

Sustainable multi-mobility, cities with a future



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0.1 CEO'S Letter

Today, we are undergoing a process of re-foundation that crosses all borders and is taking place under the watchful eye and enthusiasm of the new generations. On our horizon, we have great challenges derived from our way of life and that, until now, we had not faced with determination. From Cabify, with the humility and generosity that characterizes this team of more than 900 people, we aspire to play a proactive role in the transformations required by the challenges of the present and the future. This aspiration was the driving force that launched our company in 2011 to improve life in cities. To celebrate these 10 years is to thank the people of our community for their involvement and energy in getting us this far together.

When COVID19 burst into our lives two years ago it seemed like we were back to square one and in 2021 we have continued to prove that it didn't have to be that way. We have done so, moreover, overcoming immense personal pain that will never be forgotten. Confident in the impact we always seek and in our ability to adapt, we have launched worthwhile projects like all those that protect the safety of our community of passengers and driver-users. Because if there is one thing we must not do, it is to take our values for granted. We must constantly nurture them, refund them, to ensure that risks do not take the lead.

Uncertainty can be a brake on innovation if we close our eyes to it instead of looking around us. Despite the difficulties that have tested us in unpredictable ways, we have connected with our environment to advance in the recovery and, moreover, to create new opportunities. Such has been our ability to react that in 2021 our global demand has returned to pre-pandemic levels. And we have achieved this while continuing to innovate. For example, from an urgent need to connect our community for shipping, this year we have evolved to offer a last-mile shipping logistics service for ecommerce and retail companies. There are many businesses, large and small, that have found in online sales an important generation of value.

The lessons learned in any stage of life mark us and I hope that we always open our eyes to them. Looking at another great challenge such as climate change, proactivity is the premise that guides the path of our company. We are the first carbon neutral app since 2018 because we put a number on our footprint to offset it. Although much remains to be done to reverse the environmental imbalance, not everything is yet to be built. We have key know-how and technological development to move steadily forward.

Our environmental goal has set a trend in the sector and today we are working



to promote a completely decarbonized fleet (electric vehicles, hydrogen propulsion...) in Spain and Latin America with linked emission reduction targets. This more efficient fleet integrated into a multi-mobility ecosystem, with multiple transportation alternatives and other services in our app, marks our path to sustainable transformation of urban mobility. In addition, we have joined Science Based Target to ensure our course towards zero net emissions.

Above all, we are a people project. Ten years ago, everyone in the company collaborated to take our mission from the power point to the city. We are a project in which the people who built Cabify can become owners. More than 30% of current employees are achieving this and as talent develops in the company this percentage will grow. The purpose of improving our cities is permanently driving our decisions. And for reasons that are frankly difficult, we have not stopped demonstrating this in recent months.

Precisely in this coming year we will activate our new Sustainable Business Strategy 22-25. The starting point for this exercise is none other than to listen to our stakeholders in order to gain a deeper understanding of their motivations and concerns. We will turn them into tools and all areas of the company will activate, within the framework of this new strategy, projects to make progress in our fight against climate change, to reinforce our commitment to innovation and entrepreneurship, and to promote our commitments to transparency, ethical behavior and diversity. We are determined to strengthen our commitments as a signatory company of the United Nations Global Compact and the 10 principles it represents are fundamental to the path we continue to follow.

Today, once again, an accelerated change is emerging in our industry and at Cabify we are determined to lead it. It is necessary to take action so that cities and urban transport cease to be the focus of a great threat to become great engines of new sustainable and healthy lifestyles. In fact, according to a survey that we have promoted, 70% of citizens think that the private car takes up too much space on the street. Because, although sometimes it is not visible to the naked eye, cities are the ultimate ally to combat climate change and reduce inequalities. We must approach this moment as an opportunity to unlearn everything that has led us to this position and turn mobility into the key accelerator of this change that will not be reversed.

Juan de Antonio
Founder and CEO of Cabify



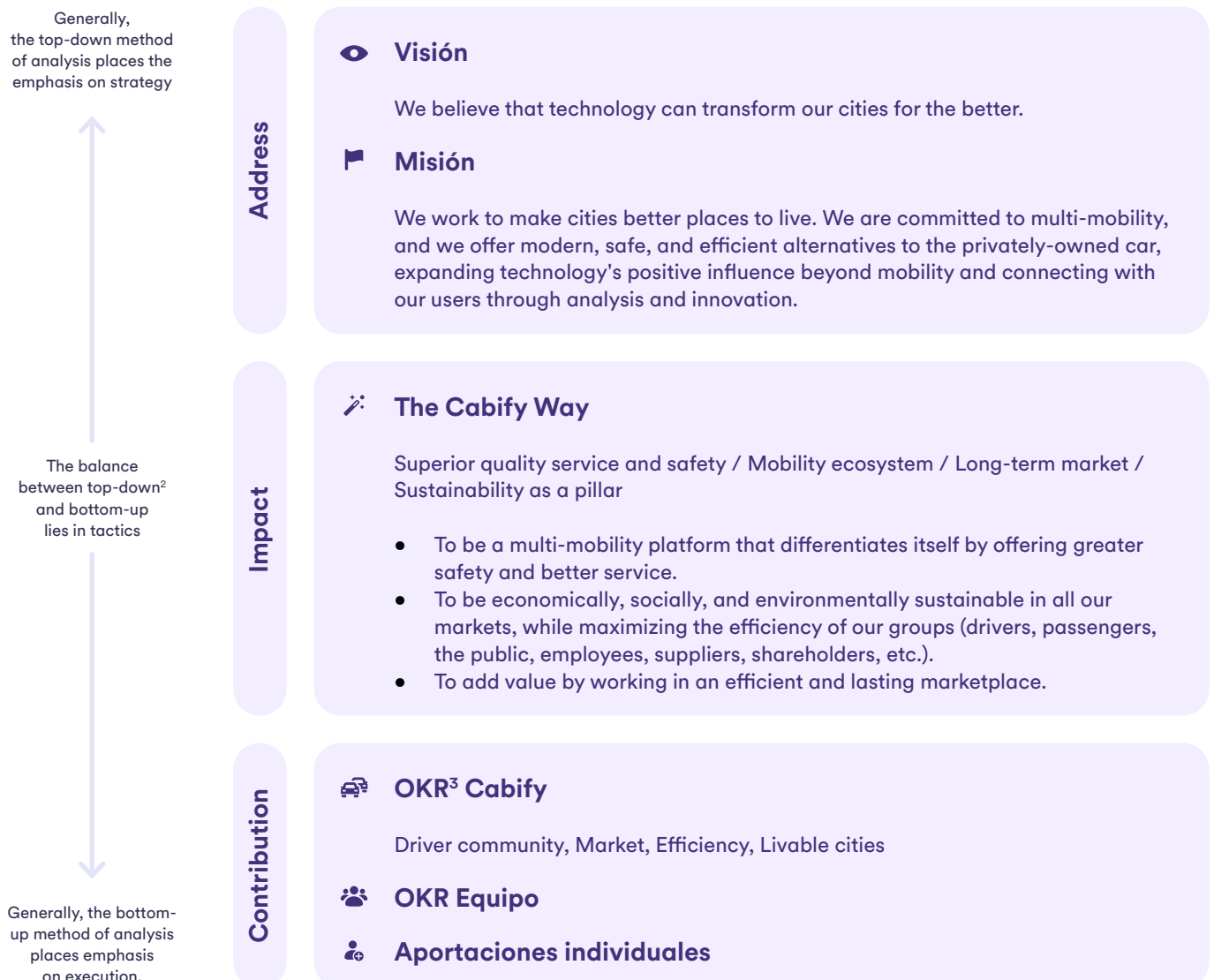
0.2 We Are Cabify

What are we?

It seems an easy question to answer, doesn't it? And it is if we want to be literal. We're a multi-mobility startup. We operate in 40 cities in Spain and Latin America. We're a team of more than 900 people. We reached unicorn¹ status in 2016 and our favorite color is purple, or "moradul", as our corporate color is called.

If we want to delve deeper, the reply becomes a little more complex. We have our own, particular way of reaching Rome, and it's unique and genuine. This is the Cabify Journey, our way of doing what we do, our lifestyle, our way of achieving what we aspire to become.

The Cabify Journey



What do we believe in?

We're convinced that better mobility would make cities more habitable. Mobility based on sustainability, safety, quality, and diversity. Mobility that leaves no-one behind and transforms cities improving them economically, socially, and environmentally. Mobility to believe in.

We want to be an alternative to private car use, and we benefit from continuous analysis, from innovation and the talent to achieve it. We will never tire of projecting the model of the city we believe in. A city we build with you day by day. And thanks to you too.

The Cabify multi-mobility ecosystem

In Spain

Move



CABIFY

The option that combines the best safety and price-quality ratio.



ASAP

As soon as possible. The closest car to you when you request a journey, whether that's a VTC. (Transport Vehicle with Driver) or a taxi with a fixed price



GROUP

Vehicles with capacity for up to 8 people, ideal for getting around as a group.



PLUS

Cabify quality and premium service in high-end vehicles.



KIDS

A vehicle from the Cabify category with children's car seats⁴ for traveling with little ones.



FIXED PRICE TAXI

Service regulated by the corresponding local authorities; with a rate you know before starting your journey.



TAXI ACCESS

Vehicles for passengers with reduced mobility.

Drive



MOTORCYCLE

Electric motorcycles with two helmets.



SCOOTER

Electric, lightweight and comfortable scooters.



WIBLE

A car by the minute, to use for hours or days.⁵

Super



Lola Market is available in our app with this category. Choose products from the different supermarkets available and someone will do your shopping for you.

Courier



Safe and contactless collection and delivery of items at a click.

NEW!

CABIFY GO!

Our first subscription programmer offers different benefits and savings on journeys with our different mobility options, all with the aim of fostering clean and shared mobility as an alternative to private car use. We are the first to launch a subscription plan like this in Spain!⁶

In Latin America

Move

CABIFY (P2P)
The category that combines the best safety and price-quality ratio.⁷

GROUP
Cabify (P2P) with more than four places for traveling in good company.¹⁰

CABIFY CORP
Exclusive service for companies.⁸

CABIFY WOMEN
A category exclusively with female drivers.¹¹

PLUS
Cabify (P2P) of superior quality to our standard service.⁹

TAXI
Category that integrates a taxi service.

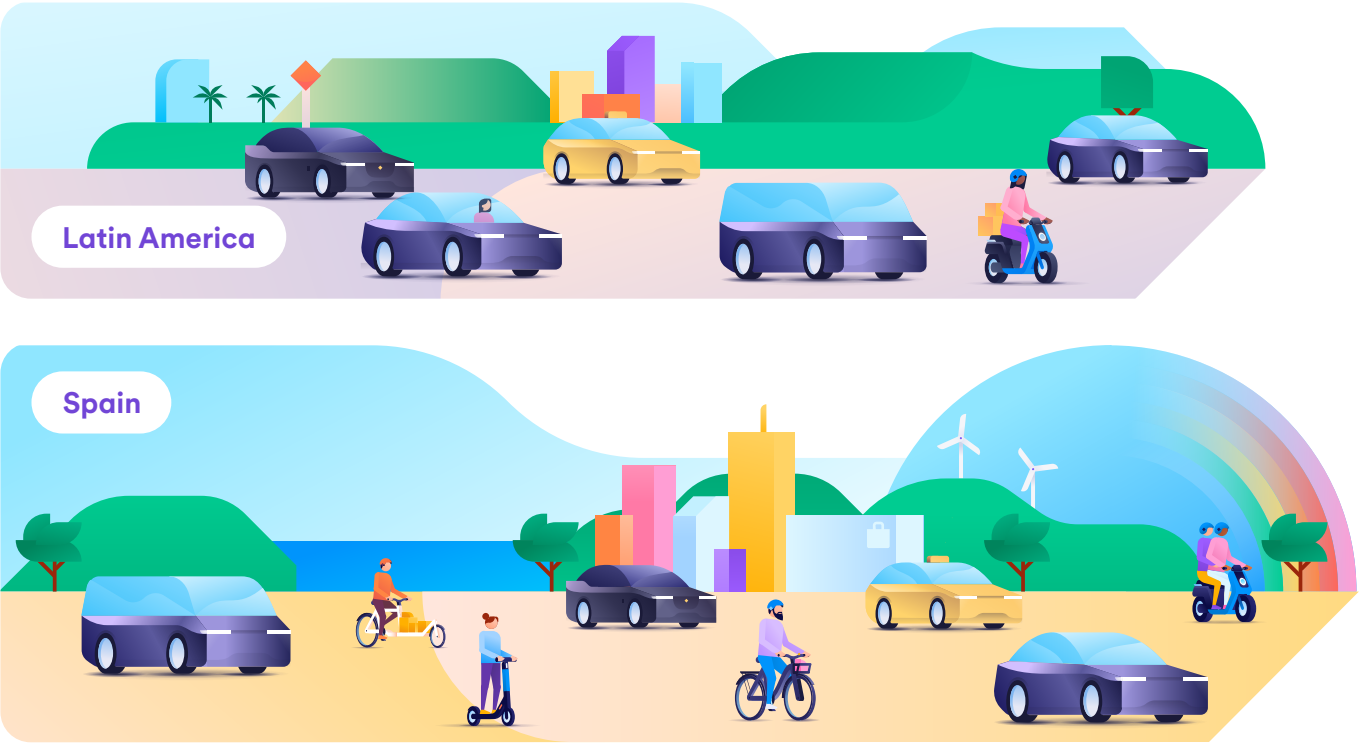
NEW!
CABIFY WOMEN

In Mendoza, Argentina we have launched a sector just for women. In this pilot program, women are behind the wheel and can choose whether or not they wish to drive exclusively for other women. This limited market provides us the verification and analysis of results but above all, guarantee greater safety and trust for our women drivers and their passengers.

Courier

BY CAR
Suitable for sending packages that require space.¹²

BY MOTORCYCLE
The quickest way to send or receive small packages.¹³



Cabify is in 8 countries and 41 cities

In 2021, our different modes of transport have been an option for people with 41 cities in 8 countries (we ceased operations in Brazil in April). We like to think that as you are reading this, it guaranteed that somebody is using our services in every one of these places. In fact, 52% of the Spanish population have access to the VTC service with Cabify



How do we work?

We work for you, constantly thinking about diverse and optimized mobility that improves our cities. Technology is our trump card and our best ally in terms of the impact we seek to have, but it's not everything. The equation is completed by you, whether you're a user, a company, or a driver. The more strength we can gather, the more changes we'll achieve. We hope that these principles inspire you as much as they do us.

Our principles



We improve our cities

We make a positive impact on society



We have an impact

We try to ensure our actions have a positive value



We're humble and positive

And constructive when dealing with mistakes and adversity



We trust, communicate, and develop.

We learn from each other.



We function as co-owners

We are proud of what we have created



We innovate and drive change

We know that innovation requires constant evolution



We contribute and commit

To be flexible in decision-making



We analyze and simplify

This makes us more efficient when it comes to solving problems

This is how we organize ourselves: who's who

Our structure is made up of different areas that make it possible for Cabify to keep rolling and for you to roll with Cabify. Find out who's who and who does what.

1. Ride-Hailing Operations

The all-seeing eye, the key area for growth of the business and management of operations for markets in which we have a presence.

- Growth
 - Branding, design and media
- Client Operations
- LATAM Region
- EU Region

2. Strategic consulting

Steering the ship. Our strategic consultants are like the coaches of the future. They support the different areas so that they all converge on a common goal.

3. New businesses

Always looking ahead, identifying new lines of business that allow us to go on making cities better places to live.

4. People and Culture

Looking after the soul, what we are and what we believe in.

- People
- Public and institutional relations
- Sustainable impact and safety

5. Technology and Product

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

- Product
- Datos
- Design
- Engineering
- Research

6. Finance and Legal

The areas that dodge the storm with coordination and control to ensure that everything flows correctly.

- Finance
- Legal
- Tax

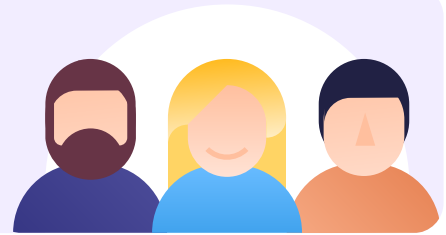


Sustainability: a whole that's the sum of 934 part

Here at Cabify we have a belief brings us together. A common cause with a clear objective: to create a sustainable ecosystem. We have hundreds of employees with the most varied backgrounds and differences, which enriches us but we all place sustainability at the heart of every action, every project, and every decision. Because all of us who work at Cabify are here to build better cities to live in. But someone has to be behind the wheel.

The parent Sustainability team

The parent Sustainability team is made up of three people who drive all sustainability strategy and push the rest of the teams to apply them internally. Let's say they plant the seed so it can germinate. Because sustainability grows from the contribution of every person who works in Cabify.



Champions

They are not alone in their mission to achieve this in all the countries where Cabify is present. Progress would not be possible without the support of the “Champions.” These are the people who lead the sustainability projects in every country and market. They are the ones who put a voice and a face to strategy at local level, adjusting to the needs and realities required in that context, and that give form and life to initiatives like the Women Lite project in Argentina, Women Drivers in Chile; the 1% initiative in Colombia and Peru; or the process of electrification and electromobility that we are developing in Spain and Mexico.



So, keep reading and find out all about what's under the hood at Cabify and how all the parts work for sustainability from a social, environmental, and economic perspective. Keep scrolling!



And we're still rolling with the same enthusiasm and emotion that we had on the first day. Our dream of achieving better mobility and a better city remains more alive than ever, but let's make a quick stop so we can tell you about a couple of other landmarks that reflect our journey to so far... While we continue working on the mobility of tomorrow.

Our origin lies in a question:

Do you need a private car to get around the city?



**42 million
passengers**

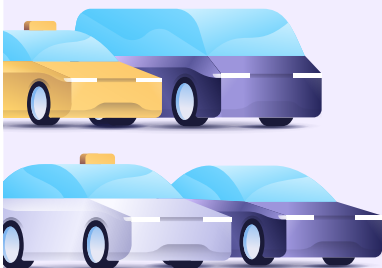


have registered
on our app in a decade.

Over those years

**1.2 milion
drivers**

and taxi drivers have
taken to the streets with
us in collaboration

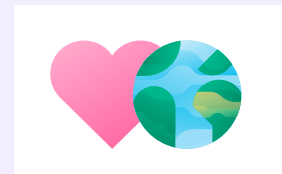


In Spain, we were the first mobility company to introduce electric cars and the first app to integrate with the taxi sector.

4,700 people



have been part of the Cabify team in those 10 years



We are the pioneering carbon neutral mobility platform in Europe and Latin America.

100% accessible



Our app is 100% accessible for blind people and 70,000 people benefit from our accessibility services.

In the last 5 years,
we have invested



**\$31 million
in R&D&I**

2011 🚶

Cabify is launched in Madrid

2012 📍

Arrival in Mexico, Peru, and Chile

2013 📶

Creation of the “Share your journey” function, a great innovation in safety

2014 🏢

We are first mobility solution for companies

2015 ✈️

Arrival in Colombia and launch of *Cabify Air* in Mexico City

2016 🗺️

Expansion to 6 countries in Latin America

2017 🚲

- Addition of Easy Taxi to fine tune our leadership in Latin America
- We become Spain's first unicorn
- MOVO launched

2018 🛡️

- We join the UN Global Compact
- We become carbon neutral

2019 📶

- We become the first Mobility as a Service company in Europe and Latin America
- Integration of the taxi option into our app
- We turn a profit in Q4 for the first time in the history of the sector

2020 📦

- Launch of Cabify Cares in response to Covid, with safety initiatives for drivers and passengers
- Launch of the Shipment category of courier services
- Testing of subscription bicycle service in Madrid

2021 ➡️

You're in the perfect place (this report) to find out all about it!

We evolve as a brand

In 2021, coinciding with our tenth anniversary, we entered a new phase of growth, and we are evolving our positioning and brand identity. We want to continue flying the flag for efficient and sustainable urban mobility that avoids unnecessary journeys and makes the case for being more human. And we will continue to build this based on these pillars:

People orientated

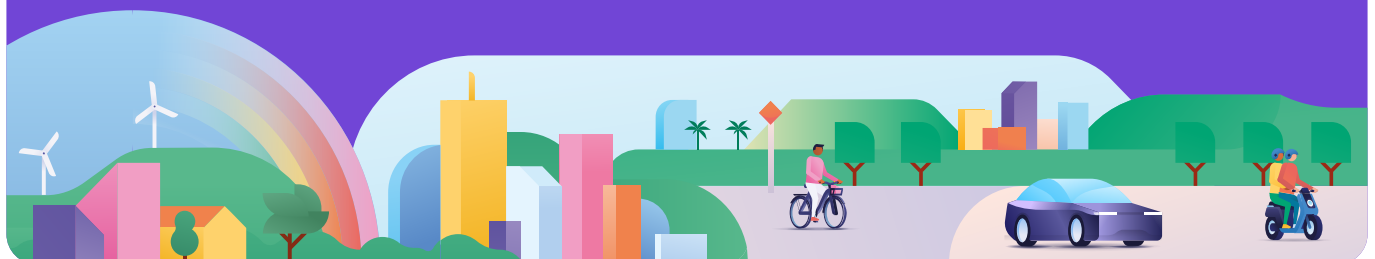
We're committed to the recovery of urban space and the enjoyment of the city on the part of its citizens and we're advancing towards universal accessibility.

Impact on cities

Our multi-mobility ecosystem has a sustainable vision. City journeys cause the lowest impact possible, and our activity generates a positive and tangible impact.

Committed and human mobility

We seek better quality and safety. Our commitment to the environment is absolute. We combine real needs with sustainable tech-based solutions, and we facilitate a mobility that fosters change.



The Cabify community in 2021

Team

934

employees work at Cabify



Behind the wheel

+219,000

partner drivers and collaborating taxi drivers



On board

+5,000,000

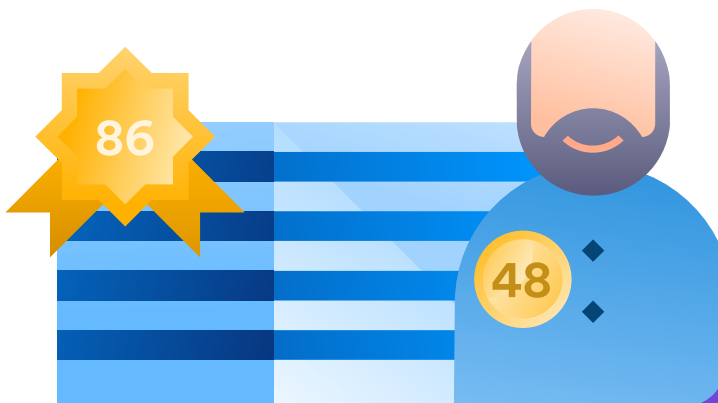
people have used our services



Journeys

+70,000,000

journeys made



For the third year running, Cabify appears in the Merco Company Ranking, which recognizes the companies with the best corporate reputation in Spain, occupying position number 86 and the only entry in our sector in 2021. Juan de Antonio, CEO of Cabify, was also listed at 48th in the Merco Leaders rankings, rising 5 places.

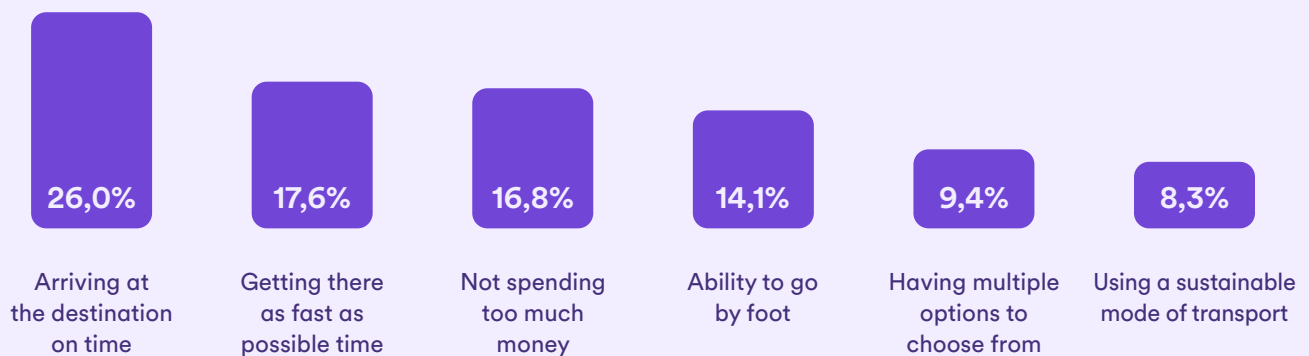
0.3 The reality that moves us

We like to offer solutions. Attempting to convert problems into opportunities is always the challenge that motivates us. Cities and mobility are not exempt from challenges and threats at this time. And if we forecast a future that overcomes all of these obstacles.

