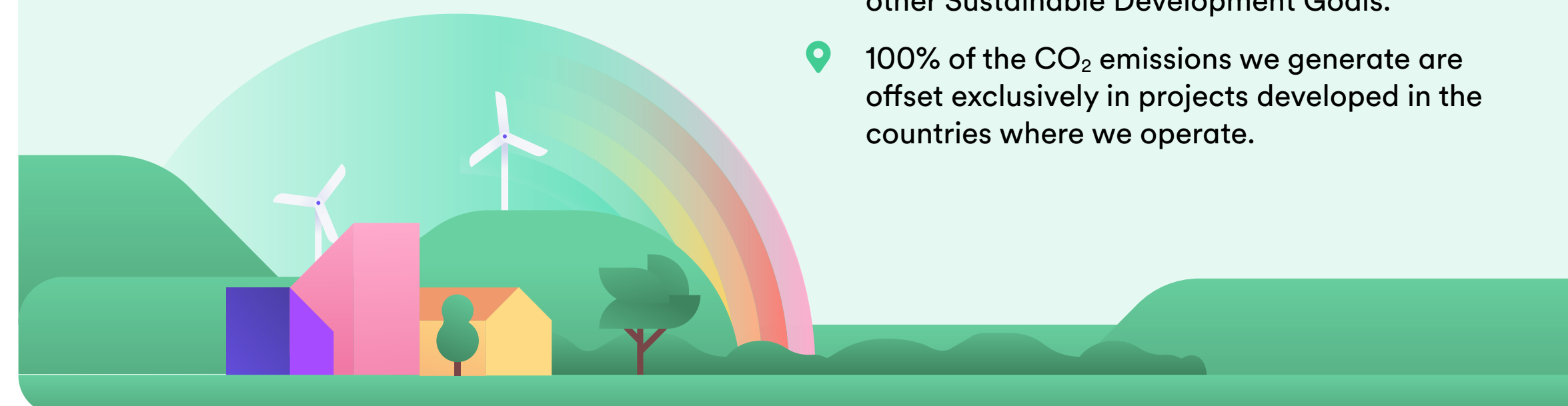
🌱 **NEW** We have verified our carbon neutrality through PAS 2060, which provides a recognized method for determining if neutrality claims are real.

🔍 We select offset projects with high additional value. Under carbon offset schemes of internationally recognized prestige, such as VCS, Gold Standard, Climate Action Reserve or Cercarbono, all of which are endorsed by the International Carbon Reduction and Offset Alliance (ICROA). This alliance committed to improving integrity in the voluntary carbon market by providing a framework for responsible corporate climate action.

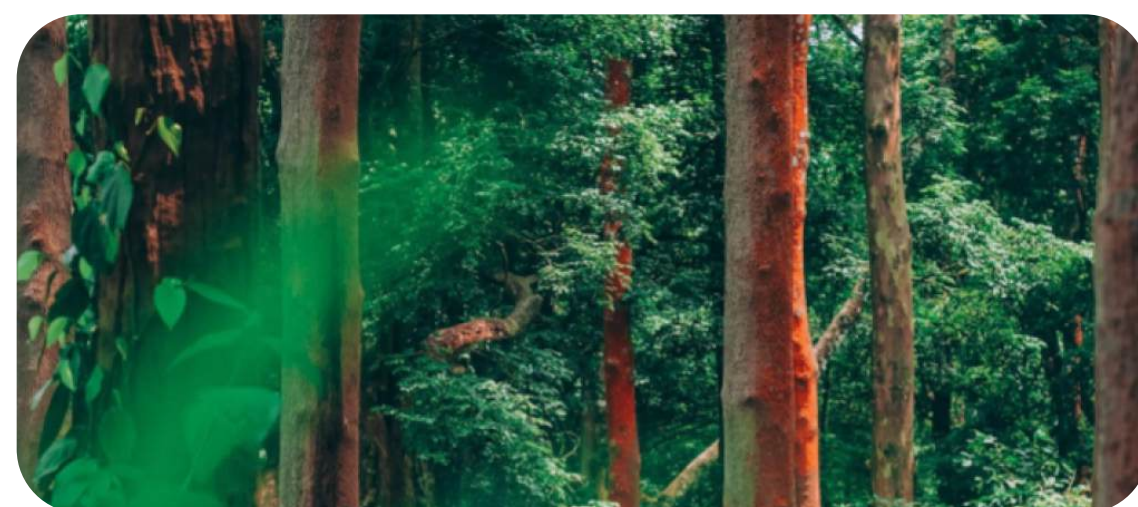
We also established alliances with different providers that set up Due Diligence processes to guarantee the quality and permanence of the projects.

✅ One of the strengths of our program is that we achieve impacts multiple effects. We contribute mostly to the SDG 13 Climate action, but each other project we invest in has an impact on other Sustainable Development Goals.

📍 100% of the CO₂ emissions we generate are offset exclusively in projects developed in the countries where we operate.



OUR OFFSET PROJECTS IN 2023



 **PARANAENSE FOREST**

Repopulation and Community Life Improvement in Misiones

This project is set in a native forest in San Pedro, Misiones, covering 22,878.5 hectares of land that are being regenerated after years of exploitation and deforestation.

Located in the far east of Argentina, the Green Corridor is one of the ecosystems with the highest diversity of plant and animal species, considered the most important natural environment in the country and one of the main ones on the continent.

After years of illegal exploitation, the area reached high levels of degradation and pollution. Today, this project works to improve forest management by planting more than 250,000 native species trees each year.

The project estimates to achieve an average of 103,553 t CO₂ eq in climate benefits per year, while also working with local communities to generate opportunities and meet basic needs in an area plagued by poverty.

Project verified under the Verified Carbon Standard (VCS)



 **CURUROS WIND FARM**

Clean Energy Generation in Limarí

This project harnesses the power of the wind to generate an annual average of 290 GWh. Composed of the 'El Pacífico' and 'La Cebada' plants in Limarí, the Cururos Wind Farm is a key driver in the transition to clean energy sources.

Investing in clean technology is important because it allows us to reduce dependence on limited non-renewable resources, create job opportunities, and generate new sources of income (both direct and indirect), among other benefits.

Using technology, the Cururos plants can replace fossil fuel-based energy with clean energy through a Central Interconnected System (SIC).

The project has managed to reduce greenhouse gas emissions by around 173,819 t CO₂ eq per year, significantly contributing to sustainable development and environmental impact in the area.

Project verified under the Gold Standard.



 **A GRATEFUL PLANET WITH THE LOWER RÍO GUAINÍA AND RÍO NEGRO INDIGENOUS RESERVE**

Reforestation and Creation of Dignified Employment

This area is an indigenous reserve along the Guainía, Tomo, and Negro rivers, acting as a vital lung for our planet. The project, along with 382 committed local families, combats the impact of climate change while generating benefits for the community.

This project began in 2018 with a 40-year vision to combat greenhouse gas emissions generated by deforestation and forest degradation. It is already yielding results: between 2018 and 2020, it managed to reduce emissions by 2,643,720 t CO₂ eq.

Additionally, the project has promoted sustainable economic growth in the area and improved the quality of life for its inhabitants through economic incentives, job opportunities, access to capital for project entrepreneurship, and specialized training courses.

Project verified under the Cercarbono standard





161 REFORESTATION IN CARBALLEDO:

Pines, conifers, and job creation

Located in Cerdedo-Cotobade, in Pontevedra, Spain, the project covers an area of 85 hectares and encompasses different areas, the main one being the absorption of carbon dioxide as a form of emission compensation (125,839 tons of CO₂ expected over the project's lifetime).