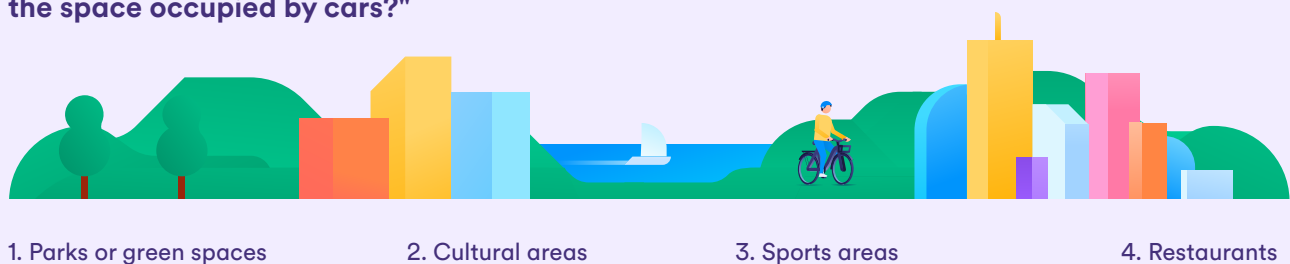
Because the future is built from the present, and the reality is that seven million people die prematurely every year from a silent pandemic: –air pollution¹⁴– and that 85% of public space is occupied by cars that are parked 95% of the time.¹⁵ This is something that seems to upset us all, as we have seen in the survey carried out as part of the study *'Reimagining Cities with Cabify'*, in which we asked questions about different aspects of mobility. 70% said that there was too much space in the city occupied by private vehicles and 49.5% would prefer parks or green spaces in their place.

What's more, it is estimated the world's population will hit 9.7 billion by 2050¹⁶ and that 74% of Europe's population and 81% of Latin America's population will live in urban areas.¹⁸ Are they reasons enough to reimagine cities and try to make them as human friendly as possible? That we design cities to adapt to people's needs without compromising their enjoyment or their environment, to embrace all their realities and diversity? We, as you know, are working on that

What's most important to us when it comes to getting around?







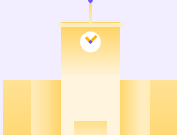


Top 5: "What would you like to see in the space occupied by cars?"



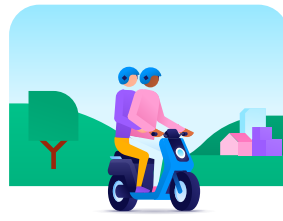
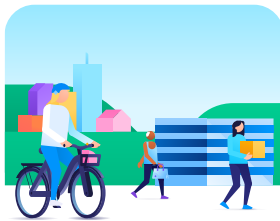
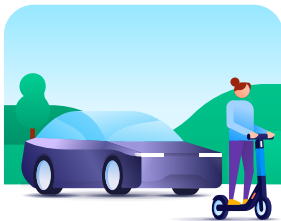
Materiality: listen to learn, consult to realign





Fostering transparent and constant communication with our stakeholder groups is fundamental. Who are they? What channels do we use to reach them and how can we commit to keep the information flowing?

	Commitment	Channel
Employees 	<ul style="list-style-type: none"> Promote a stable and safe environment that allows for professional development and equal opportunities Transparency as the basis of dialog. 	<ul style="list-style-type: none"> Explore (our intranet) Email NPS¹⁹ Slack All Hands (our global monthly meetings)
Partner drivers 	<ul style="list-style-type: none"> Maintain a permanent and flexible open dialog channel. Establish stable and lasting relationships. 	<ul style="list-style-type: none"> App Chat Telephone ABI (virtual assistant)²⁰ Email
Passengers 	<ul style="list-style-type: none"> Innovate with our application. Resolve queries and complaints in the shortest time possible. Establish a permanent dialog channel. 	<ul style="list-style-type: none"> App Chat Telephone Email ABI (virtual assistant)
Investors 	<ul style="list-style-type: none"> Maintain practices based on transparency and mutual trust. Keep communication channels and dialog based on transparency and commitment. Seek sustainable profits supporting the rules of the free market and free competition. 	<ul style="list-style-type: none"> Telephone Email Face-to-face meetings and videoconferences
Suppliers 	<ul style="list-style-type: none"> Promote our values and ethics in our relationships with third parties. Respect and guarantee compliance with conditions agreed in the contract. 	<ul style="list-style-type: none"> Telephone Email Meetings
Society 	<ul style="list-style-type: none"> Discover and manage our impacts. Build better cities to live in, offering a safe, accessible, and sustainable alternative mobility. 	<ul style="list-style-type: none"> Campaigns Social media Website App
Regulatory bodies 	<ul style="list-style-type: none"> Comply with legislation in force in each country Generate employment and wealth Boost the productive and entrepreneurial fabric Meet all tax obligations. 	<ul style="list-style-type: none"> Through local and international business associations Meetings

Our first materiality analysis was published in 2019. This study, where we analyzed the issues that have the greatest impact on us and those that are most important to our stakeholders, allowed us, for example, to develop our Sustainability Master Plan 2019-2021.

In 2020, the new situation caused by Covid led us to recalibrate our plan, adjust priorities and realign expectations. Using internal tools like the Global Survey²¹ or the NPS, we went back to listen to our team and partner drivers, to the people and the companies who use our services and the regulatory bodies. Knowing what worries them and consulting the main recent reports and initiatives in the area of economic, social, and environmental sustainability, has given us cues to reset our compass north. Here's the result.



	Users	Employees	Society
Salud y seguridad 	<ul style="list-style-type: none"> • Covid prevention has become a priority. • Financial security is also important, both for drivers and passengers, and at a social level. 	<ul style="list-style-type: none"> • Las personas que forman parte de Cabify consideran importante: <ul style="list-style-type: none"> - The environment - Learning within the company - The possibility for internal promotion 	<ul style="list-style-type: none"> • Due to Covid 19 new trend and worries have appeared in society: <ul style="list-style-type: none"> - The demand for actions that guarantee the health and safety of users of different modes of transport
Medioambiente 	<ul style="list-style-type: none"> • Concern about minimizing environmental impact in cities. 	<ul style="list-style-type: none"> • Carbon offsetting at work. • Remain environmentally in line with international expectations and projects. 	<ul style="list-style-type: none"> • Raise awareness about climate change and commit to reducing CO₂ emissions. • Emergence of the post-Covid <u>Green Recovery</u>. • Interest in energy transition.
Ética 	<ul style="list-style-type: none"> • Importance of the work environment. • Users are well trained in gender equality, diversity, and ethics in the workplace. 	<ul style="list-style-type: none"> • Fight against fraud and corruption. • Equal opportunities and diversity. • Data protection. 	<ul style="list-style-type: none"> • Strengthened the role of people as agents for change. • Sustainability, transparency, humanization and flexibility are the pillars of the new business culture. • Alliances will be essential.
Innovación 	<ul style="list-style-type: none"> • Look to promote innovation and access to new technologies. 	<ul style="list-style-type: none"> • MaaS (Mobility as a Service). • New business models: flexibility and internal culture. 	<ul style="list-style-type: none"> • Use artificial intelligence to take advantage of the power of data • Reduce travel time and managing congestion • Electromobility • Give importance to ridesharing • Increase the hyper-personalization of transport

Challenges + risks = opportunities

They say every challenge is an opportunity and mobility has shown itself to be a lever to transform reality. Here at Cabify, we love to take up the gauntlet.

	Challenges and Risks	Contexto	Opportunities
Demographic	Economic inequality	<ul style="list-style-type: none"> 99% of the world's population hold less than wealth than the richest 1%.²² 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, for user drivers, income for groups at risk of social exclusion (such as the long term unemployed, young unemployed people or older unemployed people, etc.) We improve and expand our range of transport on offer, contributing to a more inclusive and participative society.
	Demographic growth and overpopulation in cities	<ul style="list-style-type: none"> Over 50% of the population live in urban areas. By 2045, the world's population will rise 1.5 times to reach 6 billion.²³ Cities grow at a greater pace than population, generating higher infrastructure spending, traffic, and pollution. Horizontal growth multiplies journey distances. 	<ul style="list-style-type: none"> We are expanding and will continue to reinforce our broad range of multi-mobility options to provide the public with an easy, clean, inclusive, and affordable mobility alternative, complementary to public services and an alternative to the private car. Our services, based on multi-mobility, look to the future to respond to the needs of the present, making for better urban management. We are expanding our new areas to offer new services to the public and areas with greater difficulty in public/urban mobility.
	Rapid changes in the dynamics of mobility	<ul style="list-style-type: none"> Increase in the offer of mobility services. Increased awareness among the public in relation to their impact in use of transport. Remote working remains a growing phenomenon and an option for many. 	<ul style="list-style-type: none"> Our business model is differential, based on building a superior service that commits to a sustainable ecosystem from an economic, social, and environmental perspective. We diversify our services to respect the different transport needs of our current and potential clients (both companies and individuals)
Environmental	Climate crisis	<ul style="list-style-type: none"> The effects of Climate Change will be irreversible from 2030²⁴ In recent years, human activity has generated greenhouse gas emissions at record levels. We have only witnessed deceleration of these levels during the Covid crisis. 	<ul style="list-style-type: none"> We're advancing towards sustainable multi-mobility, seeking the lowest possible environmental impact, which identifies us as a brand. We offer electric and eco-efficient transport among our mobility alternatives. We are committed to achieving a decarbonized fleet in all markets where we operate. Our technological improvements reduce the kilometers driven by drivers without passengers. We fall in line with the most demanding commitments for the reduction of emissions based on science.
Sectoral policies	Regulation of mobility	<ul style="list-style-type: none"> Legislation is not adapted to the new reality and the context of multi-mobility demanded by citizens. Tendency to stigmatize new transport alternatives. 	<ul style="list-style-type: none"> We collaborate proactively with regulators to respond to the current and future needs of the public. We believe in the coexistence of new forms of mobility alongside more traditional forms through public policies and programs, and the will of all actors. We put ourselves forward to bring technology to all forms of transport, including traditional forms, to increase the efficiency of services (availability and efficiency) and reduce the carbon footprint.
	Health and safety	<ul style="list-style-type: none"> The Covid crisis has revealed the importance of health and safety. Mobility restrictions have led to a reduction in journeys, which in the second half of 2021 has begun to recover. This crisis has had an important impact on employment throughout the mobility value chain. 	<ul style="list-style-type: none"> We make sure that our services meet the relevant health and safety procedures and measures, and we reinforce our value proposition by accompanying our drivers and collaborating taxi drivers beyond what's legally required of us. The return to normality and the accompanying recovery is seeing employment growth in fleets and rising numbers of drivers and collaborating taxi drivers. As a platform that operates with taxis, we have maintained our activity in those cases where restrictions were introduced on private cars, only allowing taxis, thus reinforcing these services.
	Physical safety	<ul style="list-style-type: none"> The growth of cities brings with it the growth of unsafe areas. Safety is a major concern for passengers and partner drivers. The higher 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 bodily integrity of passengers, partner drivers and collaborating taxi drivers. We strengthen safety through real-time traceability of the journey. We make an ethical use of data, and we are constantly strengthening our information security systems.

Sustainability Master Plan 2019-2021



Ethics, transparency, and governance: sustainability is not a single area

Those of us who work at Cabify are committed to acting ethically and responsibly and making a difference in the world. We are conscious that all our actions, one way or another, have an impact and we seek to look to sure that's a positive one. For this reason, sustainability is not a single area. For us, it's so much more.

Our goal: to build in our community (employees, partner drivers and passengers) a robust culture of respect to have the best possible impact on people, cities, and the environment every day.



Diversity and inclusion: we are the city

To build better cities we need people to be on board. Here at Cabify, we don't care about what makes us different. There are no barriers here. We're fighting for equality, diversity, and inclusion for everyone..

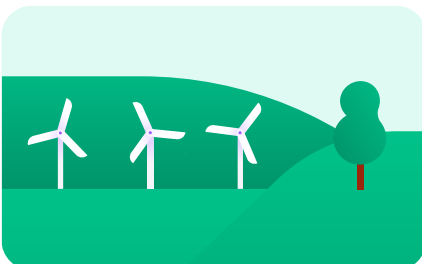
Our goal: to be the alternative mobility leader in inclusion and accessibility, making sure that everyone feels part of the movement of our cities.



Innovation and safety: the future will be sustainable or there'll be no future

A city's pulse is set by the people of who live there. Through innovation and technology, we re-imagine and design healthier, more accessible, safer, and more vibrant cities, where people want to be out and about, and everyone gets to their destination safely.

Our goal: to be the safest platform for everyone who uses it with happy, satisfied employees working in a safe and healthy environment.



Respect for the environment: No Planet, No Game

Moving around the city has an environmental impact and we are committed to reducing it. That's why we are Carbon Neutral - we offset our entire footprint - take our share of responsibility for climate challenge, have a plan to go 100% electric and are working hard to achieve it.

Our goal: to reduce emissions per kilometer traveled and continue to offset our carbon footprint 100%.



Entrepreneurship and value creation: We grow, but we don't grow alone

We want to directly impact the lives of the communities where we operate. In our cities, there are huge inequalities, and we are honored to be the source of income for our more than 260,000 partner drivers, drivers and collaborating taxi drivers. Our success is not only measured by the bottom line.

Our goal: to improve quality of life in our cities, driving the social and economic progress of their inhabitants. Starting with our employees.



Measurement and monitoring

To make sure every step we take is in the right direction, we measure our actions and monitor our progress through a number of tools. This allows us to all move in the same direction... Or retrace our steps if we have to reformulate something.



Sustainability scorecard: we regularly measure the progress of our impact in each country and share it with the other areas.



Monthly reporting of sustainability indicators allows us to make business decisions based on information about our progress towards our targets.



Regular meetings with our governing body and the different areas to review the sustainability strategy and enhance its mainstreaming.



Analysis of context:
What challenges are our sector and environment facing?
Constantly asking ourselves this question means we're able to anticipate the risks, be prepared and plan solutions.

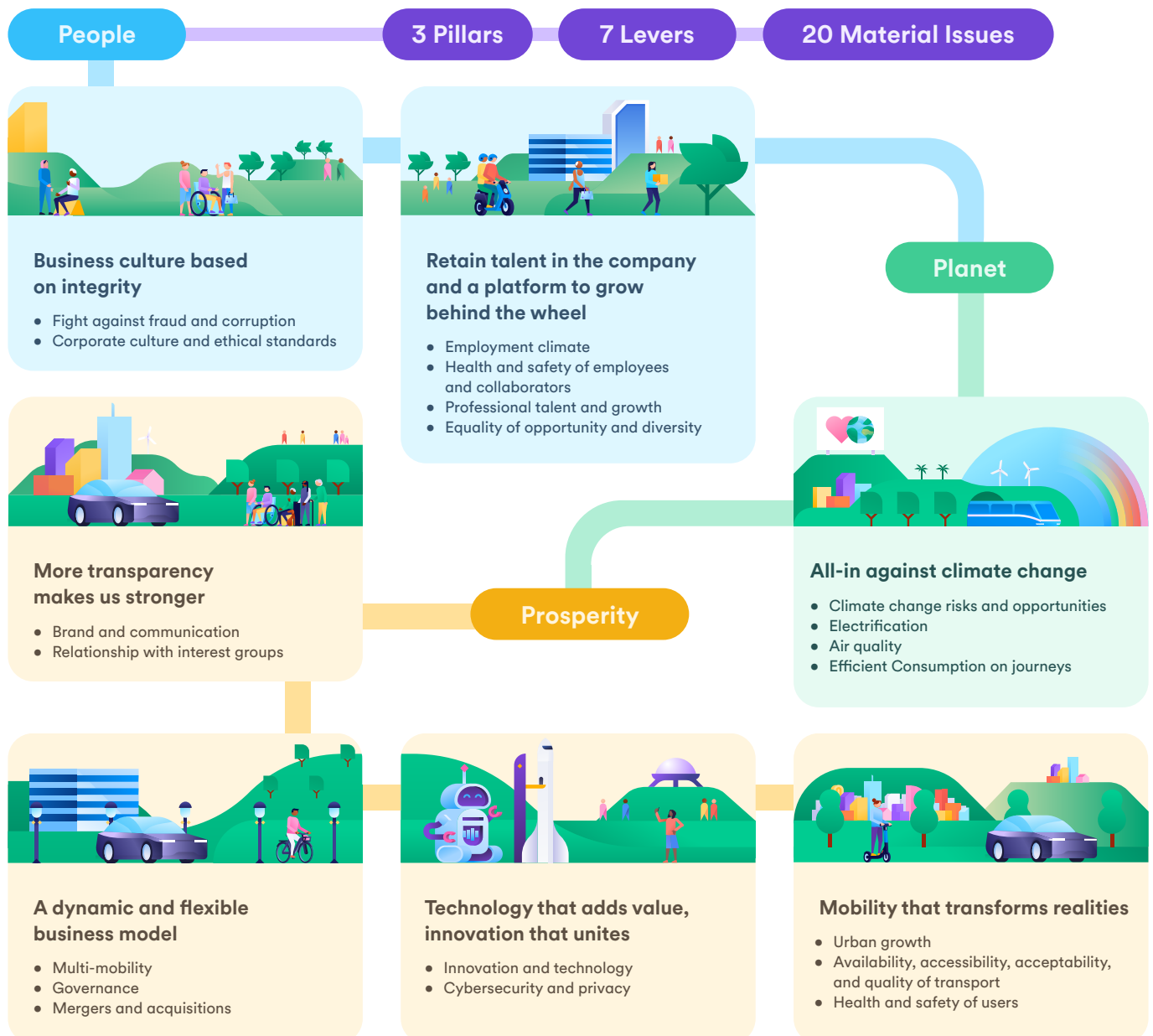


In each of our countries we have a local Champion responsible for leading the sustainability strategy in the market, analyzing the main opportunities and challenges we face, as well as building strategic partnerships.

Sustainable Business Strategy 22-25

Sustainability is not built in the short term. It's a slow burner process and we don't always see an immediate return. Sustainability is tactical. It's about analysis and vision and understanding where we'll be in 20- and 50-years' time and providing the solution to the challenges we face in the present and those we'll face in the future. But it's also about adapting, being prepared and reacting to unforeseen circumstances. Without leaving anyone behind.

We have just lived through two years of constant change and our sustainability strategy has evolved to adapt to society's needs. In late 2021, we began to analyze the pillars and levers that will focus and guide our next journey. This is just a sneak preview of our Sustainable Business Strategy 22-25.



Footnotes

1. Company with a valuation of more than 1 billion dollars.

2. These analyses assess investment and back decision-making from a global (top-down) or an individual and specific perspective (bottom-up).

3. 'Objectives and key results'

4. The car seats available are from Group 1, suitable for children weighing between 9 and 18 kg.

5. Only available in the region of Madrid.

6. Available in Madrid. Planned for other cities in Spain and Latin America in 2022.

7. Active in Argentina (Rosario, Buenos Aires, Mendoza), in Chile (Santiago, Valparaíso, Concepción, Iquique), Perú (Lima, Arequipa, Piura, Trujillo and Cuzco), in Colombia (Bogotá y Medellín), México (Mexico City, Monterrey, Cancún, Guadalajara, Mérida, Puebla, Querétaro) and Ecuador (Quito).

8. Active in Argentina (Buenos Aires), Chile (Santiago, Valparaíso and Concepción), Perú (Lima), Colombia (Bogotá), México (Mexico City, Monterrey, Cancún, Guadalajara, Mérida, Puebla and Querétaro) and Uruguay (Montevideo).

9. Active en Chile (Santiago) and in Peru (Lima).

10. Active in Chile (Santiago).

11. Active in Argentina (Mendoza).

12. Active in Argentina (Rosario, Buenos Aires, Mendoza and Córdoba), Chile (Santiago, Valparaíso, Concepción, Iquique), Perú (Lima), Colombia (Bogotá), México (Mexico City, Monterrey, Cancún, Guadalajara, Mérida, Puebla, Querétaro), Ecuador (Quito, Guayaquil) and Uruguay (Montevideo).

13. Active in Argentina (Buenos Aires), Chile (Santiago), Peru (Lima) and Colombia (Bogotá).

14. WHO Calculation, based on data from 2012, which is still valid.

15. Calculation by Professor Daniel Shoup, of UCLA, confirmed on the blog Reinventing Parking. The study "Cuentas ecológicas del transporte" by Ecologistas en Acción, whose second edition data from 2016 sees this percentage rise to 97% in Spain.

16. According to the last UN biannual report on population World Population Prospects 2019: Highlights.

17. Data from The 2018 Revision of World Urbanization Prospects published by the

United Nations Department of Economic and Social Affairs (UN DESA).

18. Data extracted from a survey carried out for the study Reimagining Cities with Cabify.

19. The NPS (Net Promoter Score) is an indicator system to measure client satisfaction and loyalty.

20. ABI, our virtual assistant, helps us streamline our responses to passengers thanks to the use of artificial intelligence.

21. Omnibus-type study whose main objective is to understand how our value proposition is perceived by stakeholder groups and if it is in line with their expectations and needs.

This allows us to make decisions based on knowledge and experience in a measurable way, continued over time.

22. Data from Credit Suisse in the report An Economy for the 1% de Oxfam.

23. According to Urban Development data from World Bank.

24. According to the United Nations Intergovernmental Panel on Climate Change (IPCC).

1. A planet that breathes again

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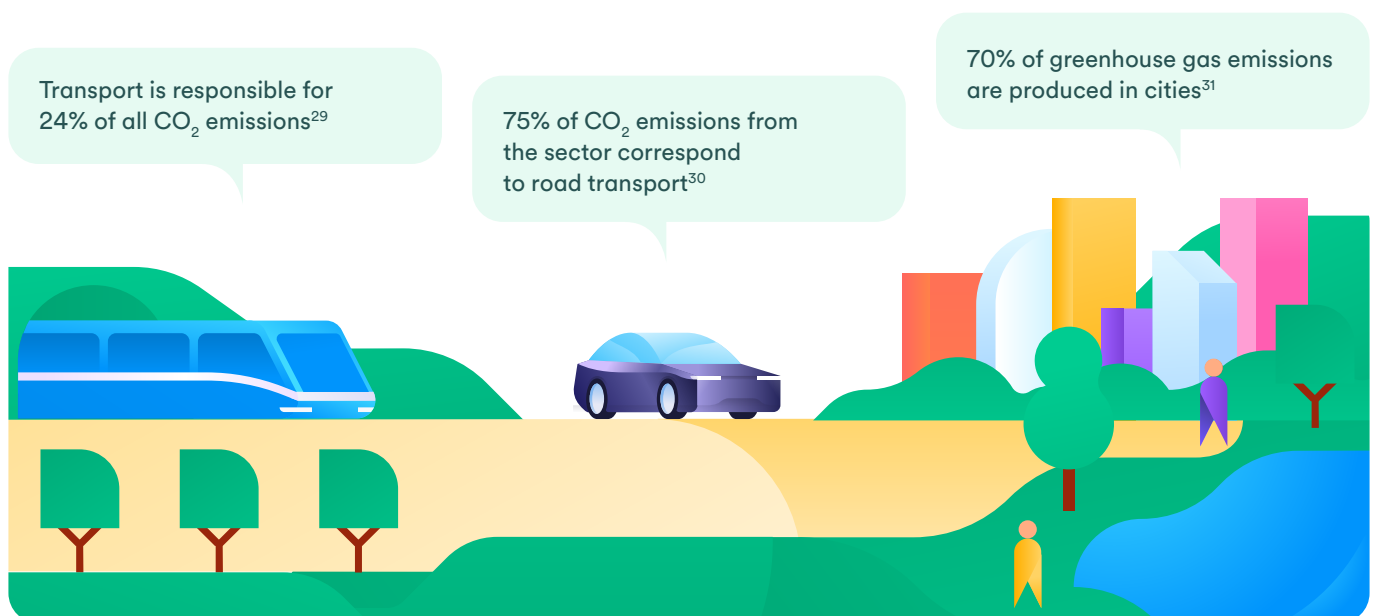


1.1 Climate crisis: What point are we at?

The transport sector is one of the biggest emitters of greenhouse gases (GHGs), so its role in curbing climate change is crucial as these emissions continue to rise. That's why, here at Cabify, we have a lot to say and a lot to do. Because if you don't offer solutions, you're part of the problem.

Despite the fact that CO₂ emissions in the sector fell more than 10% globally in 2020²⁵ due to reduced travel and COVID-19 restrictions, 2020 saw a rebound as society returned to a normal pace. Nevertheless, the change in mobility patterns did bring some good news. Walking, or micro-mobility options recovered ground, and the sale of electric cars and the trend towards electrification for all kinds of vehicles continued to rise. In Spain, for example, 30% said they had reduced their use of the car, 57% said walk for more journeys and 21% have used the bicycle more regularly.²⁶ However, the zero net emissions scenario for 2050 is a long way off and to achieve it, transport emissions must fall by 20% by 2030.²⁷

Progress in this regard presents challenges. The UN Intergovernmental Panel on Climate Change (IPCC), the standard-bearer of the declaration adopted by 170 countries as part of the Paris Agreement with the aim of limiting the global increase in temperature to 1.5°C, recognizes in its latest report that maintaining this commitment would mean “reducing global carbon dioxide emissions by 45% from 2010 levels for 2030, and zero net emissions by the middle of the century”. For their part, the International Energy Agency calculates that if all current commitments of the countries were to be fulfilled, the increase in temperature would be around 1.8°C, while a recent Climate Action Tracker²⁸ report claims that as things stand, we are heading towards a minimum of 2.4°C. There's a lot to do, but we've got a lot of breath left in us!



Regulatory and voluntary context



What are international organizations, countries, institutions, and the private sector doing in this race against the clock to transition to sustainable mobility? Here are some of the most important actions.

Here at Cabify, we are already carbon neutral, 30 years ahead of the EU target

Voluntary context

Regulatory context

2018

Climate Investment. The European Union and its Member States invested 21.7 billion euros³² in the fight against climate change. What's more, EU Member States contributed almost half of the 10 billion dollars³³ of the UN Green Climate Fund, which also supports developing countries.

Sustainable Action Finance Plan of the EU: with the aim of ensuring financial support for the climate, environment and sustainable development agenda of the EU and the implementation of the Paris Agreements.

2019

Climate Action Summit: held in New York to discuss specific and realistic plans to reduce greenhouse gas emissions by 45% for 2030 to achieve net zero emissions by 2050. It was a success in placing the focus on the urgent need for world leaders, governments, the private sector, and civil society to act against the climate crisis.

The European Green Deal and the European Climate Law: the European Green Deal sets out clear targets for Europe to be climate neutral by 2050, for example by reducing transport emissions by 90% de las emisiones del sector transporte.

Regulation UE 2019/631: this regulation controls CO₂ emissions from vehicles, forcing manufacturers to reduce average emissions below 95 g/km or face high fines.

2020

Plan NextGenerationEU: pandemic recovery plan in line with the European Green Deal objectives and with a firm commitment to climate and digital transition.

The EU's Sustainable and Smart Mobility Strategy: traces the path towards a zero GHG emissions transport sector in the EU with an action plan made up of 82 initiatives and three key dates for review and fulfillment of commitments in 2030, 2035 and 2050.

2021

Net-Zero Targets: Science Based Targets Initiative (SBTi) has published its Net-Zero Standard, the first corporate standard that serves as a guide and provides tools for companies who want to reach net zero emissions, basing the evaluation and assessment on science.

Voluntary Carbon Markets (MVC): make it possible for companies and individuals to buy carbon credits to offset their emission. These markets reached a new record in 2021, with over one billion dollars traded³⁴ on projects across 80 countries.

The European Commission has set out its intention to ban the sale of internal combustion engine vehicles –petrol, diesel, gas and hybrid– and to end transport that emits carbon dioxide..

The Spanish Climate Change and Energy Transition Law: in force since 2021, set out in *Title IV: Zero emission mobility* and transport measures such as all new vehicles being electric by 2040 and the extension of low emission zones and the installation of electric charging stations.

1.2 Our climate commitment

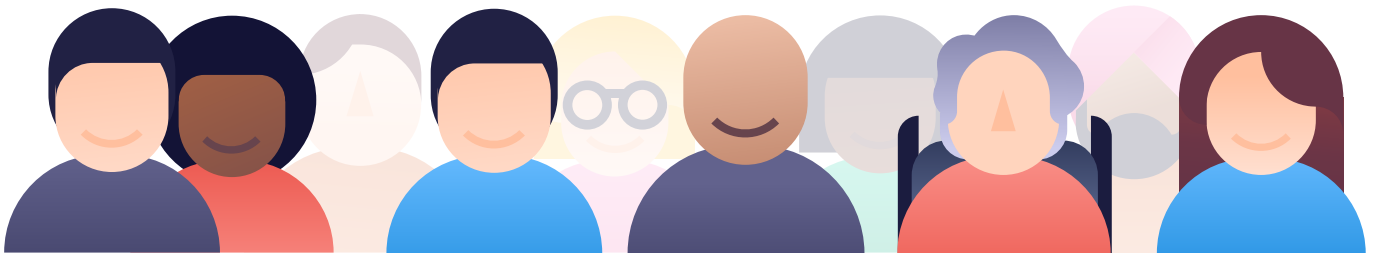
At Cabify, we understand that the fight against climate change is a global issue that affects us all and that we are all stakeholders in this. Every person or company, with their actions, has an impact on the planet. All our decisions seek to minimize the environmental impact caused by transport of passengers and to ring-fence a sustainable multi-mobility option that lets you care for the city while you move around it. Co-responsibility and joining forces are the only way to make progress.

70% of people in Spain and 63% of people in Latin America and the Caribbean consider climate change to be a global emergency³⁵

Spain



Latin America



Cabify was created to reduce dependence on private vehicles in cities and to transform the mobility. We're working to become more sustainable, an objective that has seen us become the first carbon neutral app in Europe and Latin America and continues setting our targets.

While recent times have seen increased awareness of the issue of GHG emissions and their impact on the climate crisis, at Cabify we want to accelerate this transition to a low carbon mobility mindful of its impact on climate change. That's why we have a fleet decarbonization plan with a clear focus on fostering electric vehicles.

What's more, in 2018 we became the first company in the sector in Europe and Latin America to offset 100% of emissions generated, both directly at corporate level and indirectly through the journeys linked to our services, passengers and companies that trust in us. A commitment that we have maintained over the years.

We have managed to achieve a position of leadership in our sector in the fight against climate change, but we want to be an example for others to follow. We form part of a series of pioneering initiatives in this field, using international standards and scientific proposals as the benchmarks in each of the three phases of our initiative to reduce our impact and mitigate climate change.

1. Measure

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



Greenhouse Gas Protocol (GHG). Most widely recognized international standard which allows us to measure GHG emissions transparently to be more efficient and resilient against climate change.



Norma ISO 14064-1:2018. This international standard is focused on the measurement of greenhouse gases (GHG), offering guidance on how to measure and report emissions and elimination of these gases.

2. Reduce

With the information we gather, in addition to reviewing whether we are reaching our targets, we are working on reducing our emissions.



The Science Based Targets Initiative (SBTi), promoted by the Carbon Disclosure Project (CDP), the UN Global Compact, the World Resources Institute (WRI) and the World Wildlife Fund (WWF), is the biggest global initiative to establish science-based commitments for the reduction of CO₂ emissions. Cabify has been carbon neutral since 2018 and in 2021 we joined the SBTi group of 1,000 companies who are defining objectives to reduce emissions to maintain global warming at 1.5°C and align ourselves with the Net-Zero standard.



The Climate Pledge es un proyecto de Amazon y Global Optimism que apuesta por la tecnología para resolver la crisis climática. Esta alianza, que aglutina a algunas de las mayores empresas del mundo, busca alcanzar los Acuerdos de París diez años antes.



Leaders for Climate Action es una iniciativa que respalda la acción climática en la industria digital centrándose en los líderes emprendedores. Para adherirse a ella, las empresas deben cumplir el Green Pledge, que dicta la medición, reducción y compensación periódica de las emisiones de carbono.



Este compromiso público, Carbon Neutral Pledge, al que nos unimos en 2019, está impulsado por compañías tecnológicas líderes de Silicon Valley, las cuales se comprometen a ser neutras en carbono antes de 2022. ¡Nosotros ya lo hemos conseguido 4 años antes!

3. Offsetting

We offset the emissions we cannot reduce based on offsetting standards of the highest level and projects in different countries.



Through this United Nations program, we offset carbon by contributing to certified projects in developing countries registered with the United Nations Clean Development Mechanism (CDM).



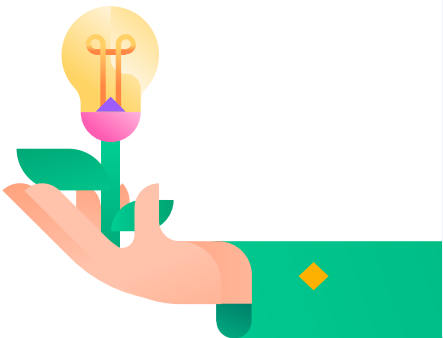
The VCS is a standard for the voluntary reduction of carbon emissions, developed and administered by Verra with more than 300 certified projects.



The Cercarbono voluntary certification program allows us to participate actively in the development of programs and projects to tackle climate change.



The Ministry for Ecological Transition and Demographic Challenge maintains a voluntary register of a portfolio of forestry projects with which organizations can offset their footprint.



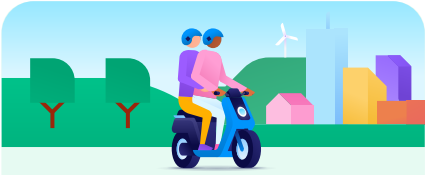
Step 1: Measure

To curb the climate crisis, we have to work on both reducing pollutant gas emissions and offsetting of the impact generated. To get there, we have to start by measuring a series of indicators at our offices, and every single journey our users take. Everything counts!

Carbon footprint

We use the Greenhouse Gas Protocol (GHG) and ISO 14064-1:2018 to categorize the equivalent CO₂ emissions (CO₂) from our activity, as follows:





GHG Protocol Principles

- Relevance
- Consistency
- Completeness
- Accuracy
- Transparency

We have mapped our sources of CO₂ emissions in accordance with these standards. To guide us, we have relied on the 5 principles established in the GHG Protocol, relevance, completeness, consistency, transparency and accuracy. We identified the main sources of emissions in Cabify, their impact and the contribution to climate change, especially for climate change.

We measure these emissions of global scope in all our countries, applying an operational control focus in accordance with the GHG Protocol. Our provider, Climate Trade, which performs a specific verification of our carbon footprint helped us in this.

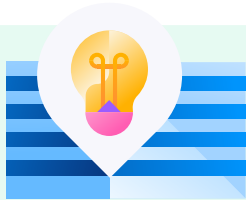
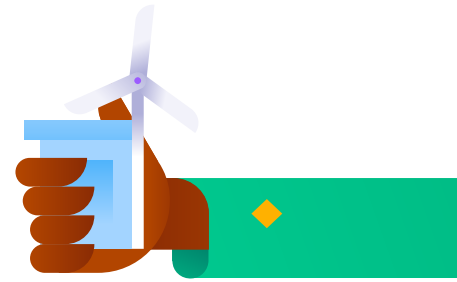


*Medidas en Toneladas

Scope and description	Source of emission analyzed	Method of calculation	Emission factors	*CO ₂ emissions 2021 Spain	* CO ₂ emissions 2021 Latin America	*CO ₂ emissions 2021 Total	% Represented in respect of the total in 2021	% Change 2021 vs 2020
Scope 1 Direct GHG emissions	Combustion of boilers	Consumption based on bills	Emission factors from government sources of recognized prestige in each country.	0	0	0	0%	0%
Scope 2 Indirect GHG emissions	Electricity consumption	Consumption based on bills	Emission factors from government sources in each country of recognized prestige	0 ³⁶	33	33	0%	-51%
Scope 3 Other indirect emissions	Viajes de negocio	Log of different forms of travel for work reasons	Emission factors from government sources in each country of recognized prestige based on form of transport	17	557	574	0,7%	
	Desplazamiento de los empleados a las oficinas	Employee office commute survey	Emission factors from government sources in each country of recognized prestige based on form of transport	21	5	26	0,1%	
	Use of sold products	Use of information systems, cloud, and remote services of the Cabify app	Declarations of emissions of service providers	0	0	0	0%	+40%
	Use of sold products	Passenger travel through our app	Emission factors (gCO ₂ /km) ad-hoc, based on the brand, model and type of combustion, government sources of each country of recognized prestige or the manufacturers	13.378	60.943	74.321	99,2%	
Total				13.416	61.538	74.955	100%	

Step 2: Reduce

There is nothing more important than reducing emissions when it comes to fighting climate change. In the mobility and transport sector, the focus is on making vehicles more efficient and changing the fuel used to other less polluting alternatives. At Cabify we're very serious about this issue. It's one of identity traits within and beyond our office. Here are some of our latest achievements.



Electricity consumption
reduced in:

27%

Electricity consumption in our offices in 2021 was 532,215 kwh (447,718 in Spain and 84,497 in Latin America), which was a reduction of 27% on 2020. What's more, 100% of the electricity consumed at our head office in Madrid, which accounted for 84% of our total electricity consumption in offices, is from 100% renewable sources. This avoided 112 tons of CO₂ from being emitted, the equivalent of the electricity use of 68 homes for a year.³⁷



Emission reduction index

2g/km
Spain

7g/km
Latin America

The CO₂ emissions index (g CO₂/km) of passenger journeys and courier journeys on the Cabify app is the most representative indicator of the evolution of our commitment to tackling climate change. This index has fallen in 2021 from 109 to 107 in Spain and from 128 to 121 in Latin America, compared to 2020, figures well below the national and international average. In Peru, for example, we have managed to avoid CO₂ emissions equivalent to the use of 32,554 passenger vehicles driven for one year³⁸.

In Spain, journeys in the Conducir category, which includes motorcycle and electric scooter sharing as well as chargeable hybrid carsharing via Wible, has increased on last year by 41% and 12,200% respectively. Thanks to that we have avoided 306 tons of carbon emissions, equivalent to the carbon absorbed by 16,831 trees in their first 10 years of life.



306 tons

of carbon emissions avoided

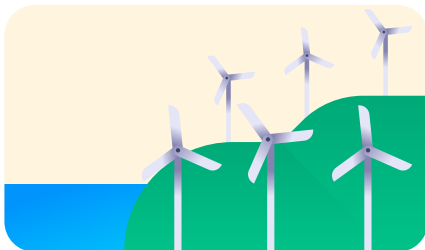
This year we have increased our measurements of emissions produced by our fleet of drivers and collaborating taxi drivers with the aim of improving our knowledge of their impact, to have greater margin for reduction. Our Operations team have launched a project to better map our fleet down to the very last engine. We know the brand, model, and type of fuel for 100% of our fleet of vehicles, enabling us to conduct more in-depth analysis and continue to improve our initiatives.

In 2021 we joined the Science Based Targets Initiative (SBTi), making a commitment to define targets for the reduction of emissions to keep the rise in global temperatures to below 1.5°C and to align ourselves with the Net-Zero standard. We are among the 1,000 companies leading this commitment!

The smallest details count. That's we take a holistic approach to our contribution to reducing CO₂ emissions. We seek the best possible results, and we adapt the mapping of each of our sources of emissions

Boiler combustion

We currently don't have any consumption in this category.



Electricity consumption

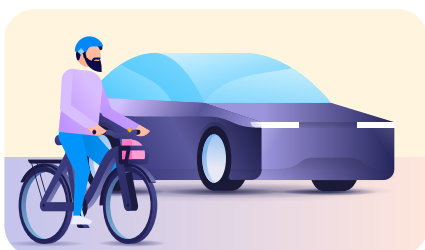
a. At our head office in Madrid, we no longer consume electricity from non-renewable sources. Electricity from 100% guaranteed renewable sources certified by the National Markets and Competition Commission.

b. Our head office in Madrid is fitted with motion detectors for turning lights on and off automatically. We also try to keep as many floors as possible closed with the lights turned off. Security staff have the task of turning off all lights in the office at the end of the day, which means we don't consume any more energy than is necessary while also reducing light pollution. We also continue to be good neighbors. We close our offices and 10.00 pm and our noise level during the day is minimal.



Business travel

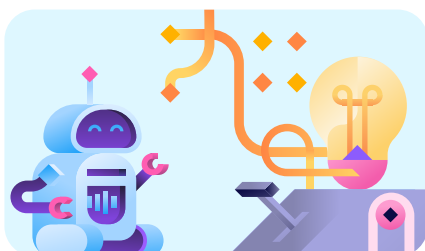
a. Reducing our footprint is also about prioritizing online meetings³⁹ over face-to-face where possible, even when we're in the same city. Faced with the possibility of any form business travel that requires long-distance travel or transfers to another country, we always ask ourselves if our physical presence is absolutely necessary and we only travel if strictly necessary, assessing the means of transport based on the trip.



Employee commutes to offices

a. We carry out quarterly surveys to ascertain the mobility patterns of our employees when it comes to commuting to work. Better understanding of how we move allows us to improve habits and optimize journeys.

b. The road to reducing the carbon footprint starts internally. Cabify employees have a monthly voucher we can use to travel around the city using the categories in the app, as well as motorcycles and electric scooters. Through this voucher, we also give feedback on the service with a different, clinical eye.



Use of sold products: use of information systems, cloud, and remote services of the Cabify app

a. Our digital carbon footprint is also important. Every Google search generates 0.2 grams of CO₂, a single email can generate up to 50 grams if it has an attachment and photos and documents stored on the cloud also contribute to global warming. That's why at Cabify we work with Amazon Web Services and Google Cloud as technology providers who, like us, takes their responsibility to offset the carbon footprint of their services seriously.



Use of sold products: passenger journeys and courier journeys on the Cabify app

This emissions category represents 99% of the total, concentrating our greatest efforts, articulated across three pillars:

- a. We use technology to optimize the routes taken on our journeys to ensure vehicles cover the lowest mileage possible without passengers and so partner drivers obtain the highest profitability. In 2021 we introduced a number of advances to reduce empty mileage, generating lower consumption and, therefore, lower emissions. These included:
 - Using data analysis, we informed partner drivers of customers' expectations for the journey through a predictive model of demand that provides the most efficient location to pick up a journey.
 - Our map shows partner drivers those areas where there is a high number of passengers requesting our service and, therefore, high possibility of making a journey.
 - A new tool warns the driver of possible connection errors or the location of the device, which may block the entry of travel requests.
- b. We promote the use of new, low-emission mobility alternatives. Through our Conducir category (motorcycle and electric scooter sharing and chargeable hybrid carsharing via Wible), we have avoided 306 tons of carbon emissions, equivalent to the carbon absorbed by 16,831 trees in their first 10 years of life.
- c. Electrification is a clear pillar of the decarbonization of our fleets. We continue to work hand-in-hand with our partners with whom we collaborate on our objective to make Cabify's fleet 100% electric (electric vehicles, hydrogen propulsion, etc.) in Spain by 2025 and we are supporting collaborating drivers to achieve this electrification target in Latin America by 2030.

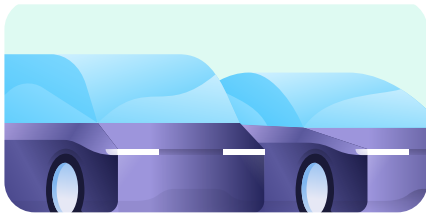
The evolution towards an electric fleet in 2021 has enable us to avoid Co₂ emissions equivalent to recharging 31 million of smartphones.

What progress have we made in 2021?

Spain		Latin America
63% of the vehicle fleet of the transport companies collaborating with Cabify are ECO vehicles (electric, gas and hybrid), which represents an increase of 14.8% compared to 2020.		All types of ECO vehicles (electric, gas and hybrid) have seen growth. In total, they are 11% of the fleet, a 5% increase on 2020.
Hybrid vehicles are the most common type in number, 48% of the total, up 13% from 2020.		
Electric vehicles show the best year-on-year growth, at +312%.		
The trend for diesel vehicles is heading in the other direction, with negative year-on-year growth, at -29%.		The greatest negative year-on-year growth was for diesel vehicles, down 6%, followed by gasoline, down 5%.
<div> <div>Hybrid: 48,33%</div> <div>Gas: 13,78%</div> <div>Gasoline: 0,53%</div> <div>Electric: 0,41%</div> <div>Diesel: 36,95%</div> </div>		<div> <div>Hybrid: 0,42%</div> <div>Gasoline: 87,20%</div> <div>Gas: 10,39%</div> <div>Electric: 0,10%</div> <div>Diesel: 1,89%</div> </div>
In 2021, the most common electric car model in the Cabify fleet was the Tesla Model 3 and, in the case of hybrids, the Toyota Corolla Electric Hybrid.		

Decarbonization of the fleet: Moving towards electrification

In Spain, we have continued to promote our electrification project, forging alliances in each of its execution phases.



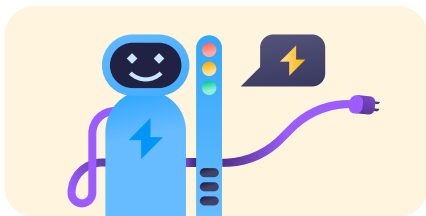
01. Analysis

Review of the entire vehicle fleet (models, sizes, performance, costs and autonomy). We evaluated the current context of electric vehicles (manufacturers, characteristics, electricity suppliers, etc.). We performed a financial analysis of this model⁴⁰ to see if it is viable. We studied different scenarios⁴¹ that could influence the total cost of ownership per km traveled.

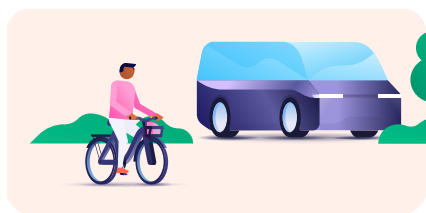


02. Search for alliances

With electric vehicle manufacturers⁴², electricity suppliers⁴³, installers and equipment suppliers⁴⁴, financial institutions⁴⁵ and fleet managers⁴⁶.



03. Monitoring of public recharging stations and public recharging stations⁴⁷ and charger models



04. Awareness

We have developed materials to support our fleet partners and collaborating drivers in the transition to electric vehicles, making them aware of the new restrictions in cities (low-emission zones) and the increasing barriers imposed on polluting vehicles. In addition, we present all the alliances that we are building from Cabify to promote the change.

Cabify objective: 100% decarbonized fleet (electric, hydrogen propulsion vehicles etc.) in Spain by 2025 and in Latin America by 2030

Decarbonization of fleets is one of our biggest commitments and promoting the electric vehicle is central to this. And we're not alone. 60% of Spaniards would opt for a hybrid or electric car if they were purchasing a new car and 63% are in favor of bringing forward the ban of internal combustion vehicles from 2040 to 2035.⁴⁸ The other great challenge is to reduce the use private cars. Improving quality of life in cities is only possible if there is a variety of mobility alternatives that do not take space away from people or prioritizing forms of transport with a lower environmental impact. Both measures are for better urban ecosystems and also make up our type of mobility: a mobility to believe in

Chile



Through an alliance with the E-mov and the creation of the E-mov category on our app, we offer our corporate clients a Hyundai IONIQ electric car service. The result? Two corporate clients have already joined the agreement and we expect to incorporate 100 electric cars in the first quarter of 2022.

Spain



We are developing partnerships with different stakeholders (manufacturers, charging network developers, installers, etc.) to enable the fleets that operate with Cabify to acquire electric vehicles, in search of new features based on high intensity use with short charge periods and the provision of charging facilities. We'll have good news very soon!

México



In partnership with Mexican startup OneCarNow, we'll continue to support the electrical transition of our collaborating partners throughout 2022.

Uruguay



We have developed a partnership with Abriley to support our collaborating partners to incorporate electric cars into their taxi fleets, and they've already added 65 vehicles!

The number of Cabify journeys made in electric vehicles was up 159% on 2020, and the number in hybrid vehicles 69%

In first person

Sergio Rivero, a taxi driver in Santiago de Chile for 10 years had the opportunity to test drive an electric car for a few months and he was convinced:

"I loved it! The car has incredible technology, and it has changed my life in terms in terms of the way of driving and its impressive autonomy."

After changing his internal combustion engine vehicle for an electric one, we encouraged this proud collaborator of Cabify to take advantage of the Mi Taxi Eléctrico program, an initiative of Chile's Ministry of Energy that facilitates the acquisition of electric taxis by subsidizing part of the cost. Sergio is delighted with the results:

"I used to spend around 20 thousand Chilean pesos per day (approximately 22 euros) on fuel and now my energy consumption works out at around 5,000 per day (5 euros)."

Part of its success has to do with the savings, but also the new specifications of the vehicle:

"I really notice a huge difference when driving because it's a powerful car, automatic and with brilliant technology. I've been driving it for four months and I still learn something new every day!"



The electrification of road transport continues expanding and 2020 saw the number of electric cars reach another landmark, hitting the 10 million units. Despite global car sales falling 16%, registrations of electric vehicles were up 41%. Three million more of these cars are on the streets of the world and Europe has just overtaken China for the first time as the largest market.⁴⁹ Isn't it marvelous

Nevertheless, even though environmental awareness is on the rise, there are still barriers to overcome to be able to meet our target:



The low availability of electric cars on the market and the lack of models that meet the autonomy and capacity demands of a service like ours in terms of people and luggage.



The acquisition cost of electric vehicles. Between two cars with the same specifications and features, the initial investment in an electric car is more substantial, albeit it more profitable over the long term.



In many cities, the bureaucracy and regulation around the concession of taxi licenses prevents the evolution of a renting model for the acquisition of electric vehicles, which makes test driving for short periods difficult.



There aren't enough charging points in cities and those that exist are not strategically located.⁵⁰



The absence of tax incentives for the electrification of large fleets. The regulation of this type of service is still immature and there is little in the way of renting and leasing offerings that meet the mileage requirements of the activity.



Installing the necessary infrastructure for recharging these kinds of vehicles does entail an initial economic cost.⁵¹

Overcoming these barriers requires partnerships that mean more public grants and the creation of regulations to streamline the process. But we're still making progress!

Since 2019 we have had various initiatives in this respect:



Together with BID⁵² Invest and EY⁵³, we conducted the first study of the transition of the sector to electromobility.



In Mexico, we're part of the Alliance for Climate Justice, along with WWF Mexico, which seeks to provide the coordination of key stakeholders in civil society, the business sector and academia, and governments and state, regional and municipal level so that they implement immediate climate actions with a major impact at local level.