The aim is to reforest the area with pines, conifers and other native plants of the Comunidad de Montes Vecinales en Mano Común de Carballedo, to reduce erosion in the area and generate biodiversity.

During the first years, the state of development and the age of the trees in certain areas require cultural work and first thinnings to improve their development and reduce the risk of forest fires.

But beyond the compensation plan, the project creates rural roots and socioeconomic benefits for the area: employment opportunities for the local workforce, collaborations with vulnerable groups.

Project included in the national registry of MITECO.

RESTORATION OF THE CALAKMUL RESERVE

Replanting and Protecting Forest Areas

Restoring the Calakmul Reserve is the mission of this inclusive community initiative dedicated to restoring more than 7,800 hectares of degraded forests by reforesting them with native vegetation, sequestering carbon dioxide from the atmosphere, and creating new sustainable livelihoods.

The forest covering this protected area in Campeche, in the Mexican state of Yucatán, is particularly fragmented by road construction, fires, agricultural and livestock expansion, and logging of mahogany and cedar. The families living in the reserve are in a precarious situation and have so far largely depended on practices that degrade the forest to meet their basic needs.

With the revenue from carbon credits, the communities and project partners have joined forces to design a plan that boosts efforts to restore the area and the community.

Project verified under the Climate Action Reserve (CAR) standard.

CONSERVATION OF ALTO DE HUAYABAMBA

Protecting the Biodiversity of the Jungle

Through this extensive project, we not only protect two ecosystems whose biodiversity is recognized worldwide but also help the economy of the communities present in a vast area that connects Ecuador and Peru.

The great Wild Area of the Amazon and the eastern slopes of the tropical Andes, zones of unique environmental richness, are in danger: deforestation caused by industrial crops, mining, clearing of land for pastures, and illegal plantations.

That is why we collaborate to protect this wildlife corridor covering a total of 53,410 hectares, helping to absorb no less than 52,000 tons of CO₂ each year. Additionally, we help promote new sustainable income sources such as organic quinoa and honey production for community families, strengthening local governance.

Project verified under the Verified Carbon Standard (VCS).

GUARANÉ FORESTRY PLANTATIONS

Recovery of Land Damaged by Extensive Grazing

21,298 hectares of land in Uruguay will be recovered after being degraded by extensive cattle grazing. The main objectives of the project are wood production, land restoration, and carbon sequestration through reforestation.

To achieve this, forest plantations are established to obtain high-value, long-life wood products that sequester large amounts of carbon dioxide from the atmosphere. This project aims to counteract the harmful emissions resulting from grazing, but also to create jobs and eradicate rural poverty in the area.

The incorporation of technology and the development of new international production chains open doors to the reforestation of forest plantations and a new level of well-being for the local community.

Project verified under the Verified Carbon Standard (VCS) and Climate, Community & Biodiversity (CCB) standard.



4. Attachments

A decorative graphic on the right side of the page features a light blue folder with a purple paperclip. The folder is open, and the paperclip is attached to a purple document that is partially visible behind it. The background consists of dark blue and purple abstract shapes.

| | | |
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4.1 Footnotes

1. Company valued at over 1 billion dollars.
2. Equipped with certified child seats. Available in Spain.
3. Available in Madrid.
4. Available in Mendoza (Argentina) and Montevideo (Uruguay).
5. Hybrid, plug-in hybrids and electric vehicles. Available in Spain for corporate customers.
6. Available in Bogotá (Colombia), Barcelona, Madrid, Valencia and Zaragoza (Spain) and Lima (Peru).
7. Available in Barcelona, Madrid, Malaga, Seville and Valencia (Spain).
8. Available in Madrid.
9. Available in Argentina, Chile, Colombia and Peru.
10. The term “last mile” represents the last part of the order delivery process, i.e. the actions that take place when the product is routed from the distribution point to the last customer.
11. Cabify Group promotes different actions to develop the risk management culture in the organization, encouraging the identification and participation of the entire workforce in response to risks and creating the appropriate controls to evaluate and manage them.
12. Credit Suisse data included in the report *An Economy For the 1%* by Oxfam.
13. Urban Development Data of the World Bank.
14. According to UN estimates included in this article.
15. Intergovernmental Panel on Climate Change (IPCC) of the United Nations.
- 16./17. Article ‘Cybersecurity is an environmental, social and governance issue. This is why of the World Economic Forum.
18. We call a multimobility passenger or multimobility user a multimobility passenger or multimobility user dal passenger or multimobility user is a who transact on two or more of our services two or more of our services: *ride-hailing, delivery, car-sharing and asset-sharing.asset-sharing.*
19. Data from the report: ‘Analysis of the economic impact of the elimination of car rental urban services’ in Spain, by the employers’ associations Aseval Madrid and Unauto.
20. Figures from the World Bank.
21. We identify local suppliers as those who are based and operate in the cities where we are present, including active driver-partners in each country.
22. The conclusion taken from the Global Survey that we carry out periodically to monitor the opinions of our passengers and driving users across all markets. The main purpose of this omnibus study is to understand how our value proposition is perceived by them and whether it is aligned with their expectations and needs.
23. Available in Spain.
24. API (*Application Programming Interface*) is a mechanism that allows two applications or services to communicate with each other. Learn more about this interface [here](#).
- 25./26. Available in Spain.
27. These are figures for 2023 provided by the Global Compact Spain, and reported in this article.
28. According to the report ‘The Transparency Edge’ conducted by Smurfit Kappa, in collaboration with the Financial Times.
29. Data from the third edition of the study *Sustainability on the agenda of Latin American leadership*, conducted by SAP conducted by SAP.
30. A hackathon is a large gathering of programmers, designers, product managers, researchers, data scientists and data analysts whose goal is collaborative development.
31. The main results of the study are also available in Spanish.
32. According to the Annual Report 2023 of the STEM Women Congress.
33. According to the World Economic Forum’s ‘The Global Risks Report 2024.’
34. This is according to the ‘Radiografía del Estado de la Ciberseguridad’ carried out by CloserStill Media and Red Seguridad, in collaboration with Fundación Borredá.
35. Collected in Kapersky’s ‘Panorama de Amenazas para América Latina 2023.’
36. The *Payment Service Directive*(PSD) has been regulating payment services since 2007 with the aim of promoting transparency, competition and service innovation. PSD2 refers to its second version, revised between 2018 and 2019.
37. At year-end 2023.
38. Only our CEO Juan de Antonio has a contract in this modality. The rest follows an internal classification.
39. *Employee Net Promoter Score* (eNPS) is a tool to measure loyalty to a company, in this case of our employees, by answering the question “How likely are you to recommend the company to a family member or friend?” on a scale of 1 to 10. To obtain the result, the detractors (have scored 6 or less) are subtracted from the promoters (9 or 10 points), and this result is divided by the total number of responses and multiplied by one hundred. The NPS index can be as low as -100 (everyone is a detractor) or as high as 100 (everyone is a promoter). An NPS above 0 is perceived as good and an NPS of 50 is excellent.
- 40./41. In Spain, we comply with the telecommuting regulations regulated by Law 10/2021, of July 9, reinforced by our own Agreement that defines the regulatory framework for the compensation of expenses by the company.
42. The rules that apply to the Cabify travel voucher available to employees each month are set out in a policy to that effect.
43. Leave taken in its entirety, but divided into weekly periods or part-time by means of formulas such as reduced working hours.
44. Unless expressly agreed by the Committee of Equality and Diversity to modify its current form.
45. Excepto Argentina.
46. Results of the European Investment Bank (EIB) Climate Survey 2022-2023.
47. The conclusion taken from the Global Survey that we carry out periodically to monitor the opinions of our passengers and driving users across all markets. The main purpose of this omnibus study is to understand how our value proposition is perceived by them and whether it is aligned with their expectations and needs. This allows us to make decisions based on the knowledge and experience in a way that is both measurable and continuous over time.
48. The conclusion taken from the Global Survey that we carry out periodically to monitor the opinions of our passengers and driving users across all markets.
49. The conclusion taken from the Global Survey that we carry out periodically to monitor the opinions of our passengers and driving users across all markets.
50. This prestigious report combines the conclusions of three expert evaluations published between 2021 and 2022, which analyzed the scientific data, impacts, and mitigation of climate change. These reports sought to provide clarity to policy makers for when they consider taking new measures.
51. UNEP’s ‘2023 Emissions Gap’ report and the UN’s ‘Comprehensive NDC compilation report.’
52. All this data was extracted from a study carried out by Greenpeace, by means of COP28.
53. The United Nations reflect this in their webpage dedicated to climate action.
54. The ‘Transport Tracking Progress 2022’ report by the IEA (International Energy Agency).
55. Data offered by the United Nations regarding SDG 11: ‘Succeeding in making cities more inclusive, safer, more durable, and more sustainable.’
56. In the publication ‘The transport and sustainable mobility sector. Innovation in achieving the 2030 Agenda’, published in ‘SDG Year 7. Innovation in achieving the 2030 Agenda: new sustainable business models.’
57. The hot hire technology refers to technological developments, realized by Cabify, to optimize consecutive trips.
58. Data from the International Energy Agency (IEA).
59. The global data comes from an estimate by the IEA (International Energy Agency), in their analysis of road transport published in the ‘Net Zero Roadmap’ report. The estimate for Spain comes from MITECO, in their informative note on the *Advance of GHG emissions in the year 2022*. Lastly, the data for Latin America came from the “Transport 2050: the road to decarbonization and climate resilience in Latin America and the Caribbean” report from the Inter-American Development Bank (IDB).
60. After a recalculation, our index in Latin America in 2022 was 144,2 g CO₂ /km. In Spain, the index of 95,9 g CO₂ /km remains valid.
61. Electricity from guaranteed 100% renewable sources, certified by the National Markets and Competition Commission.
62. We used the American EPA’s GHG equivalency calculator to perform this conversion.
63. The article ‘How much air do we breathe every day?’ by Muy Interesante magazin.
64. Comparatively, regarding the average carbon dioxide (CO₂) emissions of passenger cars registered in Spain during 2022, according to public information.
65. After a recalculation, our index in Latin America in 2022 was 144,2 g CO₂/km. In Spain, the index of 95.9g CO₂/km. remains valid.
66. In Spain, the vehicle park is 14 years old and the emission factor of vehicles registered in 2009 was 173 g CO₂/km traveled according to the Annual Report of ANFAC.
67. In Colombia in 2019, the emissions index was 165 g CO₂ /kmm according to the *Energy efficiency in lightweight vehicles in Colombia in 2022 report*.
68. Including the total cost of ownership (TCO), taking into account the costs of operation, acquisition, energy and fuel, maintenance, insurance, and leasing for validation of the financial viability of the model for driving users.
69. Changes in energy prices for the different models in the fleet, and increased availability of the models and their necessary infrastructure.
70. Providing continuous feedback to manufacturers by addressing their development with usability at the core fleet, establishing parameters for their implementation - habitability, autonomy and charging capacity - and testing EVs to identify improvements.
71. Promoting access and supporting the inquisition into the power need.
72. Supporting the development of faster and more efficient charging methods.
73. Establishing agreements with different financial entities to get credit for VE projects. Carrying out increased risk assessments with linked contracts, and negotiating competitive interest rates and reduced entry fees.
74. Adapting the reading hardware to the new MCU (motor control unit) standards, and integrating them with the charging station maps.
75. According to the data of the *Vehicle fleet by engine type report* by UNESPA, in collaboration with Centro Zaragoza.
76. Included in the ‘III Report: Electric mobility in Spain. The current situation, and challenges to tackle’, published by OBS Business School in 2023
77. According to various publications by ANFAC, the latest being *The electromobility barrier*, which was published in the third quarter of 2023, and this *press release* with market data corresponding to 2023.
78. According to this article by Bloomberg Línea.
79. According to the analysis on electrification carried out in 2022 by *Mobility Portal Latinoamérica*.
80. Based on publications from various sources like MITMA, ANFAC, Ethic, AEDIVE, Portal Movilidad, ACEA, Cinco Días, Somos Eléctricos, or El Periódico de la Energía, as well as our own content.
81. According to a recent study by Cornwell University, the carbon footprint of meetings held online or over the phone is reduced by 94% compared to in-person meetings.
82. Includes unsuccessful completion of the trial period.
83. You can consult all the information related to the GRI 2021 Standards on page 93 of this Report.
84. In Spain, the platform’s technological intermediation service is carried out through Miurchi S.L, Prestige & Limousine, and Cabify España S.L.

4.2 Cabify Foundation

In November, we began the activities of our own foundation, reinforcing our environmental, social, and technological commitment to generate a positive impact beyond mobility.

It is estimated that 7 out of 10 people may live in urban areas by 2050, an expansion that gives cities an increasingly important role in the fight against climate change and in shaping how their inhabitants coexist.

In 2023, we launched the Cabify Foundation with the goal of driving change in urban spaces and improving the way we inhabit our cities. Because cities are for people, we want to contribute to making the city of the future an ally for the health of the planet and the well-being of those who live on it.

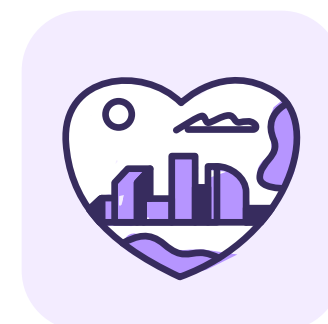
Restoring cities for people

This is what we do We design and support urban transformation or preservation projects, through innovation and technology, to promote a better, sustainable, empathetic, collaborative, and innovative way of living in the city.



WE PROTECT WHAT WE WANT MOST

The city forms part of a greater ecosystem. We want to protect areas of special environmental value inside and outside urban spaces in order to indirectly protect our health.



WE REVITALIZE CITIES.

We promote the renovation of communal spaces to boost life and relationships in cities. We grow with the city, especially with young people and more vulnerable groups. We pursue tangible improvements in neighborhoods and close environments.




DOORS OPEN TO INNOVATION.


Technology and innovation are key tools for the cities of the future. We will create open spaces for collaborations, in order to find new solutions to long-standing problems.


Projects: more active, exhausting, and healthy spaces.


With our work and the support of other projects, we seek to generate sustainable change over time that positively impacts both the way in which people inhabit cities, and our relationship with the urban or rural environment.


We participate in initiatives that build more active, welcoming and healthy neighborhoods and cities for everyone and we rely on technology and innovation to make them tools available to everyone.

 **Cabify forest - Reforestation foundation (2023/2024)**
We will donate 1,000 native trees to benefit communities in Southern Chile, and corporate volunteering in the Santiago Metropolitan Region.

 **Restoration project -Pure Land Environmental Foundation +AMP; CO₂ Revolution (2023/2024)**
In the municipalities of Cerdedo-Cotobade (Pontevedra) and Avión (Ourense), forest restoration under international standards of more than 200 hectares with 231,000 native tree specimens.

 **Saving the Amazon (2023)**
The planting and conservation of trees by indigenous communities of the Amazon (in the Vaupés Region), to restore the jungle ecosystem and boost the local economy.

 **Cabify Forest Foundation - Majocca Foundation (2023)**
Reforestation, maintenance, and care, with the participation of civil society and volunteers, of a semi-urban area in Puebla.