To generate knowledge of the impact of climate change on our sector, the UPM-Cabify Chair of Sustainable Mobility sees us partner with academics to resolve the challenges facing mobility in the 21st century.



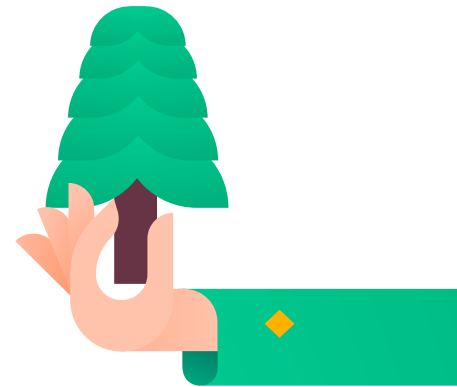
Internally, we're developing feasibility projects for the large-scale implementation, specifically in terms of the modeling costs and infrastructures.

Step 3: Offsetting

Cabify forms part of this exclusive groups of companies on the planet that who offset their emissions. It brings a tear to the eye! We're pleased to be the first company in our sector to make the maximum commitment, but we're even more enthusiastic about the fact that a large number of companies are setting out on this path because together we can go further.

Since 2018, through our Cabify Carbon Neutral Program and through the voluntary carbon credit market, we provide economic support for local projects through our purchase of carbon offsets, we fight climate change and offset our footprint to make a positive impact on the people whose offsetting projects also impact on the generation of employment and well-being in local communities.

Each carbon credit is equivalent to offsetting a ton of CO₂. If we add together what we've achieved since becoming carbon neutral in 2018 we have offset more than 375,000 tons of CO₂! That's equivalent to the carbon absorbed by 21 million trees in their first 10 years of life.



Cabify Carbon Neutral: what's our differential value?

We are carbon neutral

What does it mean to be Carbon Neutral?

Turning on a light, sending an email or making a coffee are all actions that emit CO₂ into the atmosphere and contribute to climate change, and so do our journeys with Cabify. Carbon Neutral means we compensate for CO₂ emissions generated by our activity through projects that absorb exactly the same quantity of CO₂ that we emit. Or to put it another way, we eliminate carbon dioxide (the footprint) that we have released into the atmosphere.



In 2020, we partnered with Climate Trade to make the compensation process traceable by using the advantages offered by the Blockchain, the first urban mobility company to do so. Being more traceable, more digital, more transparent, more direct, more secure, more immediate, and cutting out intermediaries offers us more options to offset CO₂ emissions in the countries in which we operate, and we demonstrate how technology is our best tool in the fight against climate change.



In 2018 we became the first company in the sector in Europe and Latin America to offset 100% of emissions generated, both directly at corporate level and indirectly through the journeys linked to our services, passengers and companies that trust in us. This is a commitment that we have maintained over the years.



One of the strengths of our program is that we have multiple impacts. Of all the Sustainable Development Goals, the one we contribute to most is No. 13 Climate Action, but each of the projects we invest in has an impact on other Sustainable Development Goals.









We select offsetting projects with high value added, under carbon offsetting schemes of high international prestige such as CDM or VCS.



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

Our offsetting projects



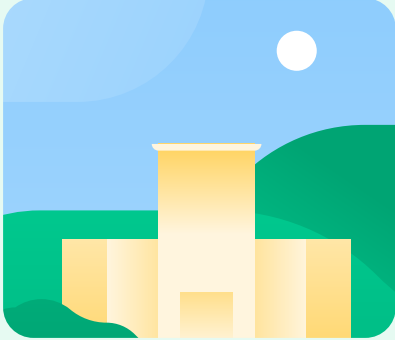







ARGENTINA





Replacement of fossil fuels with biomass

In Argentina, where reforestation projects are few and far between, we find an interesting alternative while we continue to look for initiatives with a direct impact on local flora. Until then, we help replace the gas used at the La Providencia sugar plant with biomass.

In the 10 years of the project, it is calculated to have reduced the CO₂ emissions of this facility located in Tucumán in the north of the country by 417,000 tons. Replacing fossil fuels with more environmentally friendly energy sources is also a pressing task, and we want to be part of the change.





CHILE

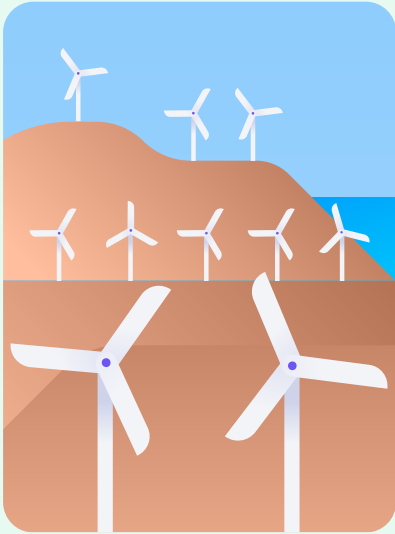
Punta Palmeras wind farm

On the coasts of Coquimbo in Chile, the power of the wind pushes us towards a better future.

By collaborating with the Punta Palmeras wind farm, we help to keep the blades of its 15 wind turbines turning. The facilities, inaugurated in 2014 by then Chilean President Michelle Bachelet, featured the country's most powerful wind turbines installed up to that date. On 92-meter-high steel towers with 3 MW of power per unit, they prevent the emission of 60,000 tons of CO₂ into the atmosphere each year.

At full capacity, the wind farm generates a total of 124 GWh per year, enough to supply 60,000 Chilean households with clean electricity. To produce the same energy, a coal-fired power plant would emit 119,000 tons of CO₂ or 215,000 barrels of oil would be needed.

Thus, we continue on our journey in Chile, going wherever the road takes us, working to create a better future.





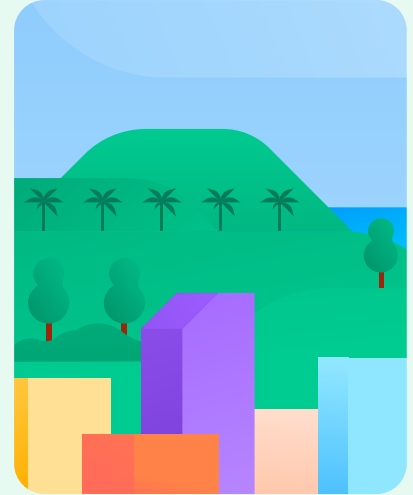
COLOMBIA

Reforestation projects in Antioquia and Caldas

In Colombia, we doubled our offsetting efforts by collaborating with two large projects in the Antioquia and Caldas areas. Two different paths with the same destination: the protection of our spaces from deforestation.

In Antioquia, through the Livestock and Forest Carbon project, we promote sustainable forestry activities on land previously dedicated to cattle ranching, also stimulating the economy in the Urabá region of Antioquia, using local labor to carry out installation and maintenance work.

On the other hand, through the Andean Zone and Atlantic Coast Associative Programmatic Project, we helped unify reforestation initiatives in 29 municipalities located in Antioquia and Caldas, with a positive environmental and social impact.



SPAIN

Community of Neighborhood Forestry in Laza, Galicia

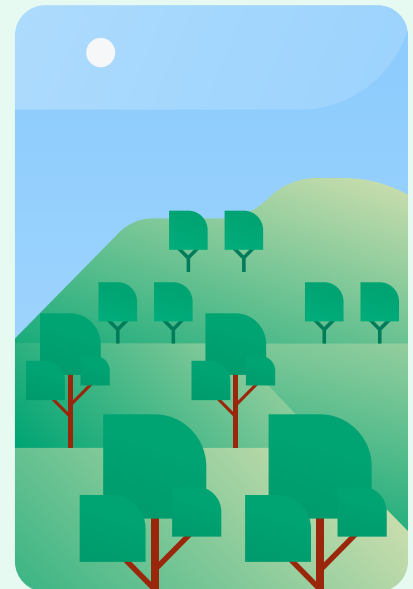
In Spain, the country where we were born and grew up, we also want to leave our mark. To ensure that our footprint is not carbon-based, we promote reforestation in the north of the country, one of the most vulnerable green areas of the Iberian Peninsula.

In the Community of Montes Vecinales de Laza, Galicia, we are contributing to the regeneration of the flora by planting pine trees in an area of 5.87 hectares.

By promoting reforestation and natural values in the largest wooded area in Galicia, and during the approximate 40-year duration of the project, we will be able to absorb around 3,745 tons of CO₂ before it reaches the atmosphere.

Through this project we not only managed to absorb a significant quantity of emissions, but we also contributed to protect an area that is usually hit by fires.

We dream of greener and more environmentally friendly spaces, and we work to make them a reality.





MEXICO

Oaxaca Wind Complex II-III-IV

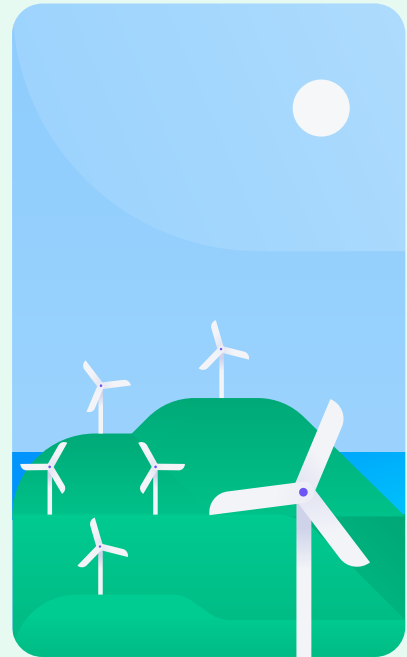
Since 2011, the Isthmus of Tehuantepec in Mexico has been home to one of the largest wind power complexes in Latin America. There, between two oceans, we are moving towards a more sustainable future at the pace set by the wind off the Mexican coast.

The three wind farms that make up the Oaxaca II-III-IV complex have a total capacity of 306 MW, capable of producing electricity equivalent to the consumption of 700,000 Mexican homes.

With 204 wind turbines resting on 80-meter-high steel towers, this huge wind farm avoids the release of 670,000 tons of CO₂ into the atmosphere each year. To get an idea of the scope of this figure, it would take 33.5 million trees purifying the air through the process of photosynthesis to achieve the same effect.

We support the project because, in addition to generating completely clean energy, it aims to promote socioeconomic development in the area. An initiative that fits perfectly with the values that move us.

That is a good example of the impact we seek to have on our environment. Positive, real, and long-term.



PERU

Conservación de Madre de Dios en la Amazonia

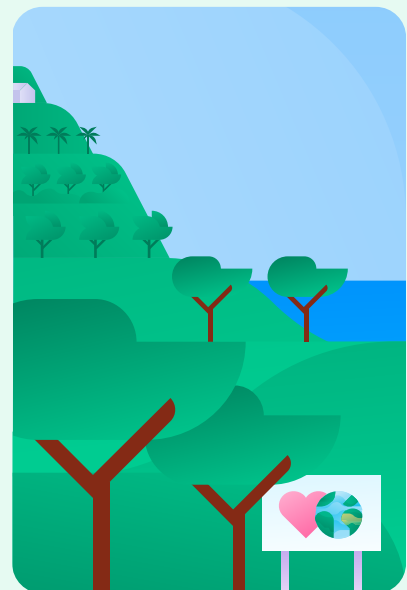
The Madre de Dios project is very special for us, as it was the first collaboration thanks to which we became the first carbon neutral mobility app in Europe and Latin America.

Thanks to this initiative, we helped reforest and protect 100,000 hectares of the Peruvian Amazon rainforest, which is in serious danger from illegal logging and the construction of the interoceanic highway linking Brazil and Peru.

We do our bit by ensuring the safety of an area that shelters endangered animal species and the tribal communities that live there. In fact, these communities are a fundamental part of the project, as 70% of the employees are part of the Indigenous groups in the area.

The enclave, 400 kilometers from the Machu Picchu sanctuary, is an area with a unique biodiversity that we must protect by contributing to the sustainable development of rural producers who live off this land.

Here in Peru, we took the first steps in environmental sustainability. We now look far beyond compensation.





URUGUAY

Guanaré Project

The fields of Cerro Largo, Uruguay, previously dedicated to extensive cattle raising, now have another opportunity thanks to the Guanaré Project.

We collaborate with this initiative which, thanks to reforestation, manages to absorb 127,416 tons of CO₂ each year before it is released into the atmosphere. By converting these spaces into sustainably managed land, we help absorb the equivalent of the annual emissions of more than 1.5 million private vehicles. The project, which covers a total of 21,298 hectares, will not only ensure the recovery of natural areas, but will also provide a source of stable and sustainable employment for some 1,000 people in the area, minimizing rural poverty.

It is estimated that during the 22-year life cycle of the project, the reclaimed area will be able to absorb no less than 7,644,960 tons of CO₂ largely thanks to the planting of eucalyptus.

We work to transform landscapes and realities, not only in Uruguay.



Footnotes

25. 8.5 gigatons in 2019, compared to 7.2 in 2020 according to the IEA (International Energy Agency) in its report [Tracking Transport 2021](#).

26. Data from the [survey carried por out by 40dB for El País](#), October 2021, for COP26.

27. IEA's [Tracking Transport 2021](#) report.

28. [Glasgow's 2030 Credibility Gap](#) report.

29. From fuel, especially petrol derivatives. IEA report [Tracking Transport 2020](#) drafted with data from 2019.

30. IEA's [Tracking Transport 2020](#) report, based on data from 2019.

31. Data from the [Global report on Human Settlements 2011](#) by UN-Habitat, which the United Nations still holds as valid.

32. Figure confirmed by the finance ministers of the EU ahead of the COP25, within the [European Council](#).

33. Data from the European Commission, on EU financing in in relation to climate.

34. Report [State of the Voluntary Carbon Markets 2021](#)

35. Data from the [People's Climate Vote, survey](#), the biggest poll ever conducted on climate change to date, carried out by the United Nations Development Programme (UNDP) and the University of Oxford.

36. Electricity from 100% guaranteed renewable sources certified by the National Markets and Competition Commission.

37. For our conversions, we use the Greenhouse Gas Equivalencies Calculator of the U.S. Environmental Protection Agency

38. The calculation uses the emissions index in Peru when we began operating in the country: 190 g CO₂/km.

39. According to a [recent study by the University of Cornwell](#), the carbon footprint of remote meetings is 94% lower than face-to-face meetings.

40. Including the calculation of the total cost of ownership (TCO), taking into account the operating, acquisition, energy and fuel costs, maintenance costs, insurance and leasing for validation of the financial viability of the model for partner drivers.

41. Change in the price of energy for different models in the fleet and increased availability of models and the infrastructure necessary.

42. Providing continuous feedback to manufacturers tackling their development with the usability of the fleet, establishing parameters for implementation - habitability, autonomy and load capacity - and testing electric vehicles to identify improvements.

43. Promoting access and supporting the study of the power terms necessary.

44. Supporting the development of the most efficient and rapid methods.

45. Establishing credit agreements with financial institutions to fund electric vehicle projects, leading to a reduction in risk analysis with binding contracts and negotiating competitive interest rates and deposits.

46. Adapting the reading hardware to new MCU standards (Motor Control Unit) and carrying out an integration with maps of charging stations.

47. Identifying potential locations, providing information on occupation and usage according to our data and promoting common platforms of use (concentrator app).

48. Data from the [survey carried out by 40dB for El País](#), October 2021, for COP26. 2040 is the target set out in the Spanish Climate Change and Energy Transition Law and 2035 is the EU objective.

49. All data from the International Energy Agency's report [Global EV Outlook 2021](#)

50. According to the ANFAC in their [Public Access Recharging Infrastructure in Spain](#), in 2030 public electric charging points installed across Spain would have to increase 30-fold with respect to 2020 in order to meet EU targets.

51. El [electromobility barometer](#) from November 2021 places Spain as the second worst rated country in Europe for charging infrastructure.

52. IDB Invest, member of the Inter-American Development Bank (IDB), is a multilateral development bank committed to promoting economic development in Member States in Latin America and the Caribbean through the private sector.

53. Ernst & Young is a multinational company and one of the most important professional services firms in the world, offering audit, tax, finance, accounting, legal, calculation and actuarial services as well as management consulting.



Argentina

Riders

COMMUNICATION CAMPAIGN

Be neutral

Sometimes, there is no better way to position yourself than being neutral. And that's what we did in Argentina. Because we know that to fight global warming it is not enough to be the only carbon neutral app, we also compensate our competitors' trips.

There are many mobility apps to choose from, but **only one planet**. That's why it's not enough for Cabify to be carbon neutral. So we stopped to think: what about all those people who choose other apps to move around the city?

To fight global warming, **we need to join forces**. For a moment, we stopped trying to convince our audiences to travel with Cabify to travel with Cabify, and we encouraged them to move around with whomever they wanted... but in a more sustainable way.

During the campaign, we offset the carbon emitted by trips made with a competitor's app. How? Through a website where anyone could send us their trip ticket.

This is how we did it:

- Creating the page seamosneutros.com to send us their trips.
- Sharing our campaign [video](#) on networks, television and cinema.
- And with content in [social networks](#), on the radio and even in the streets of Argentina.

02. Our destiny?

To accompany you

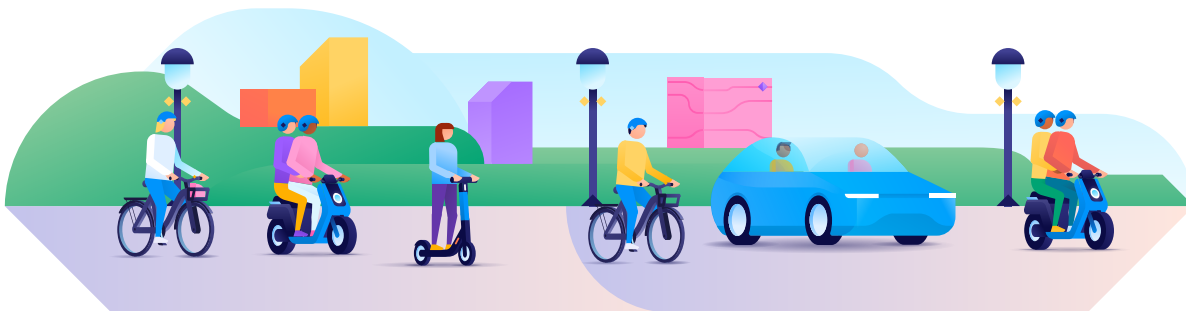
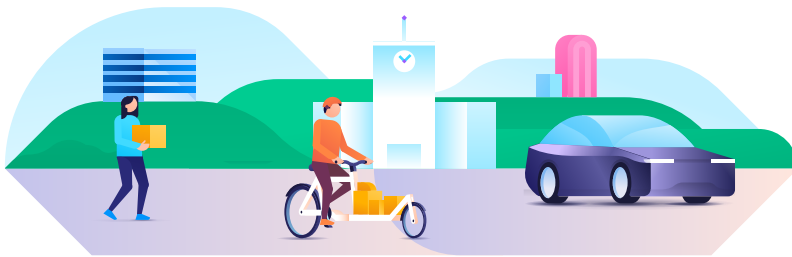
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2.1 Cities in motion

From their Greek origin as *polis*, cities were forged to create efficient and livable communities, thanks to advantages such as access to clean water, prime geographic locations, and solid social environments. They also reduced the costs of transporting goods and fostered collective thinking by bringing many people together in one place, while centralizing protection, opportunities, and mechanisms for development.

The city is the backdrop to our work and an environment in constant transformation that presents permanent challenges. At Cabify we know that the way we address inequality, social exclusion, security, population growth, marginalization or environmental destruction will define the future. And we like to think about the role that mobility plays in alleviating or improving each of these urban challenges. We are always on the move!



Positive impact: accelerating change

We are committed to our environment and to making a positive impact. Throughout 2021 we collaborated in these initiatives with the intention of generating the changes we like (and would like) to see (more) in cities.

Spain

Vacuna2

During the first stage of vaccination of the general population, we helped with travel to and from mass vaccination centers in Alicante, Barcelona, La Coruña, Madrid, Murcia, Santander, Seville, and Valencia with a 100% discount on two trips of up to 15€ each way, providing transportation to 4,686 people in 6,738 trips.

Children against Cancer

We collaborated with the Universidad Clínica de Navarra in this initiative, covering the transportation of two children to the clinic during their proton therapy treatment.

UPM-Cabify Chair of Sustainable Mobility

For yet another year, we have renewed our commitment to the Universidad Politécnica de Madrid by supporting [this chair](#) to solve, in collaboration with the academic world, the challenges of mobility in the 21st century. If in the 2019-2020 academic year we simulated bicycle mobility in Madrid and improvements in predicting bus arrival times, and in 2020-2021 we focused on analyzing the relationship between emotions and driving, driver training with virtual reality and the mapping of alternative routes based on pollution, this 2021-2022 we have focused on the construction of a mobility simulator. We love working and learning with the engineers of the future!

Chile

Telethon

The Telethon, which has been held since 1978 and is one of Chile's most prominent charities, raises funds to help children with disabilities in a television broadcast lasting more than 27 hours. This year, we participated by donating 10% of the trips made with the "Cabify Telethon" category.

Supporting voters

During the municipal elections in May, held over two days, we supported the mobility of voters nationwide through the code "CABIFYVOTACL", offering two trips with a 50% discount applicable to all categories except Cabify Envíos.

Argentina





+Women

We partnered with *Mujeres Al Volante* (Women Behind the Wheel), the largest female-focused 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, we promote diversity in our sector through meetings with public figures such as Sabrina Castelli, from *Mujer Financiera* (Female Financier), and talks given by user drivers, such as Adriana.

Colombia

✂ The 1% initiative

Colombia launched this initiative this year, donating 1% of the trips made during one day of each month to a charitable cause. Throughout this year we have collaborated with:

-  **April, International Earth Day - Fundación Cerros de Bogotá:** we dedicated the proceeds to reforestation, involving our team in the planting of 35 trees.
-  **May, Mother's Day - Cradles with love:** more than 100 cradles were delivered to mothers at risk of social exclusion.
-  **August, World Senior Citizen's Day - Fundación La Manuelita:** we support the work of this organization that dignifies the lives of less well-off elderly people by covering food purchases.
-  **Septiembre – TECHO Colombia:** la recaudación se destinó a la construcción de una vivienda en una zona vulnerable; nuestro equipo realizará acciones de voluntariado en una segunda fase de la colaboración.
-  **Octubre – Fundación AVON:** donamos 100 mamografías para mujeres con dificultades económicas.
-  **Diciembre – Fundación Tiempo de Juego:** apoyamos económicamente sus proyectos deportivos para niños en zonas de riesgo.

Perú

✂ 1% Perú

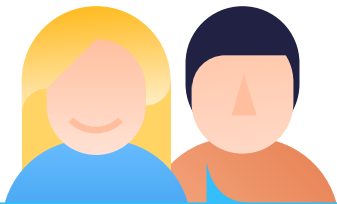
The 1% contribution has also been replicated in this country, where we have collaborated with two projects. Together with TECHO Peru we built a house for a family at risk of exclusion. Through SOS Children's Villages Peru, we contribute to the feeding of more than 6,300 children, adolescents and 5,200 families in vulnerable situations thanks to the "I stop a pot" campaign.

✂ Vaccination campaign

Under the discount code "VACUNATON", we offered a discount on two 50% roundtrips in Economy, Lite and Executive categories to people taking Cabify to any vaccination center in Lima registered on the official website of Minsa -the Peruvian Ministry of Health-.

✂+ A safe right to vote

During the general elections, the inhabitants of Lima were able to travel to vote safely and economically with the code "VOTOPERÚ", and in addition, 2 free trips were offered in the Economy and Lite categories for those who downloaded the application for the first time.



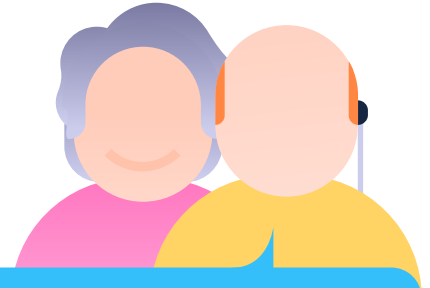
In the last two years, we have positively impacted 127,808 people through social initiatives

	Latin America		Spain	
	2020 ⁵⁴	2021	2020 ⁵⁵	2021
Inversión (\$)	817.885	127.843	450.509	88.930
Personas beneficiadas	22.310	3.982	35.646	65.870

Accessibility: all aboard

Cities must always be built integrating a continuous vision of accessibility and using new technologies to build spaces adapted to mobility needs. Urban evolution may be very uneven, but mobility will remain a fundamental universal right that needs a lot of work and plans designed to address the different realities of people. Because a city can only progress when all its inhabitants are able to participate in it fully.

At Cabify we have an ongoing commitment on the road to universal accessibility. We want to get people to their destination in the freest, safest, most sustainable, and most accessible way



2019



We have been 100% accessible for blind people since 2019, through the optimization of the app for screen readers such as VoiceOver or TalkBack and the training of more than 300 thousand partner drivers.

We have improved our app to make it more accessible to the elderly and hearing-impaired people

2020



In 2020 we continue to advance in our commitment hand in hand with expert organizations, such as EmancipaTIC, Derechos Mayores or the State Confederation of Deaf People (CNSE), with the aim of understanding the main barriers to mobility for elderly and deaf people. In addition, we put in place an industry-unique set of recommendations to ensure that Cabify's partners had the necessary expertise to provide an accessible service in the unique context of the pandemic.