 **The Project in Cañete (Lima) - Tree Network Foundation (2023/24)**
Repopulating areas of the forests affected by human or environmental impact in Lima. The action includes planting trees, 4 years of irrigation, and volunteering.

We know the reality of cities, and we work to improve them.

And who better than our board to tell you how we are going to improve them...

“With the Cabify Foundation, we will bring our commitment closer to the cities, their inhabitants, and the environment around us. We want to protect the environment and enhance life and relationships in cities.”

Juan de Antonio,
Founder of Cabify

“We want cities to be better for the people who live in them, and we aim to achieve this not only through mobility. With Fundación Cabify, we want to create positive change where life is lived.”

David Pérez,
Senior VP Stakeholder Relations

“Cities change, and we want to help them grow in the best way possible. That’s why, through Fundación Cabify, we want to collaborate with different entities to ensure that the change is lasting.”

Vicente Pascual,
VP of Logistics

[+ Learn more about Cabify Foundation](#)

4.3 Materiality analysis: how we did it

2019 was the first year we conducted a materiality analysis at Cabify. However, the world – and we – move very quickly, and both internal and external contexts change rapidly, especially in the realm of sustainability. In the mobility sector, global business trends and sustainability trends have been converging year after year, contributing to the alignment of both areas.

Therefore, at the end of 2021, we decided it was time to update the most relevant sustainability issues for us. To this end, we conducted a detailed analysis of various topics and evaluated their impact considering two perspectives: from Cabify outward – on people and the planet – and from the outside – from people and the planet – on Cabify. We did this in a more profound and specific manner than before.

1. IDENTIFICATION OF STANDARDS FOR CONDUCTING MATERIALITY ANALYSIS.

To develop this work, we studied and were guided by the methodologies and frameworks of the Sustainability Accounting Standards Board (SASB), Global Reporting Initiative (GRI), and the European Financial Reporting Advisory Group (EFRAG).

We especially emphasized applying a double materiality approach that considers both how sustainability affects our business and how our business affects people and the environment.

Additionally, we considered our sector, the tech industry, and the impact it generates on the transportation sector.

2. DEFINITION OF OUR STAKEHOLDER GROUPS

We identified the groups we interact with to analyze their sustainability requirements and trends.

- Employees
- Drivers (driver users and collaborating taxi drivers) and vehicle fleets
- Individual and corporate users
- Society
- Investors, financiers, and analysts
- Regulators and supervisors
- Suppliers

3. ANALYZING CABIFY'S OUTWARD IMPACT

We analyzed 32,066 responses from all the stakeholder groups mentioned above to understand which issues Cabify impacts the most on society and the environment. Additionally, we weighted the relevance of each stakeholder group in the final result to reflect reality more accurately.

We used the following information sources:

- Surveys to stakeholder groups
- Tender processes
- Complaints and claims
- Current and potential legislative requirements, such as CSRD
- Public Administration plans, such as ESMA and CNMV
- Investor and financier requirements
- Sustainability studies of our sector from recognized sources such as the UN, WEF, Corporate Excellence, SASB, WBCSD, and GRI
- News in the media
- Social listening

4. ANALYZING THE OUTSIDE IMPACT ON CABIFY

To do this, we consulted those who know best: the people who make up Cabify. As in the previous case, we weighted the relevance of each analyzed source in the final result to reflect reality more accurately.

We used the following information sources:

- Top Management survey
- Workshops and surveys with Sustainability Champions from each country
- Business objectives

5. DEVELOPMENT AND VALIDATION OF THE MATERIALITY MATRIX

We developed a materiality matrix that considers both Cabify's outward impact and the outside impact on Cabify, identifying and prioritizing material issues. A total of 46 issues were identified, from which 20 were finally selected to form our materiality matrix.

This materiality analysis was conducted at the end of 2021, intending to cover the same years as Cabify's current Sustainable Business Strategy, from 2022 to 2025. To keep this materiality analysis up-to-date, we annually evaluate the changes that have occurred, both external and internal, and apply necessary modifications to the materiality analysis if needed.

4.4 Our Inner Workings, Up Close

Total Number of Employees at Year-End

SPAIN

| GENERATION | MAN | WOMAN | TOTAL: | % |
|--------------|------------|------------|------------|--------------|
| Baby Boomer | 2 | 1 | 3 | 0.2% |
| Generation X | 40 | 15 | 55 | 4.5% |
| Millennial | 234 | 132 | 366 | 29.7% |
| Generation Z | 79 | 62 | 141 | 11.4% |
| Total | 355 | 210 | 565 | 45.9% |

LATIN AMERICA

| GENERATION | MAN | WOMAN | TOTAL: | % |
|--------------|------------|------------|------------|--------------|
| Baby Boomer | 0 | 0 | 0 | 0.0% |
| Generation X | 10 | 18 | 28 | 2.3% |
| Millennial | 161 | 175 | 336 | 27.3% |
| Generation Z | 124 | 179 | 303 | 24.6% |
| Total | 295 | 372 | 667 | 54.1% |

TOTAL **650** **582** **1,232** **100%**

SPAIN

| CATEGORY | MAN | WOMAN | TOTAL: | % |
|-----------------------------|------------|------------|------------|--------------|
| Upper Management Executives | 14 | 3 | 17 | 1.4% |
| Middle Management | 71 | 33 | 104 | 8.4% |
| Operational Positions | 195 | 104 | 299 | 24.3% |
| Total | 355 | 210 | 565 | 45.9% |

LATIN AMERICA

| CATEGORY | MAN | WOMAN | TOTAL: | % |
|-----------------------------|------------|------------|------------|--------------|
| Upper Management Executives | 5 | 0 | 5 | 0.4% |
| Middle Management | 28 | 10 | 38 | 3.1% |
| Operational Positions | 102 | 95 | 197 | 16% |
| Total | 160 | 267 | 427 | 34.7% |

TOTAL **650** **582** **1,232** **100%**

* **Baby Boom (BB):** 1949-1968
Generation X (GX): 1969-1980
Millennial (ML): 1981-1993
Generation Z (GZ): 1994-2010

AD= Senior Management
DR= Managers
MI= Middle Management
PO= Operational Positions

Type of contract at year-end

SPAIN

| CONTRACT | TIME | MAN | WOMAN | TOTAL: |
|--------------|-----------|------------|------------|------------|
| Indefinite | Full Time | 354 | 207 | 561 |
| | Part Time | | 2 | 2 |
| Temporary | Full Time | | | 0 |
| | Part Time | | | 0 |
| Work | Part Time | 1 | 1 | 2 |
| | | | | |
| Total | | 355 | 210 | 565 |

LATIN AMERICA

| CONTRACT | TIME | MAN | WOMAN | TOTAL: |
|--------------|-----------|------------|------------|------------|
| Indefinite | Full Time | 259 | 344 | 603 |
| | Part Time | | | 0 |
| Temporary | Full Time | 32 | 20 | 52 |
| | Part Time | | | 0 |
| Work | Part Time | 4 | 8 | 12 |
| | | | | |
| Total | | 295 | 372 | 667 |

Reasoning for the calculation: people with a contract compliant with Spanish legislation, who report to the HQ or Spain, whether they work remotely or in-office.

Type of contract on average

SPAIN

| CONTRACT | TIME | MAN | WOMAN | TOTAL |
|--------------|-----------|------------|------------|------------|
| Indefinite | Full Time | 419 | 228 | 647 |
| | Part Time | | 2 | 2 |
| Temporary | Full Time | | | 0 |
| | Part Time | | 1 | 1 |
| Work | Full Time | 3 | 1 | 4 |
| | | | | |
| Total | | 422 | 232 | 654 |

| CONTRACT | TIME | BB | GX | GZ | ML | TOTAL |
|--------------|-----------|----------|-----------|------------|------------|------------|
| Indefinite | Full Time | 3 | 64 | 424 | 156 | 647 |
| | Part Time | | | | 2 | 2 |
| Temporary | Full Time | | | | | 0 |
| | Part Time | | | | 1 | 1 |
| Work | Full Time | | | | 4 | 4 |
| | | | | | | |
| Total | | 3 | 64 | 424 | 163 | 654 |

| CONTRACT | TIME | AD | DR | MI | PO | TOTAL |
|--------------|-----------|-----------|------------|------------|------------|------------|
| Indefinite | Full Time | 18 | 118 | 346 | 165 | 647 |
| | Part Time | | | | 2 | 2 |
| Temporary | Full Time | | | | | 0 |
| | Part Time | | | | 1 | 1 |
| Work | Full Time | | | | 4 | 4 |
| | | | | | | |
| Total | | 18 | 118 | 346 | 172 | 654 |

LATIN AMERICA

| CONTRACT | TIME | MAN | WOMAN | TOTAL |
|--------------|-----------|------------|------------|------------|
| Indefinite | Full Time | 334 | 442 | 776 |
| | Part Time | | | 0 |
| Temporary | Full Time | 44 | 29 | 73 |
| | Part Time | | | 0 |
| Work | Full Time | 7 | 9 | 16 |
| | | | | |
| Total | | 385 | 480 | 865 |

| CONTRACT | TIME | BB | GX | GZ | ML | TOTAL |
|--------------|-----------|----------|-----------|------------|------------|------------|
| Indefinite | Full Time | | 29 | 378 | 369 | 776 |
| | Part Time | | | | | 0 |
| Temporary | Full Time | 1 | 5 | 46 | 21 | 73 |
| | Part Time | | | | | 0 |
| Work | Full Time | | | 1 | 15 | 16 |
| | | | | | | |
| Total | | 1 | 34 | 425 | 405 | 865 |

| CONTRACT | TIME | AD | DR | MI | PO | TOTAL |
|--------------|-----------|----------|-----------|------------|------------|------------|
| Indefinite | Full Time | 3 | 42 | 230 | 501 | 776 |
| | Part Time | | | | | 0 |
| Temporary | Full Time | 2 | 5 | 24 | 42 | 73 |
| | Part Time | | | | | 0 |
| Work | Full Time | | | 1 | 15 | 16 |
| | | | | | | |
| Total | | 5 | 47 | 255 | 558 | 865 |

Average salary and pay gap (\$)

| SPAIN | | | |
|-----------------------|--------|--------|---------------|
| PROFESSIONAL CATEGORY | MAN | WOMAN | GAP |
| Executives | 83,101 | 78,961 | 4.98% |
| Middle Management | 54,065 | 45,905 | 15.09% |
| Operational Positions | 28,429 | 30,152 | -6.06% |
| LATIN AMERICA | | | |
| PROFESSIONAL CATEGORY | MAN | WOMAN | GAP |
| Executives | 65,972 | 57,684 | 12.56% |
| Middle Management | 26,543 | 22,755 | 14.27% |
| Operational Positions | 10,439 | 7,504 | 28.11% |

Upper management follows an internal classification. It is in no way considered to have any type of legal connection, in accordance with current labour legislation.

As there is only one director in senior management, information regarding the average remuneration at this professional level is not included.

Within the remuneration policy, the delivery of stock options is included in accordance with organizational criteria, depending on our internal classification by levels. As well as performance, which is considered above average, for the sake of an equitable and equal distribution for all the company's employees.

Ratio between standard entry level wage and local minimum wage (\$)

| COUNTRY | MAN | WOMAN | SMI (HOM) | SMI (MUJ) |
|-----------|--------|--------|-----------|-----------|
| Argentina | 3,528 | 2,748 | 0.53 | 0.42 |
| Chile | 12,348 | 11,017 | 2.05 | 1.83 |
| Colombia | 4,798 | 4,149 | 1.26 | 1.09 |
| Spain | 16,900 | 19,080 | 1.03 | 1.16 |
| Mexico | 10,889 | 10,308 | 1.64 | 1.56 |
| Peru | 6,159 | 6,159 | 1.41 | 1.41 |
| Uruguay | - | 20,307 | - | 3.22 |

Employee turnover Rate during the period

| SPAIN | | | |
|-----------------------|------------|------------|------------|
| GENERATION | MAN | WOMAN | TOTAL |
| Baby Boomer | 0% | 0% | 0% |
| Generation X | 10% | 6% | 9% |
| Millenial | 8% | 6% | 8% |
| Generation Z | 10% | 4% | 7% |
| Total | 9% | 6% | 8% |
| PROFESSIONAL CATEGORY | | | |
| PROFESSIONAL CATEGORY | MAN | WOMAN | TOTAL |
| Upper Management | 0% | 0% | 0% |
| Executives | 10% | 3% | 8% |
| Middle Management | 8% | 5% | 7% |
| Operational Positions | 11% | 8% | 9% |
| Total | 9% | 6% | 8% |
| LATIN AMERICA | | | |
| GENERATION | MAN | WOMAN | TOTAL |
| Baby Boomer | 100% | | 100% |
| Generation X | 29% | 10% | 18% |
| Millenial | 20% | 22% | 21% |
| Generation Z | 27% | 25% | 25% |
| Total | 24% | 23% | 23% |
| PROFESSIONAL CATEGORY | | | |
| PROFESSIONAL CATEGORY | MAN | WOMAN | TOTAL |
| Upper Management | 0% | | 0% |
| Executives | 24% | 10% | 21% |
| Middle Management | 22% | 25% | 24% |
| Operational Positions | 25% | 22% | 23% |
| Total | 24% | 23% | 23% |

Rotation: Employees who have rescinded their labor links voluntarily

Number of layoffs⁸²

| SPAIN | | | |
|-----------------------|-----------|-----------|-----------|
| GENERATION | MAN | WOMAN | TOTAL: |
| Baby Boomer | 0 | 0 | 0 |
| Generation X | 3 | 0 | 3 |
| Millenial | 21 | 6 | 27 |
| Generation Z | 6 | 4 | 10 |
| Total | 30 | 10 | 40 |
| PROFESSIONAL CATEGORY | | | |
| PROFESSIONAL CATEGORY | MAN | WOMAN | TOTAL |
| Upper Management | 0 | 1 | 1 |
| Executives | 4 | 0 | 4 |
| Middle Management | 19 | 5 | 24 |
| Operational Positions | 7 | 4 | 11 |
| Total | 30 | 10 | 40 |
| LATIN AMERICA | | | |
| GENERATION | MAN | WOMAN | TOTAL: |
| Baby Boomer | 1 | | 1 |
| Generation X | 3 | | 3 |
| Millenial | 23 | 21 | 44 |
| Generation Z | 21 | 30 | 51 |
| Total | 48 | 51 | 99 |
| PROFESSIONAL CATEGORY | | | |
| PROFESSIONAL CATEGORY | MAN | WOMAN | TOTAL |
| Upper Management | | | 0 |
| Executives | 7 | | 7 |
| Middle Management | 14 | 12 | 26 |
| Operational Positions | 27 | 39 | 66 |
| Total | 48 | 51 | 99 |

New hires

SPAIN

| GENERATION | MAN | WOMAN | TOTAL: |
|--------------|-----------|-----------|------------|
| Baby Boomer | | | 0 |
| Generation X | 6 | 3 | 9 |
| Millennial | 46 | 27 | 73 |
| Generation Z | 30 | 27 | 57 |
| Total | 82 | 57 | 139 |

| PROFESSIONAL CATEGORY | MAN | WOMAN | TOTAL: |
|-----------------------|-----------|-----------|------------|
| Upper Management | | 1 | 1 |
| Executives | 12 | 5 | 17 |
| Middle Management | 43 | 22 | 65 |
| Operational Positions | 27 | 29 | 56 |
| Total | 82 | 57 | 139 |