2021



Throughout 2021, based on the knowledge acquired, we will implement functions in our application focused on the elderly or hearing impaired, and also taking into consideration the needs of people with cognitive or motor disabilities

An app without barriers

Find out here how we make travel accessible for our passengers!

[Click here!](#)



Why are more user drivers with accessibility needs collaborating with Cabify?

[Click here!](#)

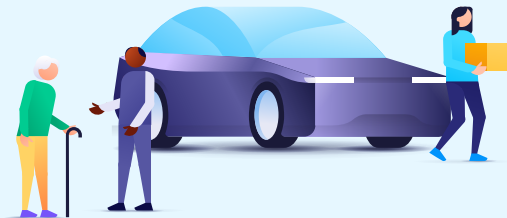


Together we go further

Every year we carry out several activities to continue our progress along the road to universal accessibility, but we aren't travelling alone. In 2021 we collaborated with Inclúyeme, an expert association in social and labor inclusion of people with disabilities, carrying out a diagnosis of challenges to facilitate more drivers with hearing loss to work with us in Latin America. As part of this collaboration, we have also trained our team in Argentina to serve passengers with accessibility needs and to encourage more people with disabilities to join the Cabify team.

Letting us see and hear

CEAPAT (State Reference Center for Personal Autonomy and Technical Aids) of Imsero, with which we have been working closely since the beginning of 2021, organized a Conference on Accessible and Inclusive Mobility in which we presented, together with Park4Dis, the importance of accessibility and the reasons why we should strive to make people's lives easier.



We attended the Tourism Innovation Summit, disseminating the efforts and results of creating a product which takes into account the user's needs when developing mobility services in cities, and the benefits of sustainable and inclusive tourism.



At #DEILATAM, we were speakers together with Uber in the panel "Accessibility: Accessible digital platforms & user experience" to talk about our collaboration with Inclúyeme in Argentina.



We participated in the IV Congress of Technology and Tourism for Diversity (TTD Congress) in which we presented a research paper on the use of artificial intelligence, analysis of multi-mobility resources and people with disabilities, showing that responsible technology can create more sustainable cities.



Innovation to go further

Although it sounds very cliché to say that we can learn from every obstacle we face, for us it really is true. The exceptional situation we have experienced with the pandemic led us to adapt quickly to the new needs of our community. As a result, we have developed prototypes that we would not have conceived under ordinary circumstances and yet are relevant to society.

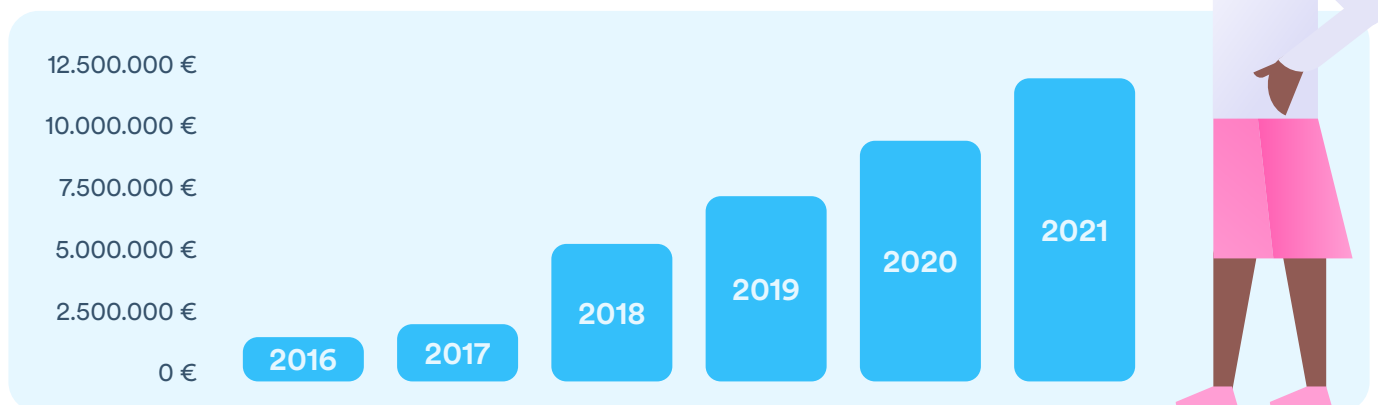
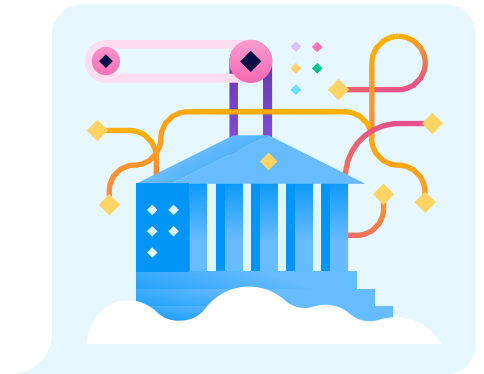
During 2021, one of our most important technological milestones has been the complete change of cloud infrastructure to a more secure, reliable, and scalable architecture, achieving the goal of completing the migration without any impact on our community.

We have also promoted the 'Platgen' project, whose objective is to design and develop a new platform based on the omnichannel system to offer comprehensive management to our users. In this way, we will be able to interact with them using the most advanced technology in all the phases involved in a trip -from the registration request in our app to the billing of the services they have used- and incorporate substantial improvements in all the functionalities that add value to them.

On the other hand, 'Intersev' (or 'development of an intelligent service delivery system based on predictive computing'), is an unprecedented project that will enable us to provide better service in our Travel categories. We are working on new mathematical models and the combined application of complex algorithms to better solve the process of assigning routes to drivers who collaborate with Cabify and pricing routes, as well as patterns based on historical prediction and the calculation of variables that have a direct impact on the final price and loyalty of our passengers.

In 2021, the certified amount of investment for the purposes of the R&D&I deduction considered in the Corporate Income Tax Law was more than 7.7 million euros in technological investment (TI) and 2.3 million euros in R&D, equivalent to 10 million euros.

In addition to this investment, the company has also benefited from a Social Security bonus in the amount of 146 thousand Euros corresponding to the contributions of 45 employees dedicated to research work whose salary has not been included in the aforementioned R&D&I deduction base. Thus, total investment in certified R&D activities in 2021 amounted to 12.2 million euros.



2.2 Our team

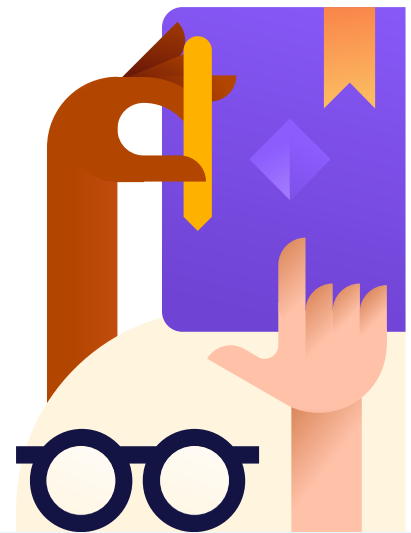
One of our most important assets that keeps us rolling is the people who work at Cabify, our employees. Professionalism, talent, motivation, commitment, creativity... are some of the skills that characterize our team. Don't think we lack modesty; we simply know that being sustainable and wanting a better future requires the best version of ourselves. And we are proud to tell you about it.

What drives us

Each of us at Cabify has a different and essential role, but we share the same map, the same direction, and the same destination. This is the compass in which we look at ourselves, the one that moves our steps and directs our collective feeling.

Corporate culture and policies




We are professionals committed to getting the best work done, but not just any old way. The policies that guide us serve to guarantee respect and coexistence, shared behavioral guidelines, principles, and ethical values.








We have a [Code of Ethics and Conduct](#) which establishes the rules that should govern the behavior and actions among our team and the relationship with third parties; as well as different policies that favor our activities' development, always within our reach through our internal intranet, Explora::

-  [Diversity, equality and respect policy](#)
-  [Mobile equipment security policy](#)
-  [Personal and Corporate Account Use Policy](#)
-  [Anti-corruption and anti-fraud policy](#)
-  [Environmental and occupational health and safety policy](#)
-  [International internal movement policy](#)
-  [Travel policy and procedure](#)
-  [Conflict of interest policy](#)
-  [Internal mobility policy](#)
-  [Leave of absence policy](#)
-  [Back to office policy](#)
-  [Procedure for requesting an exceptional rest period](#)
-  [Employee share purchase procedure](#)

In 2021, we have reviewed and updated some of our corporate policies:

-  Intercompany Travel Policy
-  Salary review policy
-  Organization and working hours policy*

And we have launched the following new policies:

-  Expatriate's Guide
-  Permanent telework application policy*
-  Promotion* process⁵⁶
-  Ambassador* process⁵⁷
-  Journeys for all⁵⁸

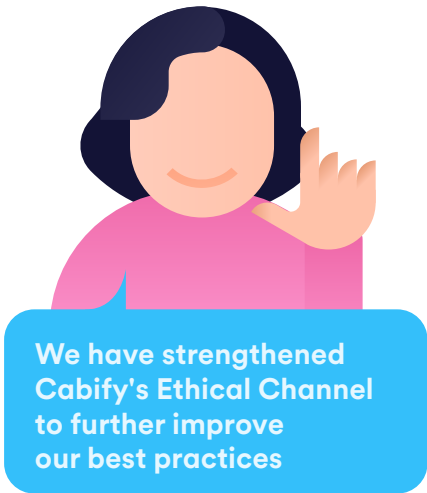
*Policies that apply only to the team in Spain.

Our Ethics Channel is also evolving

At Cabify we believe that the secret to a good work environment is to have no secrets. The Ethical Channel is used to report all cases of ethical misbehavior that deviate from our corporate principles. That's why we continue to work to perfect it, and have not only improved case management, but also aligned with the EU Whistleblower Directive, which seeks to protect all those who disclose unethical behavior.

This new tool allows whistleblowers to provide information, include images, add voice notes and documents detailing the case, always with the possibility of doing so anonymously. We received 8 complaints in 2021, 7 in Spain and 1 in Latin America, 29 cases less than in 2020. When a case is reported through the channel, appropriate inquiries are made, and the corresponding decisions are taken with the areas involved. In any case, the reported data are automatically anonymized 3 months after the report. And the result is a more flexible, simpler, and even more secure Ethical Channel.

We have also made progress in our preventive protection against fraud and corruption, reviewing the structure of roles and permissions to shield relevant information, improving the traceability of actions carried out in the back office to detect possible fraud, and establishing internal processes and figures for their proactive detection.



This is how we see ourselves

At the beginning of this report, we told you what we are like, but how do we perceive ourselves? We periodically survey our employees to see how well we are doing and to identify areas for improvement at the work level. Because part of our success is having a happy team that not only knows what they do but believes in what we do. Is there a better cover letter?

ENPS⁵⁹ Results



Diversity and inclusion: all equally different

At Cabify we are very clear that differences enrich us and that's why we love having a diverse team. Our Diversity, Equality and Respect Policy guarantees zero tolerance for any discriminatory act and considers diversity a value that fosters creativity and innovation in the company.

Diversity Committee

One of the great achievements in 2021 has been the official launch of our Diversity Committee. If we want to make the city a better place, we have to act as a driver of change so that all the communities that make up the city feel represented, heard and included in decision-making. And that is what this committee is all about, giving a voice and a vote to people, whether they are those who suffer some kind of discrimination or those with whom we want to get actively involved in making diversity visible in all its complexity and richness.

The Committee operates by working groups, each specialized in the subject matter of the group it represents, and participation is voluntary. In 2021, three groups - Functional Diversity, LGTBQ+ and Women in Technology - have been active and we will soon welcome the Generational Diversity group. In each of them there are three roles with different responsibilities:

In our commitment to equity and inclusion, we have launched our Diversity Committee in 2021



Coordinator

Defines the team's roadmap, is in charge of organizing its members and is the point of contact with the other coordinators.



Volunteer

Supports the coordinator in the development of the roadmap, participates in team meetings and takes an active part in the different initiatives.

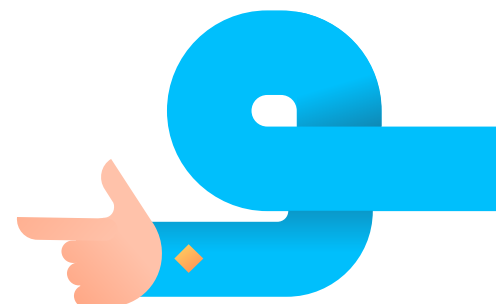


Supporter

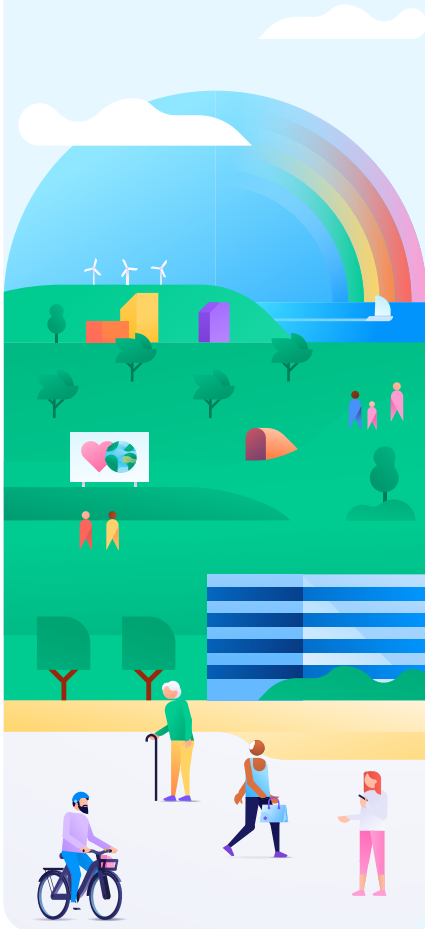
Members with no firm commitment to activities, but who are aware of the initiatives and can assist in their implementation.

In addition, to ensure that everything runs smoothly, there is a coordination group responsible for providing the Committee with the tools it needs to develop its initiatives, ensuring that all the groups that make up the Committee are working along the same lines and that the Committee's voice carries weight within the organization.

Finally, the Committee is a living and dynamic entity. Every six months we evaluate the creation of new groups, we open the door for those who wish to leave or enter, and we renew ourselves partially or completely. Look what 2021 has brought... highlights ON!



LGTBIQ+



Cabify LGTBQ+: measures for integration and networking

We conducted a training session on inclusive language and trans awareness, given by Niurka Gibaja of the State Federation for Lesbian, Gay, Trans, Bisexual, and Intersex People (FELGTB).

We signed the YESWETRANS Agreement of the FELGTBI+ to facilitate the incorporation of transgender people in our team.

We promote the integration of the transgender community in our sector through the YESWETRANS program.

We attended the 15th edition of LGTB+@Work, held every year by IE Business School, through our Global Growth Director, who participated as a speaker.

We participated in the Out inTech Event.

Pride 2021

International Pride Day: we joined the #6DaysChallenge of the FELGTB to commemorate June 28, through an action plan with internal networking and training sessions over 6 days.

Acronyms for Tolerance: we launched this campaign to explain, both in our online channels and on the safety screens of the fleets that operate with Cabify, the meaning of the acronyms of the LGTBQ+ collective.

Pride Themed Minigame: we customized our mini waiting game in the app with LGTBQ+ theme.

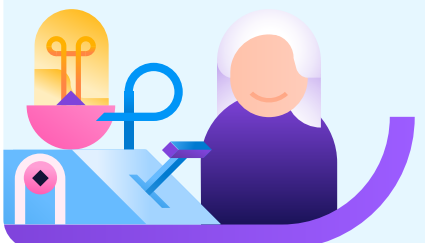
Functional diversity



This group has created, with the support of its followers, an Accessible Communication Guide that we have shared internally with the aim of making our communications accessible to all people and audiences. It contains, for example, resources and guidelines for implementing accessibility solutions in our online publications, social networks, or app functions.

Thanks to their work we have also released an Accessible Recruitment Guide, which covers the minimum accessibility knowledge that both the candidate and the evaluator must take into account during any stage of the recruitment process in order for it to run smoothly.

Women in Technology



The main task of this group was to get down to work to bridge the gender gap in technology. They started by encouraging the women on the team to share their experience and the result is that a year and a half later, we are delighted that they have managed to turn the tables and half of the authors of our blog are women



Do you want to see the result and meet the authors?





How an Economics graduate can end up developing software at Cabify



Why being a non-native UX writer can be great



How we created a new product from scratch



The journey of a team obsessed with generating value through automatisms



Becoming a product manager to improve Cabify's ratings



How user research can reveal systems that are not user-centered.



Being a manager: the art of making yourself dispensable



Covid has joined Zoom

Equality Plan

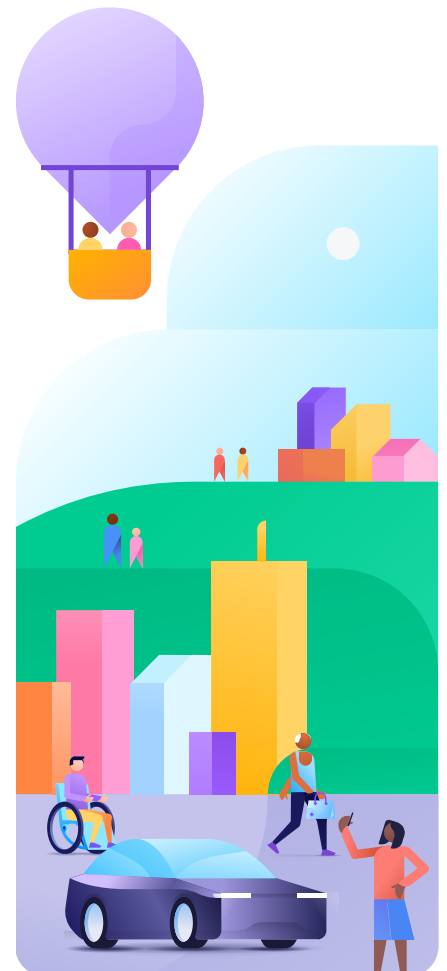
RDL 901/2020 and 902/2020 regulate respectively in Spain equality plans and their registration, and equal pay for women and men. In order to comply with them, during 2021 we have been working on preparing the register and remuneration audit, as well as on carrying out a situation diagnosis for the subsequent negotiation of our Equality Plan with the most representative unions in the sector (CCOO and UGT), which will be approved at the beginning of 2022.

In 2020, we joined the United Nations Global Pact's Target Gender Equality⁶⁰, which held its second edition in 2021, setting targets related to SDG 5.5 and the presence of women in management and leadership positions.

An accessible job

Our commitment to barrier-free cities would be meaningless without first applying it to our workforce and continuing to push for the inclusion of people with disabilities in the labor market. During 2021 two people with disabilities were part of our team in Spain and we cooperate with organizations such as Portamento or Fundación ONCE to participate in academic courses during 2022 that include mentoring and the offer of professional internships with us.

In the Latin American countries where the company is present, we are actively working to incorporate more people on team. However, the pandemic and its effects have not contributed to achieving this common goal.



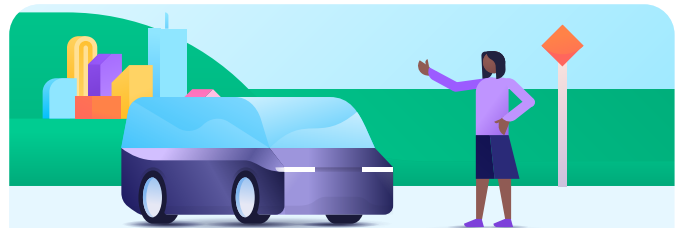
Our driving force: structure, figures, and data

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

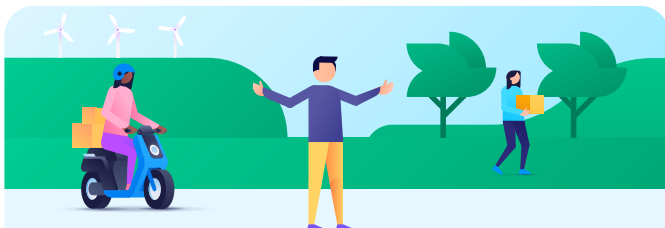
How do we move?



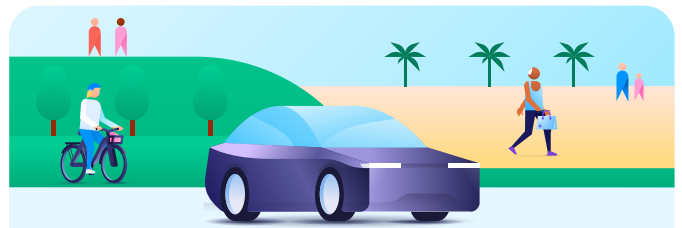
Senior Management analyzes and decides the direction of our trip so that we move forward into the future without any stopovers.



The team leaders lead and plan the next legs of the journey to be made.

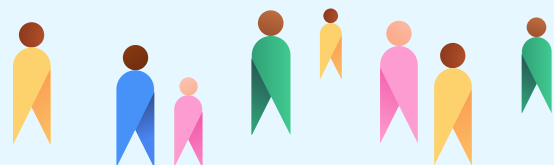


Intermediate responsibility roles oversee the paths we take to reach our destination.



And thanks to the operational team, we set the wheels in motion.

In addition, we are committed to local leadership because we believe that it is key that the people in charge belong to the community in which they are working.



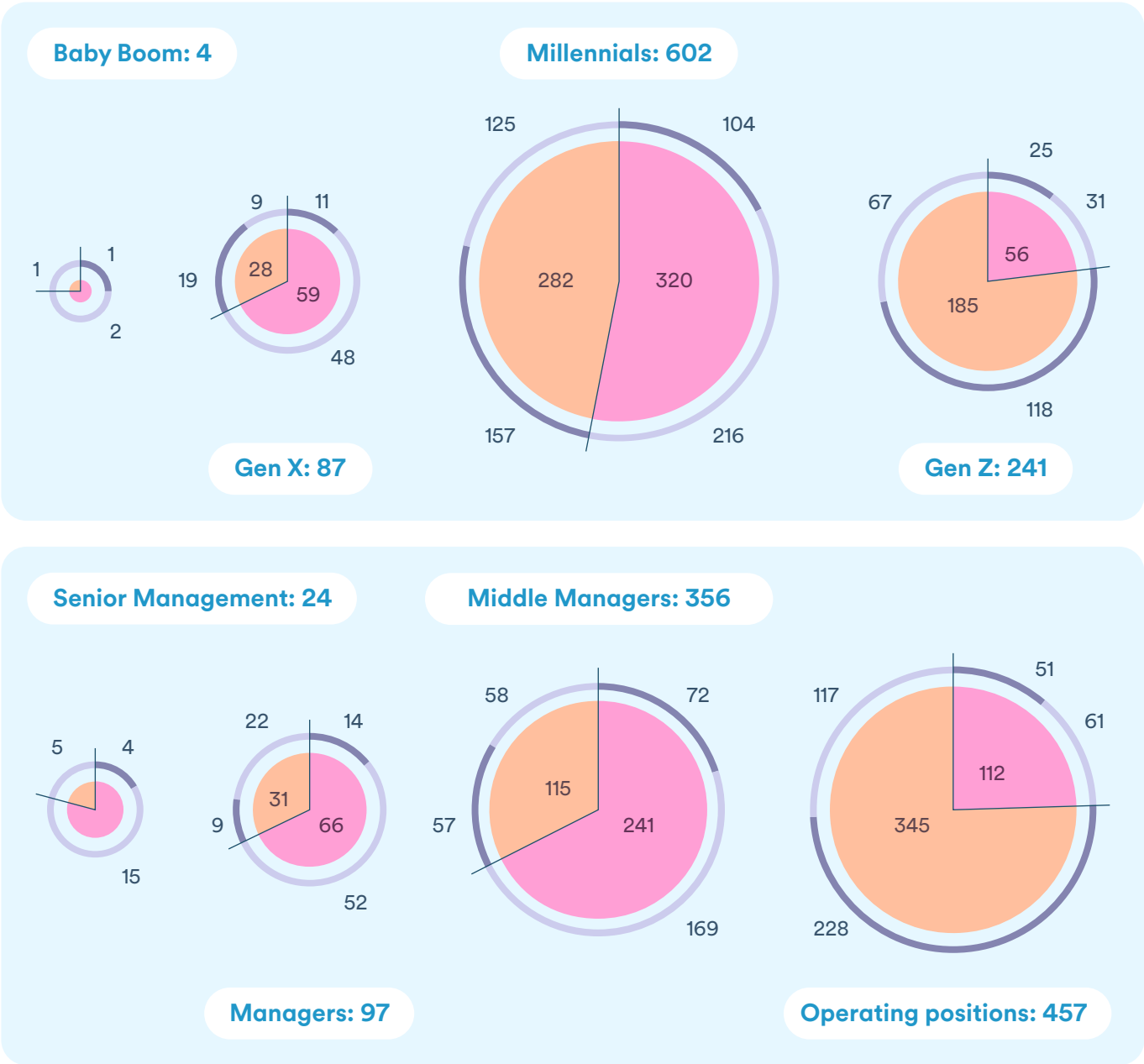
Our gearing, under a magnifying glass

There are many ways of looking at how our team is composed, a whole of more than 900 pieces that reflects the plurality that characterizes us.