LATIN AMERICA

| GENERATION | MAN | WOMAN | TOTAL: |
|--------------|------------|------------|------------|
| Baby Boomer | | | 0 |
| Generation X | 5 | 4 | 9 |
| Millennial | 75 | 78 | 153 |
| Generation Z | 91 | 122 | 213 |
| Total | 171 | 204 | 375 |

| PROFESSIONAL CATEGORY | MAN | WOMAN | TOTAL: |
|-----------------------|------------|------------|------------|
| Upper Management | | | 0 |
| Executives | 8 | 1 | 9 |
| Middle Management | 45 | 41 | 86 |
| Operational Positions | 118 | 162 | 280 |
| Total | 171 | 204 | 375 |

Parental leave

SPAIN

| CHILD PARENTAL LEAVE | MAN | WOMAN | TOTAL: |
|------------------------|-----------|-----------|-----------|
| Total time taken off | 35 | 11 | 46 |
| Partial time taken off | 3 | 0 | 3 |
| Total | 38 | 11 | 49 |

LATIN AMERICA

| CHILD PARENTAL LEAVE | MAN | WOMAN | TOTAL: |
|------------------------|----------|-----------|-----------|
| Total time taken off | 4 | 13 | 17 |
| Partial time taken off | | | 0 |
| Total | 4 | 13 | 17 |

Training and development

Total training hours for the year

SPAIN AND LATIN AMERICA

| PROFESSIONAL CATEGORY | SPAIN | LATIN AMERICA |
|-----------------------|---------------|---------------|
| Upper Management | 149 | 62 |
| Executives | 764 | 224 |
| Middle Management | 5,834 | 6,576 |
| Operational Positions | 7,294 | 795 |
| Total | 14,042 | 7,656 |

Health and safety

Workplace accidents and illnesses

SPAIN

| CONTINGENCIES WITH SICK LEAVE | TOTAL: |
|---|--------|
| Workplace accidents per day: | 1 |
| Workplace accidents during commute: | 0 |
| Workplace illnesses: | 0 |
| Number of cases of (common) illnesses in men: | 37 |
| Number of cases of (common) illnesses in women: | 31 |
| Workplace accidents: | 1 |
| Repeated accidents: | 0 |


Number and index of absenteeism

SPAIN (total hours: 14,184)

Index of complete absenteeism by common contingencies: 0.91%


4.5 Transparency in this report: what you see and what there is


If you have reached this point, we want to thank and congratulate you. You already have the LPC badge (Premium and Constant Reader) endorsed by the Cabify team and we love to know that sustainability interests you as much as we do. This Sustainability Report is prepared with great care and, without losing sight of national and international reporting standards that help us to transparently tell you our contributions to that concept that we have talked so much about in these pages: sustainable development.


 **Current legislation**
We comply with all the requirements in terms of reporting non-financial information, in accordance with Law 11/2018 from December the 28th.

 **Global Reporting Initiative (GRI) Directories**
These represent global best practices for publicly reporting the economic, environmental and social impacts of an organization. We ensure maximum transparency by using the so-called GRI 2021⁸³ Standards in its 'essential' reporting option, and in defining the content and quality of this report we follow its principles:

- Accuracy
- Balance
- Clarity
- Reliability
- Comparability
- Completeness
- Punctuality
- Sustainability context

 **The Global Compact of the United Nations**
We follow the guidelines of the Spanish Network of the Global Compact – it brings together all Spanish entities adhering to the Global Compact –, which we have been a part of since 2018, and the 17 Sustainable Development Goals (SDGs) of the UN Agenda 2030. In 2023 we renewed our commitment to this initiative and its Ten Principles for another year, applying the Principles of the Global Compact and serving as a report for the Progress Report.

 **Accessible report**
This document incorporates accessibility features that make it easier for people with disabilities to read.

 **External verification**
Our report is audited externally by AENOR. This external verification of the information the report contains contributes to our transparency and reinforces its veracity.

The Scope of this Report

In Spain we report information related to 2023 mainly for the company Cabify España, S.L.⁸⁴ and in Latin America the operation of the region as a solidified market. This report will form part of the management report presented to the Commercial Registry for Cabify España, S.L.

4.6 Contents of the Non-Financial Information Statement

| INFORMATION REQUESTED * | GRI REPORT CRITERIA | REFERENCED 2023 |
|--|---------------------|--|
| GENERAL INFORMATION | | |
| Business environments | GRI 2-6 | We are Cabify What are we? What do we believe in? |
| Organization and structure | GRI 2-1 | This is how we organize ourselves: who is who How are we organized? |
| Operation markets | GRI 2-1 | Cabify in the world |
| Goals and strategies | GRI 2-22 | CEO Charter We are Cabify Sustainable Business Strategy 22-25; |
| Factors and trends | GRI 2-6 | This is how we contribute to economic development |
| Policies | GRI 2-23 | Sustainable Business Strategy 22-25; Integrity-based corporate culture |
| Key results of our policies/indicators | GRI 2-24 | Prosperity: highlights and figures People: highlights and figures The planet: highlights and figures |
| Risks and impacts | GRI 2-16 | Challenges + risks = opportunities |
| Reporting brand | GRI 2-2 | The Scope of this Report |
| | GRI 2-3 | The Scope of this Report |
| | GRI 2-4 | There have been no relevant updates to the 2022 information |
| | GRI 2-5 | Verification report |

| INFORMATION REQUESTED * | GRI REPORT CRITERIA | REFERENCED 2023 |
|---|---------------------|---|
| ENVIRONMENTAL QUESTIONS | | |
| GENERAL DETAILED INFORMATION | | |
| Current and foreseeable effects of the company's activities on the environment, and, where applicable, health and safety. | GRI 3-3 | Climate crisis: What point are we at? |
| Proceedings on environmental evaluation or certification. | GRI 3-3 | Our commitment to climate matters |
| Resources dedicated to the prevention of environmental risks. | GRI 3-3 | Our commitment to climate matters |
| Application of the principle of precaution | GRI 3-3 | Our commitment to climate matters |
| Amount of provisions and guarantees for environmental risks. | GRI 3-3 | There are no provisions related to environmental risks. |
| POLLUTION | | |
| Measures to prevent, reduce, or redistribute emissions that severely affect the environment. | GRI 305-5 | Our commitment to climate matters Step 3: Offset |
| CIRCULAR ECONOMY, AND THE PREVENTION AND MANAGEMENT OF WASTE | | |
| Preventative measures, recycling, reusing, and any other forms of recovery and waste disposal | - | No material according to Cabify's 2021 materiality analysis |
| Actions to combat food waste | - | No material according to Cabify's 2021 materiality analysis |

| INFORMATION REQUESTED * | GRI REPORT CRITERIA | REFERENCED 2023 |
|--|---------------------|---|
| SUSTAINABLE USE OF RESOURCES | | |
| Water consumption and supply according to local limitations | - | No material according to Cabify's 2021 materiality analysis |
| Raw material consumption, and the measures taken to improve efficiency with which they're used | - | No material according to Cabify's 2021 materiality analysis |
| Direct and indirect consumption of energy | GRI 302-1 | In our offices (scope 2) |
| Measures taken to improve energy efficiency | GRI 302-4 | In our offices (scope 2) |
| | GRI 302-5 | Step 2: Reduce |
| Use of renewable energies | GRI 302-1 | In our offices (scope 2) |