We continue to take steps towards gender equality, maintaining a balanced percentage of women and men in our workforce

Total number of employees at year-end By gender, age, region, and occupational classification

Baby boom (1949-1968), Generation X (1969-1980),
Millennial (1981-1993), Generation Z (1994-2010)



By region

More than 97% of our workforce has a permanent employment contract. We remain committed to this type of hiring to provide added security and stability to our team

Baby boom (1949-1968), Generation X (1969-1980),
Millennial (1981-1993), Generation Z (1994-2010)

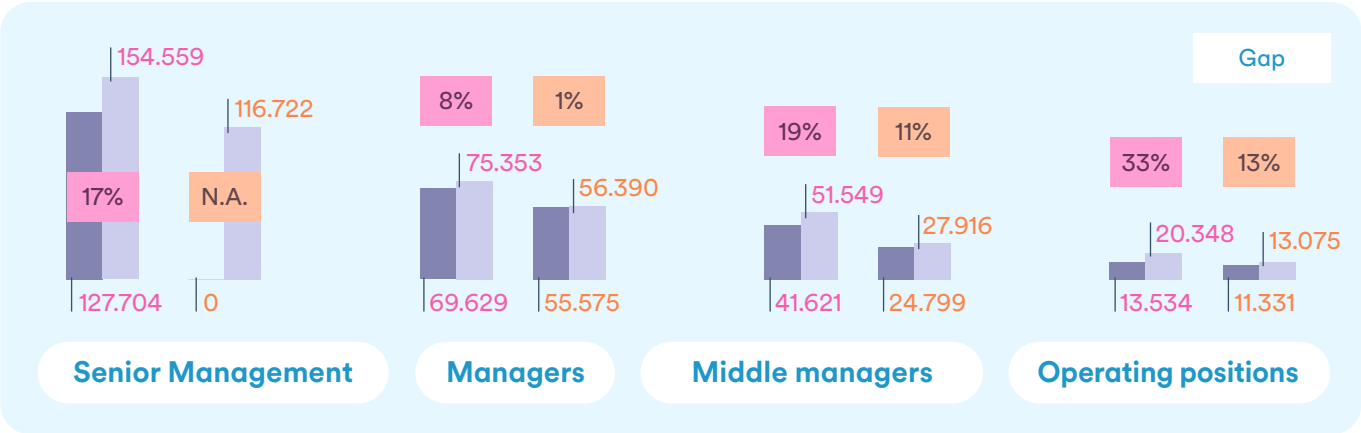
Spain

Latin America

Women

Average remuneration and average salary gap(\$)

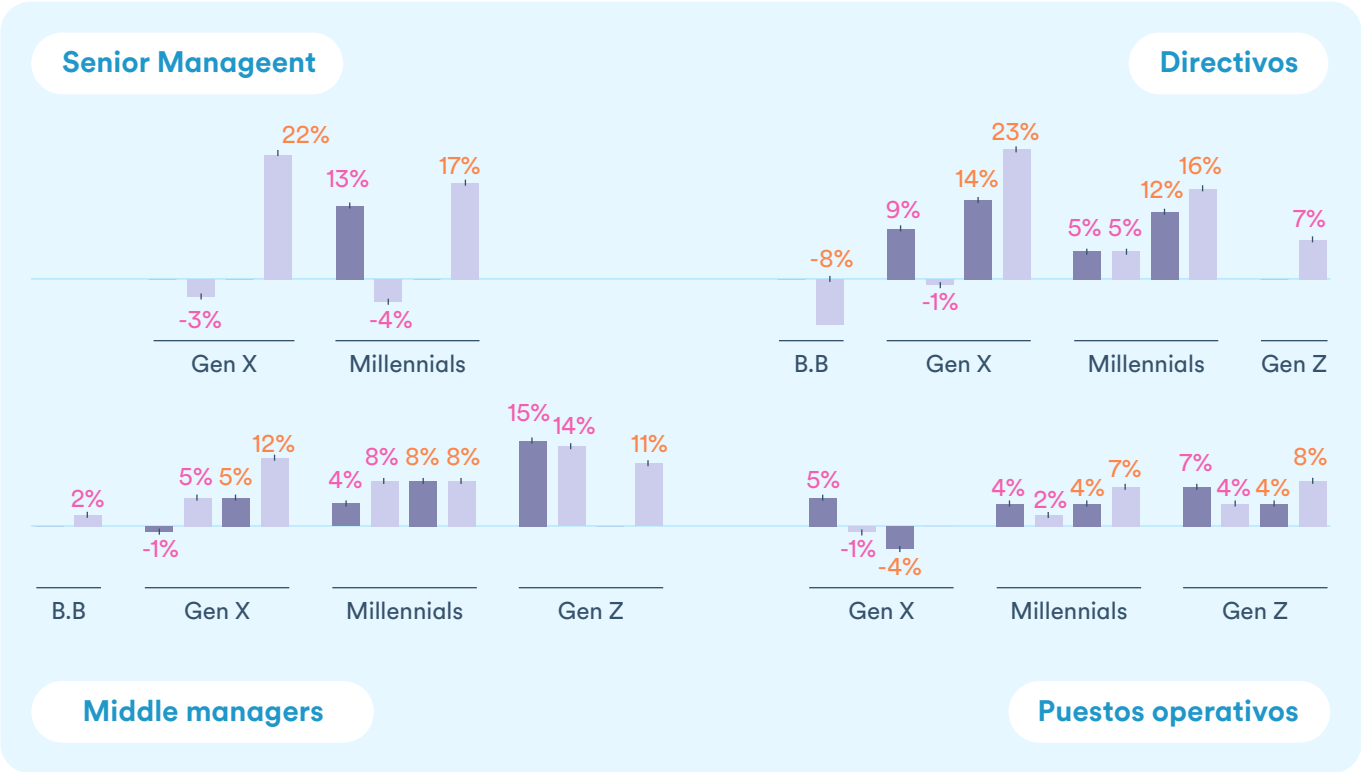
By region, professional category and gender



Evolution of average compensation

By gender, age and occupational classification

Baby boom (1949-1968), Generation X (1969-1980),
Millennial (1981-1993), Generation Z (1994-2010)

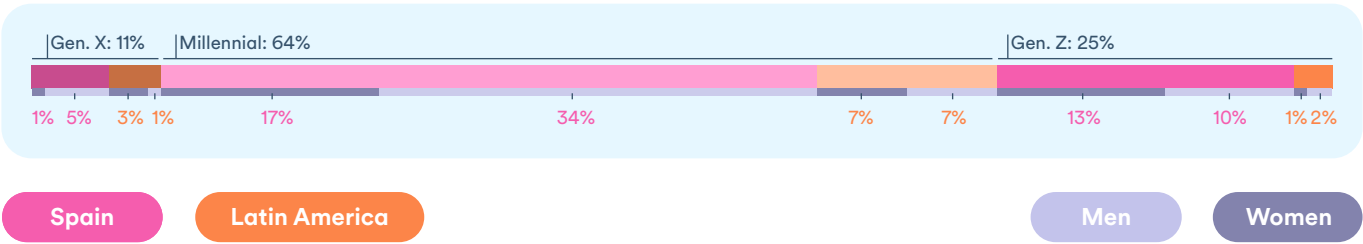


During 2021, we increased the global competitiveness of average salaries for both men and women compared to 2020, and in Spain we have managed to reduce the salary gap in Senior Management by eleven percentage points, from 28.33% to 17%. Within our structure, we are committed to local leadership because we believe that it is key for top management to belong to the community in which they are working. Therefore, in Spain, 95% of senior management belongs to the local community. In addition, 30% of our workforce owns stocks following the launch of a new Stock Options policy in 2020.

Employee turnover rate during the reporting period

By age group, gender, and region

Baby boom (1949-1968), Generation X (1969-1980),
Millennial (1981-1993), Generation Z (1994-2010)



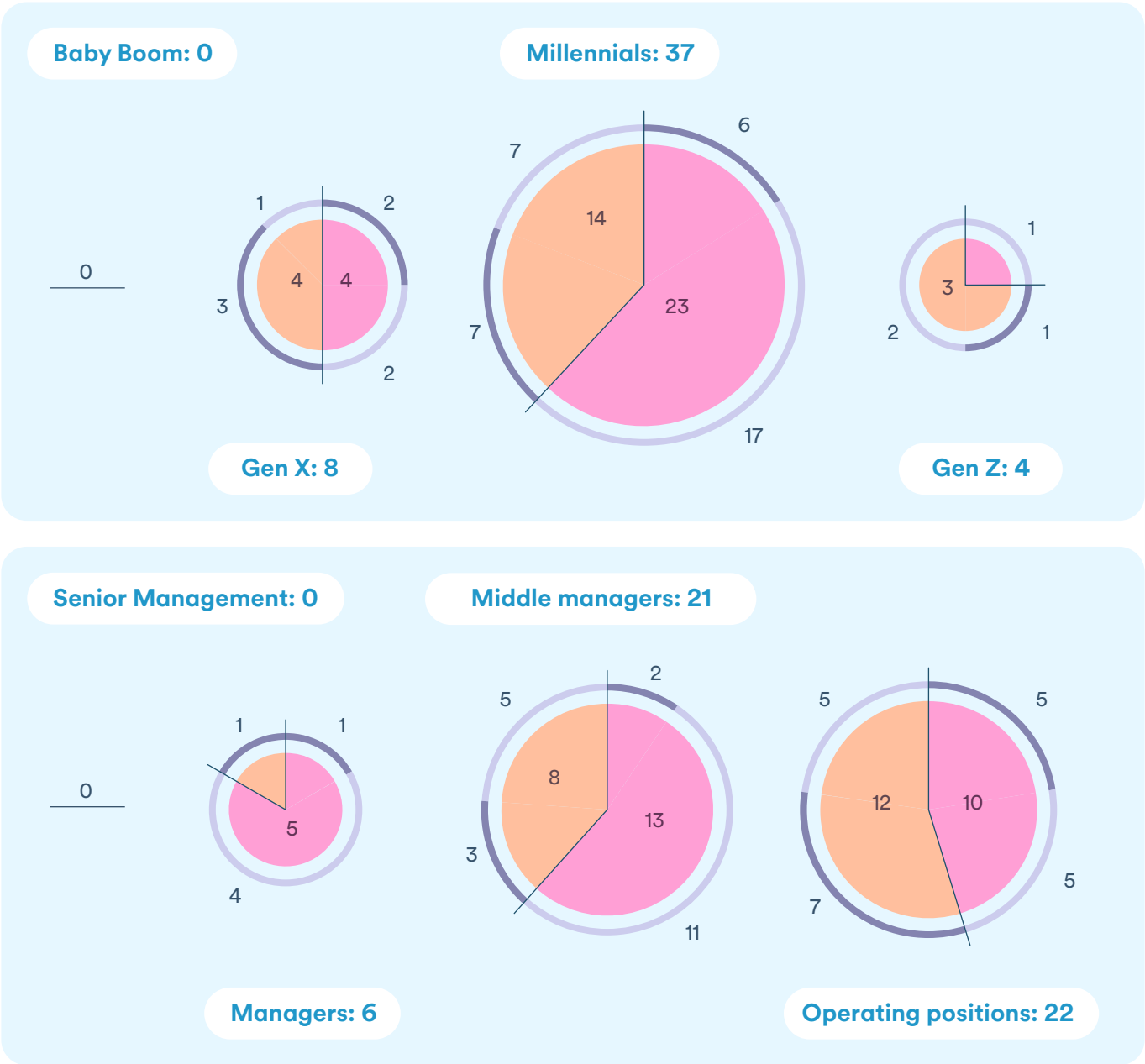
If there's one thing that characterizes us at Cabify, it's our ability to adapt to change. And our resilience. We like to be prepared to react to any unforeseen event. As a result, we have been able to face the enormous challenge of 2020 and 2021. And we have also learned a great deal.

The need to reorganize work teams and improve process automation has led us to make decisions in order to be more efficient and to continue growing. When this happens, we go beyond compliance with the local legislation of each country, seeking to have least impact on the people who are affected.

Number of dismissals

By gender, age, and occupational classification

Baby boom (1949-1968), Generation X (1969-1980),
Millennial (1981-1993), Generation Z (1994-2010)

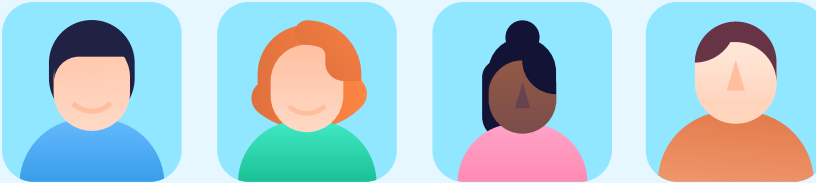


Will you join us?

We have set out to generate more opportunities in the technology sector, devising several measures to promote employment at Cabify and to be able to continue transforming urban mobility to be stronger and have greater capacity. Join the team!



We participate in events at business schools, universities, and employability forums where we show how we work and what kind of profiles we are looking for. In addition, we advise the most inexperienced attendees on how to face a selection process.

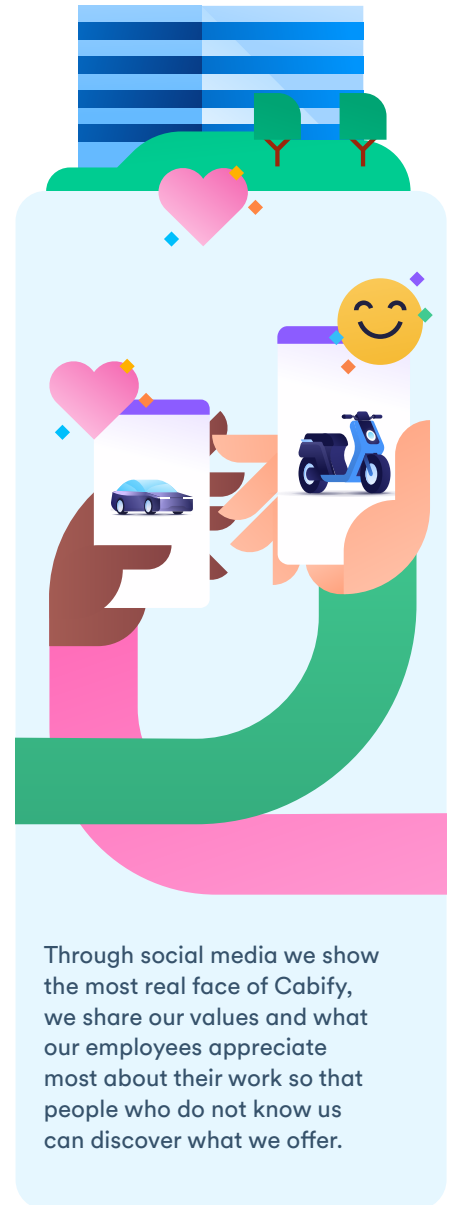


Some of the most representative people of our company attend different interviews to talk about their area of expertise and Cabify.



To look after the interests of staff, decisions are made democratically through surveys where the team can propose, give their opinion and vote. We are proud to have a collaborative and participatory culture.

At Cabify we do not have legal representation of workers, but 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. However, during 2021 in Spain, we have negotiated with the most representative unions in the sector (CC.OO. and U.G.T.) the new Equality Plan.



Through social media we show the most real face of Cabify, we share our values and what our employees appreciate most about their work so that people who do not know us can discover what we offer.

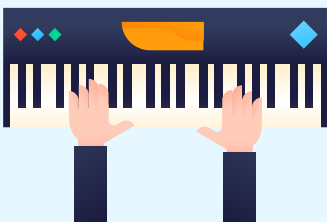
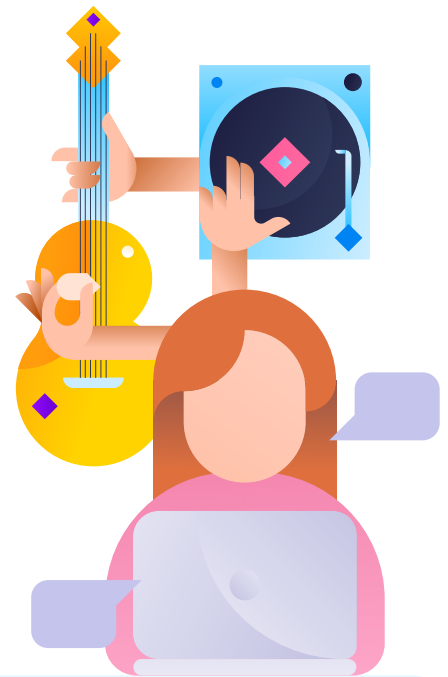
Looking after yourself in order to look after others

Our priority in the labor field is to provide quality and stable jobs. Because it is not enough to assemble one of the most talented teams in the technology sector; it is just as important, if not more important, to build and retain their loyalty. Taking care of our team is, ultimately, taking care of our community and taking care of ourselves.

Flexibility and benefits

We are leaving behind a complex season in which we have had to adapt to a challenging reality. From normality to the new normality, we have experienced different modalities of telecommuting, although it was not alien to us as since 2015, we have enjoyed up to 2 days of remote work per week in some countries as part of our flexibility program.

In 2020, however, remote working was at many times the only option for 100% of the workforce. The video calls allowed us to remain active from Monday to Friday and, above all, to remain united. Until we were able to return to the office, in a controlled manner,⁶¹ armed with masks and respecting the health and safety measures. At all times, we were supported by our People team, who worked on several initiatives to ensure that the transitions were smooth and comfortable. All of them are still in force, as Cabify prioritizes teleworking to take care of and protect ourselves, taking into account the development of the pandemic in each moment and region; for example, in Spain, when the 14-day incidence rate exceeds 250 cases per 100,000 inhabitants.



Our Digital Disconnect Policy will finally come out in February 2022, but we didn't want to stop telling you about it. At Cabify we have always advocated for the relaxation and health of our team, as well as for an effective work-life balance. In this policy we recognize the right to digital disconnection outside the working day, in addition to compiling a series of best practices focused on the comfort and convenience of the entire workforce.



In September, we communicated our Labor Flexibility Model through a declaration. To the good things we already had in the pre-pandemic era, we added all the positive things we learned during the pandemic and adapted them progressively to each country, taking into account the needs, casuistry, and regulations of each region.



In our offices in Madrid and Latin America we have been evolving towards a Hybrid Model, in which our workers attend a minimum of 3 days a week in order to make working hours more flexible, improve the work-life balance and maintain a certain degree of autonomy while maintaining a face-to-face relationship between colleagues.

What's new 2021 and additional benefits



We are launching **Recharge Day!** On the third Friday of every month our computers are shut down and our offices are plunged into absolute silence. Shhhhhhhhh, we are resting... or not. As the name suggests, it is a day for us to recharge our batteries as a team and enjoy a longer weekend. Some take the opportunity to read, others opt for a massage or catch up on a series they have pending ... and there are even those who celebrate their wedding!



Teleworking from home for 6 weeks/year: we offer this new possibility, in line with our commitment to a new, more flexible, and conciliatory normality.

In Spain, we comply with the telecommuting regulations that the Government has been approving during the course of the pandemic - Royal Decree-Law 28/2020 and Law 10/2021 of July 9 - with a Telecommuting Agreement that defines the regulatory framework for compensation of expenses by the company.



Live Experiences: we recovered two initiatives that were part of the Onboarding process for people making their debut in the company. Through 4-hour sessions, the Driver Experience allows you to experience what it is like to work driving a VTC vehicle in Madrid, and the Support Experience helps you to get to know our passengers better by answering and resolving their questions..



Permanent telecommuting application policy: defines the conditions under which the Madrid team can agree to work from home indefinitely.

The usual benefits



Flexible remuneration program (restaurant, nursery, transport or health insurance vouchers) *.



Optional health insurance with the same coverage for family members.



Monthly credit for travel to test the service and the app (Journey for All).



Free coffee in our offices and a "Kantina" space to prepare food.



Sick leave paid at 100%



Flexible start and finish times.



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



Loyalty program to reward employees that have been with us for more than two years.



Special extension of days off for rest (pension contributions 100% and pay 50%)*.



Intensive working day every Friday, 24 and 31 December and the summer months*.



Half day off for employee's birthday or that of their children*.



Day off for the marriage of a close relative.



Two extra days of holiday at Christmas*.



Library service*.



Gift sent for the birth of children or marriage.



Discounts and promotions in gyms and other local businesses.



Extra week off with 100% for adoptions and births

*Only available in Spain

Work-life balance and family

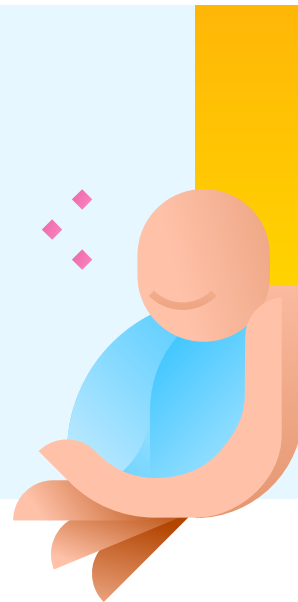
Maternity and paternity leave

During the year, fathers' parental leave for childbirth and childcare was again extended in Spain from 12 to 16 weeks, bringing it into line with that of mothers. This measure favors equality between men and women and co-responsibility in family care, as part of the Spanish Government's plan initiated in 2019 that also involved the extension of infant care leave for both parents. And because at Cabify we know how nice - but also hard - those first weeks are, we add an extra week for birth or adoption, paid at 100% in Spain, and we improve parental leave in Latin American countries with internal policies.

We remain very committed to work-life balance and during 2021 we maintained all of this support for mothers and fathers:

The 38 parental leaves translate into more than 7% of our team in Spain increasing their family during 2021

- 🕒 Flexible working hours to facilitate the coverage of family responsibilities, specifically for mothers and fathers after maternity or paternity leave.
- 📅 Two additional days of paternity leave -the law provides for 10- in case of birth or adoption in Peru and Ecuador.
- 📅 Half day off for birthdays of sons and daughters.
- 🔄 In Argentina, we improved paternity leave for fathers - the law covers two days, we extended it to five - and we offer mothers the possibility to opt for reduced working hours during the first year.



Maternity and paternity (Spain)

	Men	Women
TOTAL leave taken	5	7
PARTIAL leave taken ⁶²	26	
Leave taken in 2021	31	7

Other permits (Spain)

	Men	Women
Voluntary leaves of absence	17	5
Childcare leave		1
Voluntary reduction of working hours	2	
Reduction of working hours for child or family care	2	4
Exceptional rest leave	2	

Training and professional development

We value the talent of our teams and for this reason we make sure to maintain an extra degree of motivation, encouraging them to continue to excel and to have no ceiling as professionals. In 2021, we are launching new training activities aimed at sharing or updating our knowledge and continuing to grow together.

We encourage vacancies to be filled by internal candidates, prioritizing their profiles to promote professional development within Cabify



Odilo: this e-learning platform with a variety of formats (videos, courses, e-books, podcasts...) is focused on autonomous learning.



Unicorn Path: is a guided and specific learning program for people with the highest potential and performance, where through a selection of contents, knowledge linked to innovation and excellence is acquired.



Cabify Campus: based on training pills given by colleagues who transmit to the rest of the team their expertise in prioritization skills for the business, linked to the competencies expected to be developed in relation to Cabify's principles and organizational culture. During the pandemic, sessions have adopted the e-learning format, reaching all our offices.



Coaching: in Spain, we use this coaching pilot with 5 people from different positions and areas as a development tool for strategic positions or future unicorns. Based on the results, we intend to implement it in Latin America from Q2 of 2022.



Agile Training: we train trainers to have internal trainers for in these methodologies and to be able to implement them in those departments or disciplines that require it, making agility a fundamental part of our business culture.



Focusing on professional development, we continue to promote processes aimed at assessing the talent of our staff to better guide their learning and development activities within the organization.



Performance Review: each employee receives feedback both from his or her direct manager and from the colleagues with whom he or she works most on a daily basis, with the aim of getting to know themselves better as a professional and improving their performance.



Career Plan: through a process we call Talent Mapping, we track the capabilities of each person who collaborates with us and adapt his or her Career Plan personally according to the results.

Health and safety

Keeping our team in good health is something that has always been at the top of our priorities. 2020 taught us to value it even more, so in 2021 we have continued to strengthen our physical and emotional resilience.



Spain



In Spain, we have created a Health and Safety Committee, as well as an Emergency and Evacuation Brigade. Its members have been trained in different specialties -emergency response, firefighting, first aid, etc.-, and two members of the committee have completed a 30-hour basic course in Occupational Risk Prevention.

To better accompany people who come to the Madrid office by bicycle, we have set up a space for them to park their bicycles easily and correctly through the parking network and app [Don Cicleta](#), thus encouraging the use of this means of transport.

At our work center in Madrid, we have installed an AED, providing on-site training in the use of the device for employees and security personnel⁶³ we have also provided on-site training in the use of the device for employees and security personnel.