*Information requested by law 11/2018 from the 28th of December

| Step 1: Measure | GRI REPORT CRITERIA | REFERENCED 2023 |
|--|---------------------|---|
| CLIMATE CHANGE | | |
| Greenhouse gas emissions | GRI 305-1 | Step 1: Measure |
| | GRI 305-2 | Step 1: Measure |
| | GRI 305-3 | Step 1: Measure |
| | GRI 305-4 | Step 1: Measure |
| Measures adopted to adapt to the consequences of climate change. | GRI 3-3 | Our commitment to climate matters |
| Voluntarily established reduction goals in the medium and long term to reduce emissions and means implemented for this purpose | GRI 305-5 | Our commitment to climate matters Step 2: Reduce |
| PROTECTION OF BIODIVERSITY | | |
| Measures to preserve or restore biodiversity | - | No material according to Cabify's 2021 materiality analysis |
| Impacts caused by their activities or operation in protected areas | - | No material according to Cabify's 2021 materiality analysis |

| Step 1: Measure | GRI REPORT CRITERIA | REFERENCED 2023 |
|---|---------------------|--|
| SOCIAL QUESTIONS RELATED TO EACH PERSON | | |
| EMPLOYMENT | | |
| The total number of employees and their distribution by sex, age and professional classification | GRI 2-7 | This is how we organize ourselves: who is who Our gear, under a magnifying glass |
| | GRI 405-1 | Our gear, under a magnifying glass |
| Total number and distribution of different types of employment contracts. | GRI 2-7 | Our gear, under a magnifying glass |
| Annual average of permanent contracts, temporary contracts, and part time contracts; organized by sex, age, and professional classification | GRI 2-7 | Our gear, under a magnifying glass |
| Number of employees fired organized by sex, age, and professional classification | GRI 401-1 | Our gear, under a magnifying glass |
| Average salaries and their evolution organized by sex, age, and professional classification | GRI 405-2 | Our gear, under a magnifying glass |
| Salary gap | GRI 2-21 | Our gear, under a magnifying glass |
| | GRI 405-2 | Our gear, under a magnifying glass |
| Salaries of equal or average jobs in society | GRI 202-1 | Our gear, under a magnifying glass |
| Average salary of advisors and executives, desegregated by sex | GRI 2-19 | The information about the salaries of executives is found in the corresponding Annual Accounts for the year. |
| Implementation of work disconnection policies | GRI 2-23 | Flexibility |
| | GRI 2-24 | Flexibility |

| Step 1: Measure | GRI REPORT CRITERIA | REFERENCED 2023 |
|---|---------------------|---------------------------|
| Employees with disabilities | GRI 405-1 | Cities without barriers |
| WORK ORGANIZATION | | |
| Work time organization | GRI 2-23 | Our team |
| | GRI 2-24 | Our team |
| Number oh hours marked absent | GRI 403-9 | Health and safety |
| Measures intended to facilitate the enjoyment of coexistence | GRI 401-3 | Reconciliation and family |
| HEALTH AND SAFETY | | |
| Health and safety conditions in the workplace | GRI 403-1 | Health and safety |
| | GRI 403-2 | Health and safety |
| | GRI 403-4 | Health and safety |
| | GRI 403-5 | Health and safety |
| | GRI 403-6 | Our team |
| | GRI 403-8 | Health and safety |
| | GRI 403-9 | Health and safety |
| | GRI 403-10 | Health and safety |
| Workplace accidents, in particular, their frequency and severity, desegregated by sex | GRI 403-9 | Health and safety |
| Workplace illnesses; desegregated by sex | GRI 403-10 | Health and safety |
| SOCIAL RELATIONS | | |
| Social dialogue organization | GRI 2-30 | How are we organized? |
| Percentage of employees covered under a collective agreement by country | GRI 2-30 | How are we organized? |
| Balance of collective agreements | GRI 2-30 | How are we organized? |

| Step 1: Measure | GRI REPORT CRITERIA | REFERENCED 2023 |
|---|---------------------|---------------------------------------|
| TRAINING | | |
| Policies implemented in the field of training | GRI 404-2 | Professional training and development |
| Total amount of hours of professional training | GRI 404-1 | Professional training and development |
| UNIVERSAL ACCESSIBILITY FOR PEOPLE WITH DISABILITIES | | |
| Universal accessibility for people with disabilities | GRI 3-3 | Cities without barriers |
| EQUALITY | | |
| Measures adopted to promote equality in the opportunities offered between men and women | GRI 3-3 | Diversity and Inclusion |
| Measures adopted to promote employment | GRI 404-2 | Professional training and development |
| | GRI 404-3 | Professional training and development |
| Protocols against sexual or sex-based harassment | GRI 2-23 | Diversity and Inclusion |
| Policy against all forms of discrimination | GRI 2-23 | Diversity and Inclusion |



| INFORMATION REQUESTED * | GRI REPORT CRITERIA | REFERENCED 2023 |
|---|---------------------|--|
| RESPECT FOR HUMAN RIGHTS | | |
| Application of procedures of due diligence in matters of human rights. The prevention of risks of human rights violations and, where appropriate, measures to mitigate, manage, and repair possible abuses committed. | GRI 2-23 | Integrity-based corporate culture |
| Human rights violation complaints | GRI 413-2 | Corporate culture and ethical standards |
| Promotion of and compliance with the dispositions of the fundamental conventions of the International Labor Organization related to respect for freedom of association and the right to collective bargaining. | GRI 2-24 | How are we organized? |
| The elimination of discrimination in employment and work. | GRI 404-2 | Corporate culture and ethical standards Diversity and Inclusion |
| Elimination of forced or mandatory work | GRI 404-3 | Integrity-based corporate culture |
| The effective abolition of child labor | GRI 2-23 | Integrity-based corporate culture |

| INFORMATION REQUESTED * | GRI REPORT CRITERIA | REFERENCED 2023 |
|---|---------------------|---|
| FIGHTING AGAINST CORRUPTION AND BRIBERY | | |
| Measures adopted to prevent corruption, bribery, and money laundering | GRI 2-23 | Fight against fraud and corruption |
| | GRI 2-26 | Fight against fraud and corruption |
| | GRI 205-2 | Fight against fraud and corruption |
| Contributions to foundations and non-profit entities | GRI 203-1 | Cities to build a community |
| INFORMATION ABOUT SOCIETY | | |
| COMPANY COMMITMENTS TO SUSTAINABLE DEVELOPMENT | | |
| The impact of societal activity on local employment and development | GRI 201-1 | This is how we contribute to economic development |
| | GRI 202-1 | Our gear, under a magnifying glass |
| | GRI 203-2 | Driving users: paths are made by driving More profits |
| | GRI 202-2 | Our driving force and gearing: structure, figures and data |
| The impact of societal activity on local populations and their territories | GRI 203-1 | Welcome multimobility. Passengers, we arrive earlier to make way for you. |
| Relationships maintained with the actors of local communities, and the modalities of dialogue with them | GRI 2-29 | Our stakeholders Cities to build a community |
| Association or sponsorship actions | GRI 2-28 | Joining forces. |

| INFORMATION REQUESTED * | GRI REPORT CRITERIA | REFERENCED 2023 |
|--|---------------------|--|
| SUB-CONTRACTION AND PROVIDERS | | |
| Inclusion of social, gender equality, and environmental issues in our purchasing policy | - | Cabify currently doesn't a purchasing policy in place that includes social, gender equality, or environmental issues. However, a policy to address these issues is expected to be implemented by 2024. |
| Consideration of the social and environmental responsibilities of the providers and sub-contractors we have relationships with | - | Cabify does not currently have a procedure in place that meets these requirements. However, it is expected to be implemented in 2024. |
| Supervision and auditing systems, and their results | - | Cabify does not currently have a system for monitoring and auditing suppliers. |
| CUSTOMERS | | |
| Measures taken for the health and safety of the customers | GRI 416-1 | Safe cities |
| Complaint systems, complaints that are received, and their resolution | GRI 2-25 | Knowing you, listening to you and guiding you. More proximity |
| FISCAL INFORMATION | | |
| Approach to taxes | GRI 207-2 | Economic value distributed |
| Benefits obtained in each country | GRI 207-4 | Economic value distributed |
| Taxes on paid benefits | GRI 207-4 | Economic value distributed |
| Received public grants | GRI 201-4 | Innovation + talent = evolution |

4.7 Verification report

AENOR AENOR

Non-Financial Information Verification Disclosure

AENOR verification Disclosure for

CABIFY ESPAÑA, S.L.


concerning the individual disclosure of non-financial information

SUSTAINABILITY REPORT 2023


according to law 11/2018

for the period ending on December 31, 2023


In Madrid at 2nd August, 2024



Rafael García Meiro
CEO



AENOR CONFIA S.A.U. C/ GÉNOVA 6, 28004 MADRID
Página 1 de 4



CABIFY ESPAÑA, S.L. (hereinafter the organization) with registered office at: CL PRADILLO, 42. 28002 – MADRID has commissioned AENOR to carry out a verification under a limited level of assurance of its Disclosure of Non-Financial Information (hereinafter NFIS) in accordance with Law 11/2018 amending the Commercial Code, the revised text of the Law on Corporations approved by Royal Legislative Decree 1/2010 of 2 July and Law 22/2015 of 20 July on the Auditing of Accounts, with regard to non-financial information and diversity (hereinafter Law 11/2018).

As a result of the verification carried out, AENOR issues this Disclosure, of which the verified NFIS forms part. The Declaration is only valid for the purpose entrusted and reflects only the situation at the time it is issued.

The purpose of the verification is to provide the interested parties with a professional and independent opinion about the information and data contained in the organization's NFIS, prepared in accordance with Law 11/2018.

Responsibility of the organization. The organization was responsible for reporting its non-financial information status in accordance with Law 11/2018. The formulation and approval of the NFIS, as well as its content, is the responsibility of its Governing Body. This responsibility also includes designing, implementing and maintaining such internal control as is deemed necessary to ensure that the NFIS is free from material misDisclosure due to fraud or error, as well as the management systems from which the information required for the preparation of the NFIS is obtained. The organisation, in accordance with the commitment formally undertaken, has informed AENOR that no events have occurred, from the date of the close of the financial year reported in the non-financial report until the date of verification, that might require corrections to be made to the report.

Verification program in accordance with ISO/IEC 17029:2019 AENOR, in accordance with the aforementioned Act, has carried out this verification as an independent provider of verification services. The verification has been developed under the principles of "evidence-based approach, fair presentation, impartiality, technical competence, confidentiality, and accountability" required by the international standard ISO/IEC 17029:2019 "Conformity assessment - General principles and requirements for validation and verification bodies".

Likewise, in the verification program, AENOR has considered the international requirements of accreditation, verification or certification corresponding to the information matters contemplated in the Law:

2014/0839/VNOF-2024

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- European Regulation EMAS (Environmental Verification)
- SA 8000 (international labour principles and rights in accordance with the ILO (International Labour Organization), the Universal Declaration of Human Rights and the Convention on the Rights of the Child. SAAS Procedure 200)
- Environmental Management System (ISO 14001).
- Social Responsibility Management System, IQNet SR 10 and SA8000 schemes
- Quality Management System (ISO 9001).
- Energy Management System (ISO 50001).
- Occupational Health and Safety Management System (ISO 45001).

Additionally, the criteria and information that have been taken into account as a reference to carry out the Verification Program have been:

- 1) Law 11/2018 of 28 December, which amends the Commercial Code, the revised text of the Companies Act approved by Royal Legislative Decree 1/2010 of 2 July, and Law 22/2015 of 20 July on the Auditing of Accounts, with regard to non-financial information and diversity.
- 2) Directive 2014/95/EU of the European Parliament and Council of 22 October 2014 amending Directive 2013/34/EU as regards the disclosure of non-financial information and diversity reporting by certain large companies and certain groups.
- 3) Communication of the European Commission 2017/C 215/01, Guidelines on non-financial reporting (methodology for non-financial reporting)
- 4) the international standard ISO/IEC 17029:2019 Conformity assessment - General principles and requirements for validation and verification bodies
- 5) The criteria established by the global sustainability reporting initiative in the GRI standards where the organisation has opted for this recognised international framework for disclosure of information relating to its corporate social responsibility performance

AENOR expressly disclaims any liability for decisions, investment or otherwise, based on this Declaration.

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During the verification process carried out, under a limited level of assurance, AENOR conducted interviews with the personnel in charge of compiling and preparing the Report and reviewed evidence relating to:

- Activities, products and services provided by the organization.
- Consistency and traceability of the information provided, including the process followed to collect it, sampling information about the reported.
- Completion and content of the disclosure of non-financial information in order to ensure the completeness, accuracy and veracity of its content.
- Letter of Disclosures from the Administrative Body.

The conclusions are therefore based on the results of this sample process, and do not absolve the Organization of its responsibility for compliance with applicable legislation.

The personnel involved in the verification process, the review of findings and the decision to issue this Disclosure have the knowledge, skills, experience, training, supporting infrastructure and capacity to effectively carry out these activities.

CONCLUSION

Based on the foregoing, in our opinion, there is no evidence to suggest that non-financial information included in the statement titled MEMORIA SOSTENIBILIDAD 2023 published as included in annual Financial Directors' report and for information concerning the reporting period, year ended December 31, 2023, does not provide accurate information on the performance of CABIFY ESPAÑA, S.L, in terms of social responsibility content required by Law 11/2018 regarding environmental, social and personnel issues, including the management of equality, non-discrimination and universal accessibility, human rights, the fight against corruption and bribery, and diversity.

4.8 Translation Quality Certificate



Translinguo Creative Group S.L.

TRANSLATION QUALITY CERTIFICATE

Date: 05/06/2024

Certificate: 12/2024

Client: Cabify Spain

Project: Sustainability Report 2023

Source Language: Spanish

Target Language: English

Word Count: 48,228 words

Delivery Date: 05/06/2024

This certificate confirms that the translation of the aforementioned document has been carried out in accordance with the highest quality standards and complies with all the requirements established by ISO 17100:2015 and ISO 9001:2015 standards.

The translation has been carried out by a team of professional translators with extensive experience in the corresponding field. The most appropriate translation techniques have been used to ensure the accuracy, fluency, and naturalness of the translated text.

The following processes have been followed to guarantee the quality of the translation:

- **Analysis of the original text:** An exhaustive analysis of the original text has been carried out to understand its meaning, purpose, and target audience.
- **Translator selection:** A translator with experience in the thematic area of the text and with a perfect command of both languages has been selected.
- **Translation:** The translator has translated the text in a precise and fluent manner, taking into account the characteristics of the target language.

- **Revision:** The translation has been reviewed by an expert reviewer to guarantee its quality and detect any possible errors.
- **Desktop publishing:** The translation has been formatted according to the client's specifications.

As a result of these processes, it can be guaranteed that the translation of the aforementioned document is accurate, fluent, natural, and culturally appropriate.

This certificate is issued as proof of the quality of the translation and Translinguo Creative Group S.L.'s commitment to customer satisfaction.

Madrid, June 5, 2024

Ms. Helen Hadley
Translator

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