Spain and Latin America



We continue to offer the possibility of taking out private medical insurance as part of our Flexible Compensation Program in Spain and Chile. In Argentina, Ecuador, Mexico, and Peru we offer private medical insurance for all Cabify employees, covered 100% by the company.

Latin America



In Latin America, in some countries we hold internal tournaments in different sports - paddle tennis, table tennis, foosball, etc... – and we promote healthy practices through platforms such as Wellness Gympass, GOintegro or Cuponstar.

Peru and Ecuador



Ofrecimos a nuestro equipo formaciones sobre bienestar y desarrollo profesional de 700 y 152 horas respectivamente.

Chile



In Chile, the workers of our Joint Health and Safety Committee took part in training courses under the guidelines of the [Chilean Safety Association](#). In addition, we have a mental health service for the entire team through the platform [Teledoc](#).


Colombia




Llevamos a cabo capacitaciones para el personal que forma parte de la Brigada de Primeros Auxilios, Incendios y Evacuación.

Strong against Covid


The (new) normalcy has gradually returned to our lives and, with it, we have been able to return to the office. In the first part of 2021 we prioritized teleworking and limited personnel in the office to the cumulative incidence of contagion at any given time; in October we officially returned to the office; and with the upturn at the end of the year we returned to a voluntary model of office or teleworking. Nevertheless, we remain strong in the face of Covid and have either regained some of our services in a safe and hygienic way, or have taken steps to adapt again to the situation:




With the increase in requests for remote work, we have multiplied the number of occupational risk assessments in order to ensure that those who have requested to work from home can perform their duties in optimal conditions for their health.



We have improved the ventilation systems in the work center.



The showers and changing rooms were reopened so that people who take advantage of their lunch break to do sports can use them and continue their working day as normal.



We restarted the physiotherapy service in our Madrid center to offer a comfortable, fast, and safe access to our employees.

As a result of all this work, for the second consecutive year AENOR has certified the good practices for Covid management in our offices in Spain.


In Latin America, we organized a return-to-office plan focused on ensuring a safe return by defining protocols in terms of prevention, cleanliness and hygiene or social distancing. The return to the office was made in response to the evolution of the pandemic, business needs and legal requirements. All our employees completed a form with their preferences, in order to maintain their health and safety. In the case of Chile, our team has had Covid-19 insurance for one year since August.

*AAW=Accident at work
OD=Occupational disease

Table of illnesses and absences (España)

Contingency	Men	Women
Sickness (common contingencies)	13	13
Industrial accident ⁶⁵	15	12
Relapse accident	1	

Occupational accidents	Men	Women
Accident en route to work		1
Workplace accident	1	1



Absenteeism rate ⁶⁶	Absolute Index	Abs. Index Sector
Absenteeism rate absolute common contingencies (CC)	0,53%	1,85%
Absenteeism rate, absolute AAW + OD	0,21%	0,04%
Absenteeism rate COVID	0,14%	0,20%

2.3 Making travel an experience

Cabify is about accompanying you, being there, helping you get there and escorting you back. We want to make it possible for you to move in the best possible way, whatever the time, the reason, the need, or the particularity. Providing a different kind of mobility - safe, sustainable, accessible, diverse - means building strong relationships based on trust between us and our drivers, cab drivers, partners, and passengers (individuals and companies). And in this equation, transparency and active listening are paramount.

Our app brings together our entire multi-mobility ecosystem and our entire community, connecting people, transportation, and services. It is the nexus and virtual location from which all our activity starts before taking to the streets. And every year we improve it so that you can go further. Because getting around the city is the beginning of everything.

Our demand levels have recovered to 100% by 2021 after the effects of Covid

In 2021 we wanted to recover data from the trips we made during the previous year to discover which were the most visited places in each of our cities. We expected to find airports, the busiest main streets, hospitals, large shopping centers... And so it was. But we were surprised that the first destination on the list, the most requested, was the same in every country. It was 'home'.

We were delighted to discover that, whether in Spain, Argentina, or Peru, what we do most often is help our passengers return home safely. And we can attest that what we like to think is our destiny is to accompany you.



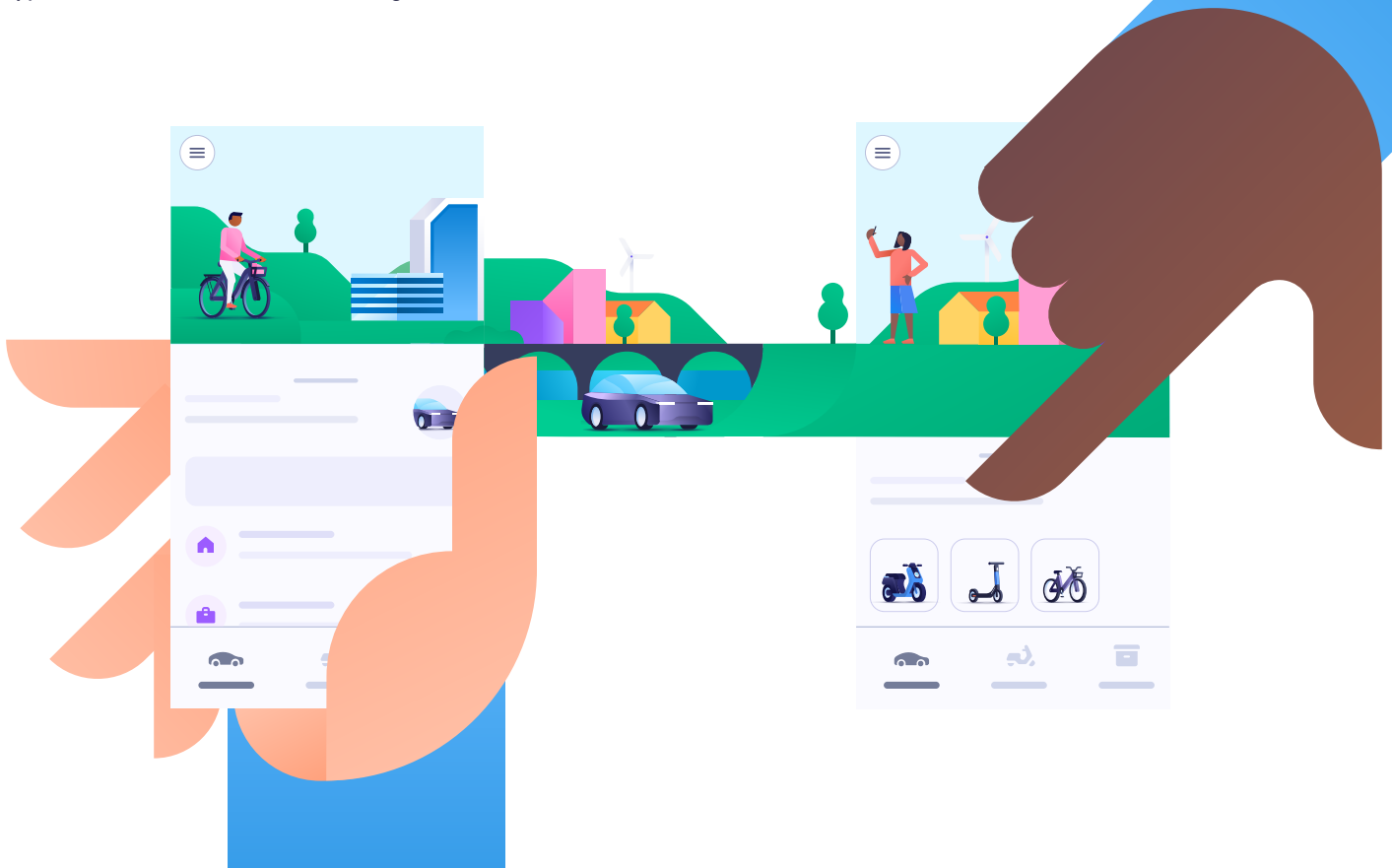
Building community to make a city

We like to think of Cabify as a collective of people participating together in the sustainable transformation of transportation and cities. Using the services of our app goes beyond moving around the city, it is an exercise in consumption that benefits us all.

This year we have focused our efforts on improving our technology to provide more and better solutions to our community. This improvement has allowed us to be more competitive in peripheral areas of the cities, where the recovery of mobility has been faster, through the incorporation of new experiences such as a cash payment method that guarantees a secure transaction for drivers and passengers. We continue to expand our coverage in cities with a triple objective: to adapt ourselves to be where we are needed, to offer a mobility alternative in areas without access to public transportation, and to expand income options for drivers and collaborating taxi drivers.

In addition, we have designed new algorithms based on urban density and mobility flows in different areas of the same city, which allow us to offer more accurate pricing and better allocate vehicles to our passengers.

To follow our goal of reducing the use of private vehicles in cities, we have expanded our services and redoubled our commitment to multi-mobility. Cabify users can now make their purchase from their cell phones and have new transportation alternatives available to them. We have also incorporated innovative solutions inspired by last-mile logistics for the companies that move with us, allowing them to combine different types of vehicles and access an integrated and differential service.









Joining forces

At Cabify we believe that strength always wins through unity. That is why we are affiliated to different associations with which we share common objectives or interests and collaborate with the public and private sector to achieve further progress in urban mobility.

Association Memberships

Latin America

- 
Colombia - Alianza In
 Guild that strengthens the work of applications related to areas such as messaging, alternative mobility, or software development.
- 
Ecuador - Ecuadorian Chamber of Innovation and Technology (CITEC)
 Guild that represents the software and information technology sector in Ecuador. It promotes the linking of the private sector, academia, and the government to conduct coordinated actions to develop innovation in Ecuador.
- 
Mexico - Internet Association MX (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.
- 
Mexico - Employers' Confederation of the Mexican Republic (COPARMEX)
 Independent, non-partisan and voluntary employers' union that brings together business people of all sizes and sectors, united by a deep commitment to Mexico, and whom we represent in the labor, economic, social, and political spheres, inside and outside the country.
- 
Mexico - Climate Action Alliance for the Metropolitan Area of Mexico City (ACA-CDMX)
 Launched by WWF Mexico and the Government of the CDMX with the support of different sectors, it seeks to empower key actors at the local level to accelerate the transition to low-carbon societies.
- 
Peru - Foreign Trade Corporation (COMEX)
 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

- 
Companies for Sustainable Mobility
 A meeting point for companies, institutions and administrations focused on achieving safe, inclusive, and environmentally friendly mobility.
- 
AEGVE
 Society focused on the needs of travel managers of the country's leading companies.
- 
Madrid in Motion
 Initiative that generates solutions aimed at overcoming the challenges of mobility in Madrid, generating a positive impact on the cities of the future.
- 
Adigital
 Alliance that contributes to the growth of the economy using technology and digitalization.
- 
ASEVAL
 Car rental business association of vehicles with and without drivers in Madrid.



Together with two businesses, we conducted two studies to reflect the impact of digital platforms on society:

Colombia



In coordination with Alianza IN, we participated in the study "Digital platforms and social security contributions. The case of Colombia before and after the pandemic", published by Fedesarrollo.

Perú



We worked with Comex Peru to facilitate study "Impact of digital platforms on the Peruvian economy", undertaken by the Peruvian Institute of Economics (IPE).



In addition, in order to improve cities through safe, inclusive, and sustainable mobility, we collaborate with different organizations and public administrations in the countries where we operate, making our experience in the field of urban mobility available to them.

Through our app data we know which streets are more congested in real time or in which areas the service coverage needs to be reinforced. Thanks to this, companies such as TomTom or Here can also improve their navigation algorithms. We also collaborated with the Inter-American Development Bank in the detection of areas with insufficient public transportation provision.

Without ethics there is no community

In order to generate valuable relationships between drivers, passengers, employees, and the cities where we operate, all our activities are based on these principles. A map with eight cardinal points that always leads to the same destination: safer and more sustainable communities.



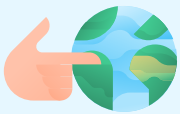
Good faith

We act with the reasonably founded conviction that we will not cause harm to another.



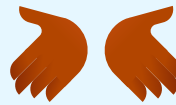
Honesty

We always think and act based on truth, reason, and honesty.



Transparency

We report the facts, without hiding or manipulating them.



Respect and tolerance

We work with respect and never discriminate against anyone



Caution

We always act with caution and reserve.



Integrity

We base our decisions on ethical values and principles.



Safety

We avoid any action that poses a threat to our safety and the safety of others.



Community

We are respectful of the city and the environment and build community.

Safe cities

At Cabify we believe that safety is one of the factors that keep communities together and that is why we want you to feel cared for, protected, respected, and welcomed by us. We want your trip to be an experience with assurances and quality, based on honesty and good habits, and enriched by technology and innovation.

Security dimensions



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.



Culture of respect

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



Data and payment privacy

We guarantee secure payments and protect our passengers' personal and confidential information.



Responsibility behind the wheel

Drivers are committed to safe and careful driving and their vehicles are subject to quality guarantees.



Access for all

We rely on technology to make mobility easier and safer for people with accessibility needs of any kind.



Strong and reliable technology

We manage possible app outages or cyber incidents by prioritizing the protection of personal data







Security as a strength



Our passengers value safety as one of the aspects most associated with Cabify. Most of them feel calm and protected from a physical point of view and evaluate the measures taken against Covid as good.⁶⁷ For them, security is one of our main strengths and they see it as a decisive element when choosing a mobility app. In addition, drivers also say that Cabify is the safest mobility app on the market: 82% choose Cabify globally because it "guarantees my safety."⁶⁸

First and foremost, safety for all






All these dimensions are translated into concrete and specific measures to which we add new features every year, reinforcing passive and active safety features. We strive to not have a single incident related to the safety of anyone who uses Cabify to get around. When it comes to safety, we never put on the brakes!

Partner drivers





-  Blocking off of hazardous areas in agreement with regional governments.
-  Zone limits to avoid long journeys that could compromise the safety of vehicle occupants.
-  Safety Kit available in the app that allows you to contact Cabify or emergency services directly in case of need.
-  Phonemasking function to protect the driver's personal data by preventing the passenger from accessing his or her personal phone number.
-  Intelligent system that validates the identity of passengers, without revealing their personal data, reinforcing the security systems focused on offering protection and safety to partner drivers.
-  **NEW 2021!** Driver signal es una funcionalidad encaminada a proteger a conductores que se sientan inseguros durante un servicio, pero no necesitan recurrir al Safety Kit. En caso de ser pulsada realizaremos inmediatamente una llamada al conductor, que activará el manos libres con el fin de que el pasajero también escuche nuestro mensaje e intentar disuadirlo de realizar un mal comportamiento.

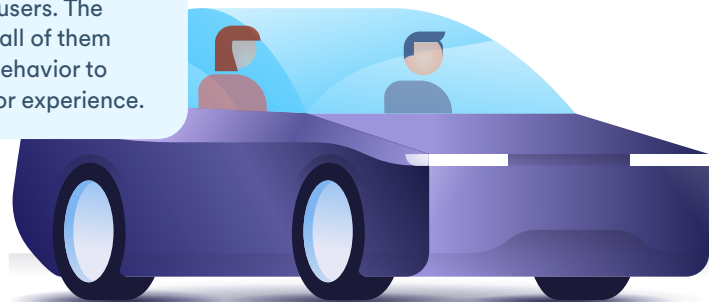
-  The "Cancel trip en route" function allows drivers to disengage from the trip while we assign another driver to the passenger in case of possible road incidents.
-  Real-time path monitoring at particular times to ensure that you are working in specific areas of operation.

Passengers

-  Real-time trip monitoring with the option to share trips with people you trust.
-  Psychometric tests partner drivers.
-  Validation of personal and vehicular documentation of the driving partner.
-  Semi-automated process of recurrent criminal background checks for partner drivers.
-  **NEW 2021!** The new rating system strengthens the communication process with Cabify's driver-users. The goal is to make all of them aware of their behavior to deliver a superior experience.

Shared

-  Customer Voice System, which performs an optimized classification of cases that come to us in the form of tickets through the app. Precisely identifying the concerns and complaints of drivers and passengers allows us to improve communication with them and the service we offer them.
-  Harvey Tool to streamline the management of possible harassment cases, objectifying their analysis and improving their follow-up.
-  Limit intra-city operation zones to avoid long trips where passenger and driver safety is compromised.
-  Detection of inappropriate behaviors through a semi-automatic process that identifies them at strategic moments such as at pick-up.



Intensive care

The arrival of Covid made us rethink and strengthen our entire health protection system. Until we can look at the pandemic in the rearview mirror, our recommendations to our collaborating partners and prevention initiatives remain active.

Recomendaciones e iniciativas



Vehicle cleaning



Separating partitions in vehicles



Personal hygiene



Hydroalcoholic gel for passengers



Safe refueling



Ventilation



The use of an approved mask



Reporting of positive cases

At Cabify we do everything in our power so that, along with the precautions you take, you stay Covid free when moving with us. This commitment to offer you a safe service is endorsed in Spain by the Guarantee which we have renewed in 2021, obtaining triple certification: compliance measures, extraordinary measures and solidarity action. In addition, we have the AENOR COVID-19 Protocols Certification, which we renewed in September for the entire Spanish fleet in Spain.

Partner drivers: Making your way behind the wheel

In those of you who drive using the Cabify App, we have the best ally to achieve our goal. While you're behind the wheel, you're helping us to beat the path to the mobility of the future and to offer the best service and quality. That's why we are constantly thinking of solutions to make your experience with us as positive and safe as that of the passenger.

We want safety to be guaranteed in every trip, but also in the financial circumstances of the people who choose to drive with Cabify as a way of life. In 2021, we have focused on overcoming the obstacles and uncertainty that have marked the gradual return to normality, enhancing the value proposition for drivers and collaborating cab drivers.

We have achieved this through two main levers:



More revenue

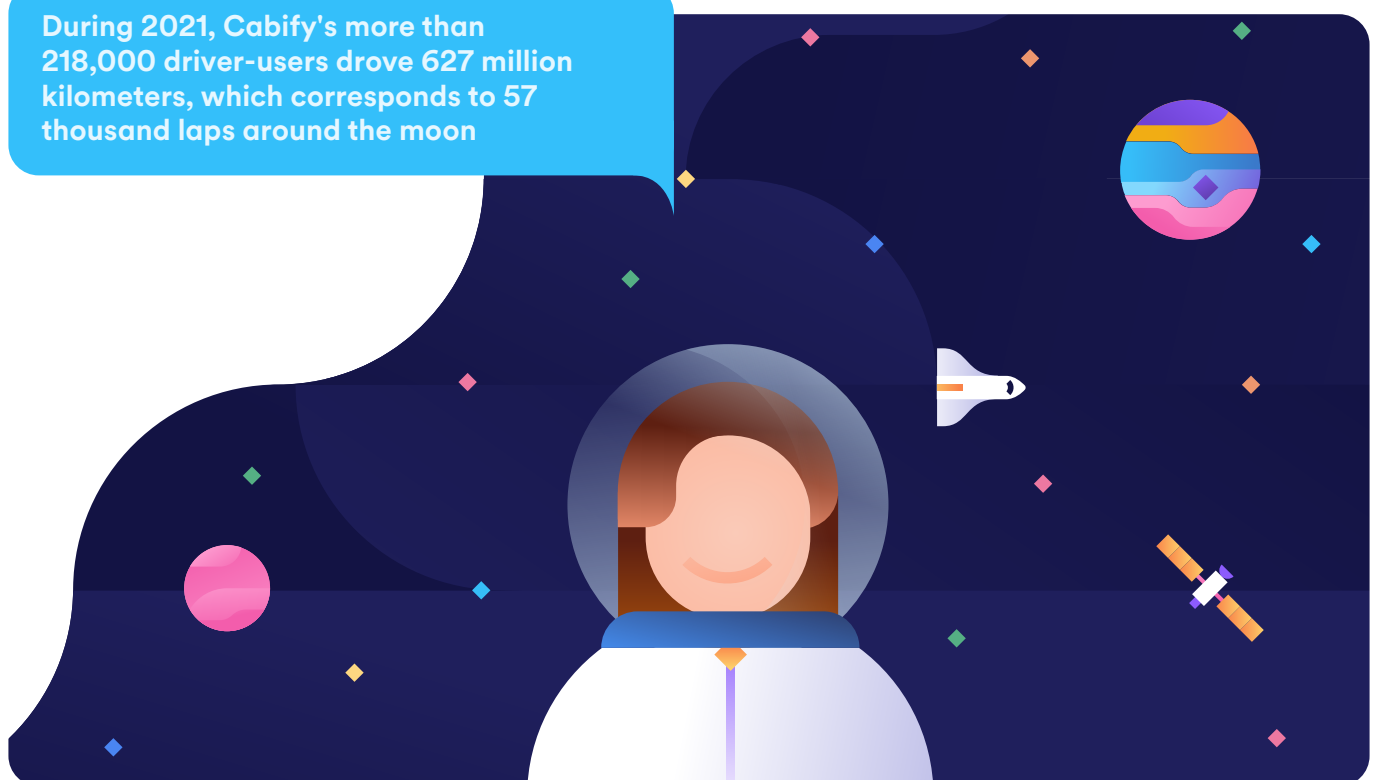
Through zero or reduced commission strategies, tailored promotions, and higher profit margins per trip



More travel

Expanding our radius of action to new areas allows them to offer more trips to more people.

During 2021, Cabify's more than 218,000 driver-users drove 627 million kilometers, which corresponds to 57 thousand laps around the moon



A renewed app

Our functionalities for partner drivers are also renewed and improved year after year because we want to continue to be for them "the safest mobility app on the market" and also the most efficient.



Highlights 2021

Productivity and transparency



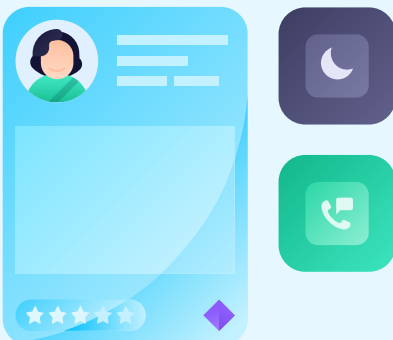
Through technology, we are able to detect the areas with the greatest travel demand and opportunities to pick up passengers

Change in the use of cash to improve the experience and earnings of partner drivers and achieve more transparency.

Upgraded rating system to provide more information to partner drivers

We developed a strategy to expand into new areas of operation.

Security

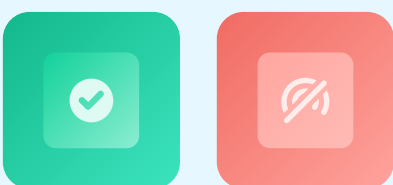


An intelligent validation system provides information to driver-users regarding the reliability of the passenger profile, giving them greater security and confidence.

We enabled a secret signal in case of possible danger, which triggers a safety call from Cabify to the driver user to confirm that everything is going well.

The dark mode allows the driver user to switch the application interface to night mode for increased visibility and safety.

Service







Partner drivers have the possibility to activate a function that automatically accepts incoming travel offers.

A new tool allows partner drivers to check if they are having problems accepting trips due to poor connection quality or location inaccuracy on their device.

We are with you

Our service strategy for the drivers who collaborate with us is based on four pillars:

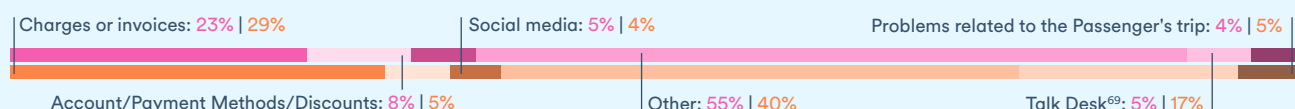
-  Homogeneity in treatment, individualization to adapt to the particular needs of each individual.
-  Anticipate their needs, identifying areas for improvement and learning from mistakes.
-  To attend and resolve your requests as quickly as possible, always aiming for excellence.
-  Efficiency and flexibility as fundamental attitudes when carrying out tasks.

Based on these pillars, we have improved problem solving and support during the candidate registration process to increase agility and strengthened multichannel communication through four distinct types of media: app, web, email, or WhatsApp.

Once the driving user gets behind the wheel, transparency is the key to success. Having as much detailed information as possible about each route they cover and the service they will provide improves the travel experience for everyone. For example, data on your destination, general details of the passenger or whether it is a corporate passenger, as well as a breakdown of the price that allows you to estimate the profit you will make on that trip.

At the same time, we have improved the user experience in the application for fleet managers, who can now access information in real time and carry out their tasks more easily.

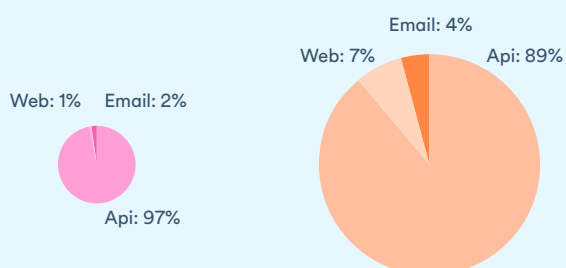
Typologies of attention in drivers from Spain and Latin America



In total, in 2021 we received

510,847 tickets

including complaints, claims, queries, or doubts from partner drivers

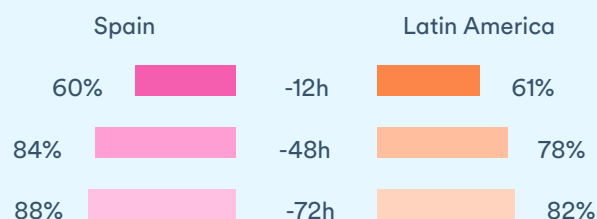


Spain: 55.933

Latin America: 454.916



Resolved incidents



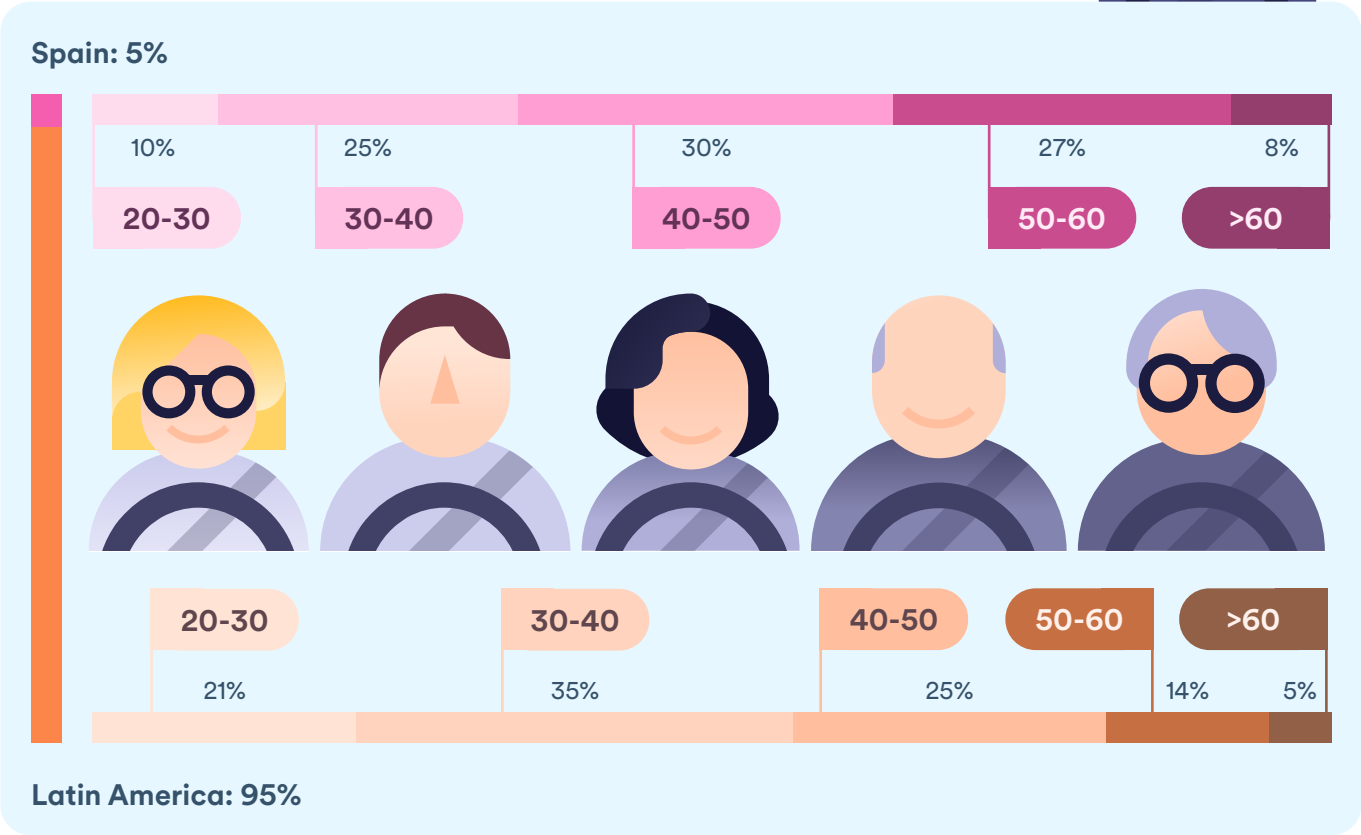
Everyone behind the wheel

We believe it is essential to bring diversity and inclusion to all spaces and to continue encouraging the coexistence of multiple different profiles in the world of mobility. Our doors are always open so that traditionally minority groups in the sector can find an opportunity to generate income with Cabify. Everyone is welcome!

In 2021, we welcomed more than 3,300 new female drivers who use Cabify to offer their mobility services



Over partner drivers and collaborating taxi drivers



Stop gender inequality

Since 2019 one of our main desires is to stop mobility from being a masculinized productive sector and try to alleviate the gender gap from within, making it easier for transportation to be an income alternative for more women.

The socioeconomic context, socio-cultural patterns and stereotypes, perception of safety, levels of street crime or difficulties in accessing a vehicle of their own are some of the factors that keep women away from driving as a profession, and also the reasons why we carry out different initiatives to promote their inclusion.



+ WOMEN

Since 2020 we have been collaborating with the association Women Behind the Wheel (Mujeres Al Volante), the first community of women in the world of mobility, inspired by how women drive and steer their lives. With the help of its founder Luli Dietrich and her team, we have held different talks in Argentina with the aim of supporting women to overcome the main barriers when it comes to driving professionally. From obtaining a driver's license to acquiring a vehicle but, above all, by listening to the experiences of women who already drive. As part of this alliance, we have also developed a network communication strategy with their entire community to understand their needs, how they would feel safer both as passengers and drivers, and what improvements they would like to see in mobility.

Luly Dietrich - Founder of Mujeres Al Volante



"We teamed up with Cabify to carry out the +WOMEN program and encourage more women to get their professional driver's license. Through this line of action, we offer equality and opportunities for women who want to collaborate with Cabify, but also for women passengers who use the company daily to travel. +MUJERES transformed the lives of many of them, giving them the possibility to train, obtain a professional license and generate income from their mobility and the Cabify app. A program that is making its mark by narrowing the gender gap that exists between male and female licensed drivers".



Back to driving

In Colombia, we carried out a local initiative to encourage the number of women drivers through referral strategies and the analysis of their main needs in focus groups. On the one hand, we launched different referral bonuses to get women who had been forced to disconnect from the application during the pandemic back behind the wheel. On the other hand, we surveyed 215 women drivers about their satisfaction with the application and the opportunities for improvement they saw. In addition, we conducted four sessions with women drivers from the categories Taxi Ciudades, Taxi Bogotá, Lite Ciudades and Lite Bogotá, focused on understanding their motivations and needs as driving professionals.



Cabify Women

From our alliance with Mujeres Al Volante, we launched this pilot project in the Argentine region of Mendoza, where there is the highest percentage of female drivers who collaborate with Cabify in Argentina. Through this initiative, they can choose to drive only women, narrowing a limited market which facilitates the verification and analysis of the results. The project also has the support of the Municipality of Mendoza and the Municipality of Godoy Cruz, which collaborate in the recruitment of aspiring female drivers.

Driving without barriers

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, Brazil, Chile, and Colombia allow them to drive professionally. In Spain, however, this is not yet possible. Of course, when the law allows it, we will be 100% prepared.

Sound settings: allows to regulate sounds and vibrations in the driver user 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 safety.



Passengers: We arrive early to open doors for you

You, who move around with Cabify, are at the center of it all. Our goal is that all city dwellers, without exception, find in Cabify an alternative that improves their mobility. That is why we work for the long term and in constant evolution, to provide you with a different and visionary mobility, a superior and safe service, and an innovative experience.

We have set out to make cities better places to live in, knowing that this requires a major process of transformation. Our role is to make it easier for you to change your mobility patterns and routines, paving the way for more space for people and bikes, less private cars, and traffic. And with all this, better air. In this marathon, we strive daily to offer you mobility that not only meets your needs, but that also inspires you.

2.5 million people started moving with Cabify in 2021 - welcome!

You were also with us in 2021, and that has allowed us to celebrate this year as the year of recovery. Months before the end of the year we had the same volume of passengers as before the pandemic, and in addition, we have taken Cabify to the suburbs, expanding our traditional areas of operation.

Nor have we been alone in the industry; mobility is going through an extremely competitive period. For us, this is motivating: will we make transformation we are looking for happen at a faster rate thanks to everyone's efforts? That would be the best news.

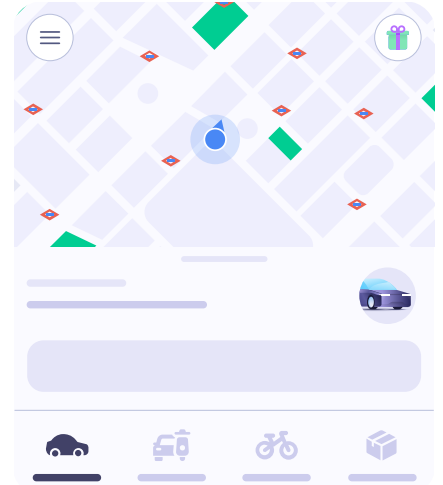


Welcome, multimobility

To make cities more livable and allow you to move around better, we felt we had to explore other avenues. Our new destiny, multimobility, already has very solid foundations... What can go wrong if we combine several means of transport and services to save time, pollute less and spend less?

When you log in to our app you can choose from six different services: Travel, Drive, Alquiler, Super, Send and Cabify Go!, which allow you to move yourself or move things. And you will always know which option is closest to you - we will show it on our app's map in case that helps you decide between one means of transport or another. Get in! We're going on a tour to show you where all the new features we've released for our service during 2021 are.

Over the course of 2021, the number of passengers enjoying our multimobility options has doubled



More than 45% of our passengers recognize us as the application with the most mobility options⁷⁰

We lead multimobility in Spain with the largest number of options in one app

New in 2021

Drive

Motorcycles and electric scooters

- Now you can book them directly from the app, just scan the QR and get going.
- To make sure that you have parked in the right place and avoid road sanctions, you should take a photo of the vehicle at the end of your trip.



Travel on scooters and electric scooters increased by 41% in 2021... independence is important!

Wible*

*Only available in the Region of Madrid.

- Kia Niro plug-in hybrids for you to drive yourself, allowing you to cover 600 km on a single tank.
- You can access hourly and daily rates, depending on the trip you are going to make and the length of time you need the vehicle.



Wible has a lot of followers! In 2021, these trips increased by 12,200% over the previous year

Súper

In our commitment to sustainable urban mobility and the reduction of trips in private cars, we always seek to associate with partners with the same vision of sustainability, quality, and service excellence. Lola Market is our new partner to allow you to do your shopping from our app.

In 2022 we plan to launch Cabify Super in Latin America



Where? In the cities of A Coruña, Alicante, Barcelona, Madrid, Madrid, Malaga, Murcia, Seville, Valencia, and Zaragoza, either in the usual large supermarkets or even in local markets or stores.

How? Choose the products you need from the different supermarkets and set the delivery time for your purchase - always with customer service at your disposal.

Courier

With our package delivery service, we adapt to your needs and avoid you having to travel back and forth to move packages, we move them in a single trip!

In 2021, the number of trips using the Send service grew by 51% compared to the previous year

Our parcel tracking technology allows us to offer different modes of **last-mile shipments**⁷¹ for individuals or companies, from immediate to next-day, and optimize the order of shipments on the same route.

The receiver of the shipment has access to the **real-time traceability** of the package through a link received by SMS.

We demonstrate **delivery** with a photo to increase the security of the shipments.

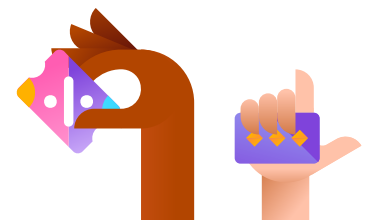
The driver assignment models are **adapted to the customer's needs**: the on-demand option sends a vehicle immediately and through the fixed fleet we assign a certain number of vehicles to be at your disposal.

We use **all types of sustainable vehicles** to carry out the service optimizing the package route: vans, motorcycles, bikes, cars...



Cabify Go!

We reward your loyalty by launching a pioneering subscription program in Spain with various discounts and benefits. We want being a regular Cabify user to be a win-win.



10% discount
on Cabify, Cuanto Antes, Group, Plus and Kids travel categories.

30% discount
on shipping if the package is shipped by car.

30% discount
for motorcycles, scooters and Wible.⁷²

Exemption
from the high demand supplement on all trips.


Cancellations
are always free of charge.


We release new app functions


Every year we develop new features in our application to incorporate new features or to make it easier and more intuitive to use. The main change in this 2021 has been motivated by multimobility and the integration of the entire universe of services it includes: micromobility options, grocery shopping, our Cabify Go! subscription service.


Another new feature has been the inclusion of new secure electronic payment methods such as Google or Apple Pay, and offering better support for local payment systems, such as the use of bank cards in Chile. And in line with the expansion towards outlying neighborhoods, through Zone Expansion we enable the app to gather the details of each of the new streets and areas that we are going to move through.

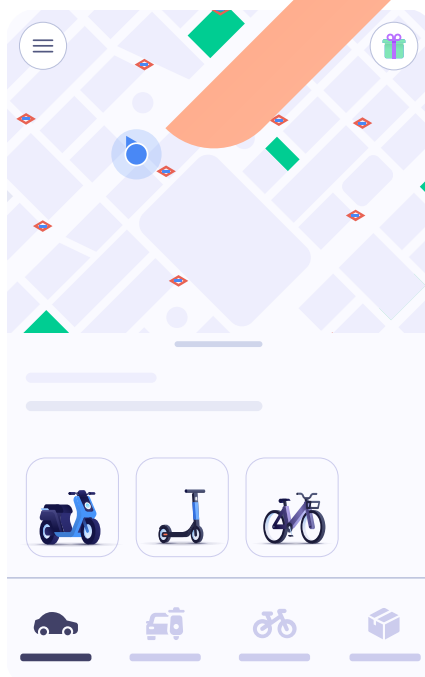
An app without barriers


 **Accessibility menu:** allows the user to indicate if they have specific needs. With this information, the driver can offer a better service to the passenger, and we make the experience for both of them more satisfactory.


 **Chat instead of calls:** so that deaf people can easily communicate with the person driving their Cabify.


 **Help to get in the car:** makes it possible for blind and elderly people to easily call out in case they need help to reach the vehicle.


 **Important voice prompts:** ideal for the elderly, cognitively impaired or people with attention deficits, it plays important messages about the trip by voice.



 **Homogeneous visual design:** thinking of people with low vision, 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 find it difficult to read the notifications we send them during their trip. To help them, we have introduced this feature where the phone reads texts to them out loud.

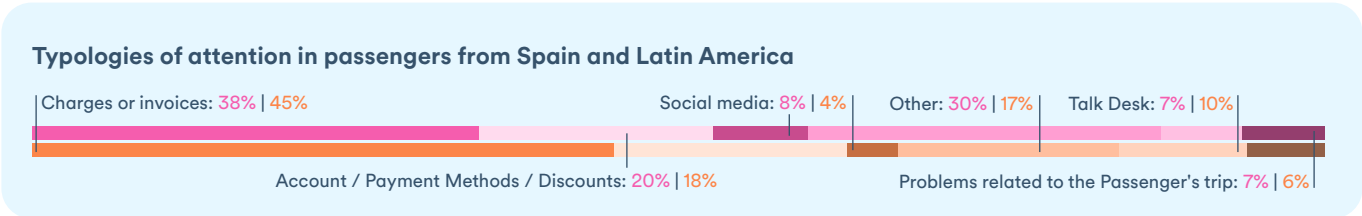
 **Use of simple language:** we simplify the texts so that elderly or cognitively impaired people can easily use the app.

 **Voice control in iOS:** the app can be used by voice thanks to the new Voice Control feature available in iOS14.

Available 24/7

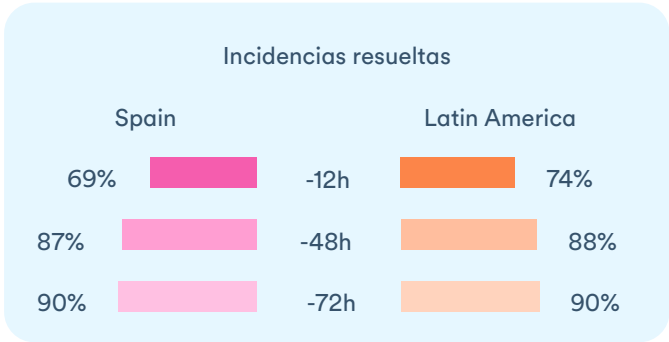
We hear you. There is little point in not doing so if we want to offer you the best service. We want you to enjoy your trip, to be embraced by safety and comfort, to be carefree. But also tell us everything that is important to you and that can make us improve.

In September, we inaugurated multi-channel service via chat and telephone to offer our passengers a real-time response to three specific issues: I can't request/ My account is blocked / Some delivery cases, and we are working on an evolution of this multichannel care that will come out in 2022. For premium company administrators, the option is available regardless of type.



The NPS recommendation index of passengers traveling with Cabify is

68 points



Your company, on the right track

We help you define your mobility strategy by providing you with competitive rates and a variety of tools so that, whether you are self-employed or a company, you can obtain maximum profitability and enjoy a tailor-made service. What if moving around the city stopped being a stressful experience and became a pleasure? What if it also has a positive impact on the city? We'll take you there!

For any business, defining a mobility strategy in the current context is not only profitable, but also necessary. In 2020, we evolved our corporate transportation model by adapting to the needs of our customers and the challenges posed by the pandemic. This year, we continue to ensure comprehensive protocols to ensure that our companies always travel safely and remain Covid free, and we have expanded our proposition by adding more value. Because if you win, we win.



We have closed 2021 with a base of around 65 thousand companies, 28 thousand in Spain and 37 thousand in Latin America, representing growth of 8% and 57% respectively compared to 2020

Corporate mobility solutions

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.

More than 90% of the corporate customers who use our Cabify Envíos service are companies that also use some of our other services



VTC

We facilitate your employee's transport in a comfortable, safe, punctual, and practical way using the Cabify corporate category.



Group

Do you need to move several people in your team at the same time? Through this category, transport is provided in passenger vans.



Multi-mobility

Our zero-emission driving options are starting to be available for companies as well: electric scooters and scooters or plug-in hybrid cars.⁷³



Cabify Shipping

Through our shipping and parcel service, with the possibility of choosing between immediate or scheduled shipments or the type of vehicle required, we make safe, efficient, and sustainable deliveries and take care of your orders.



Request travel for others

Request a trip on the spot for your customers or guests without requiring them to have an account. You will only need to provide a telephone number so that they can receive the necessary notifications by SMS to ensure their trip is successful.



Cabify Vouchers

It offers the possibility of purchasing a number of vouchers for customers or employees to travel to your offices; a versatile option to celebrate private events, build team loyalty or share a small gift with your business partners.

Control and management

Billing and spending, payment model or usage restrictions for each user are managed from a single platform and a handful of clicks.



Automated registration

Completely anonymous registration option for new clients, which does not require contact with an agent and allows you to start traveling once completed. Flexible and simple.



Corporate platform

Through our platform each client can fully customize their corporate account, assigning administrators, permissions, and different user groups, or setting limits and restrictions on travel according to the transportation needs of each employee.




Payment and billing flexibility

The payment method is also customizable, and you can choose to establish 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, allowing downloading invoices, receiving a unified invoice at the end of the month, and the creation of cost centers and reports to control consumption, accessing trip history and labeling trips for better control and tracking.

Can we help you?

We are here for whatever you need, and we offer you different ways to solve questions, problems or be in contact with us.



94% of the trips have been rated as excellent by our corporate clients

At your disposal

We have expert agents at the disposal of our clients to provide personalized attention to any questions or needs that may arise.

Help center for administrators

Available in our app and web, in this personalized section for the administrator of the corporate account, you can consult topics and FAQs related to invoices, payments, user registrations and cancellations or other common complaints.

We hear you

We adapt our service and response time according to the needs of each client and the magnitude of the incident, in order to be more efficient in solving any need in the shortest time possible. More channels to contact us: chat, call or web.

Web: 3% Email: 1%

Api: 96%



Spain

Web: 4% Email: 2%

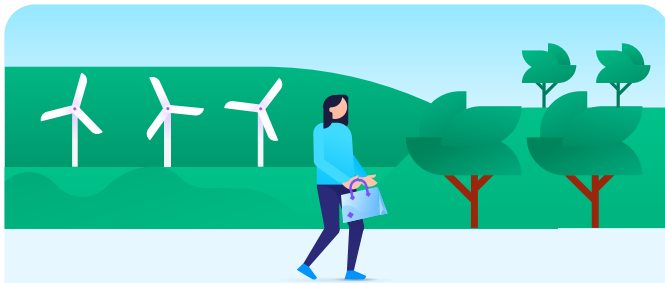
Api: 94%



Latin America

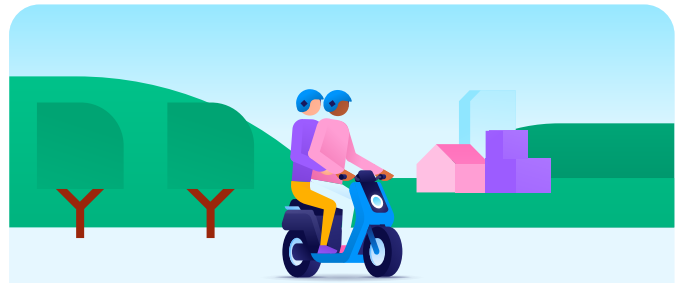
Sustainability as an added value

Our sustainable multimobility ecosystem is a plus for freelancers and companies that value making a positive impact on cities as much as we do.



Carbon neutral travel

We compensate the CO₂ of all your trips so that your company can travel relaxed, knowing that we minimize the environmental impact it generates. Thanks to your journeys we fight together against climate change by supporting projects that promote reforestation and renewable energies.



Reducing emissions

Our multi-mobility platform offers an increasing number of zero-emission options such as mopeds, scooters, and electric cars. We are committed to achieving complete decarbonization of our fleet by 2025 in Spain and 2030 in Latin America.



Offset certificates

We are pioneers in the development of an automated system that issues carbon offset certificates to companies that travel with Cabify, allowing them to know in detail their climate impact. The certificate includes information on the projects to which the funds are allocated, the blockchain hash of the transaction and the exact amount of CO₂ offset based on kilometers traveled. We have issued more than 3,000 certificates this 2021!



Resources for building sustainable mobility

Sustainability is Cabify's driving force and we know it is also an important pillar for our corporate customers. During 2021, we set out to share all our knowledge in this area with great experts. Companies now have a number of resources at their disposal to help us continue to build the future of mobility in cities together.

Content display

When will we go back to the way we used to travel? How will companies move in the future? Does our business need to be accessible? All these questions and more, via webinar.

[Business and climate change](#)

[The future of mobility](#)

[A journey to the well-being of your company](#)

[A blind future](#)



Cabify for business blog

In this [blog](#) you will find the latest developments, news and trends in the world of mobility, so that your company is always up to date.

[5 projects that will change the cities of the future](#)

[Accessible cities for people with disabilities](#)

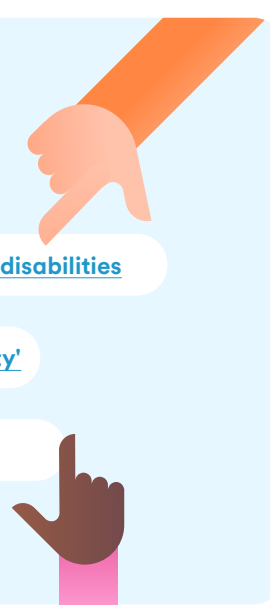
[How your company can measure its carbon footprint](#)

[Saskia Sassen and the 'global city'](#)

[Fernando Menís and accessible architecture](#)

[How to combat carbon emissions](#)

[Reviewing the challenges of urban mobility with Juan Alfaro Grande](#)



E-books and infographics

What can your company do for the environment? How can mistakes at work be turned into successes? What transportation options are safest for employees? We offer several e-books to help you find answers...

[Corporate sustainability](#)

[Self-confidence](#)

[Safety at work](#)



Journeys

On a monthly basis, we have a conversation inside a Cabify with someone with relevant knowledge and experienced in sustainability. And we recorded it so we could share it with you later.

Retail industry:

We chatted with Tiziana Domínguez, creative director of Adolfo Domínguez, a brand that has positioned itself very firmly on the side of sustainability in recent years, aware that it belongs to one of the most polluting industries in existence, the textile industry.

Education:

We shared a [Cabify ride with Isabela Alcázar](#), global Director of Sustainability at IE University, in which we talked about education and its importance as a key driver for change.

Discover much more about how we are transforming mobility in cities!

We will continue working and updating ourselves to offer the best mobility alternatives, without losing sight of the fact that the right path is through proximity, listening and transparency. At Cabify we want everyone to enjoy the ride; no matter which seat you occupy in the vehicle. In 2022, we aim to evolve our value proposition for corporate clients and strengthen our position as a sustainable multi-mobility company.



"Universal design is to construct timeless buildings for everyone, that is, buildings that have the ability to adapt to our evolution as a society over time in their DNA."

Fernando Menis, of Menis Arquitectos

"In the city, enormous problems and unimaginable solutions are born. The city is that cosmos of comings and goings, of transit of people, of exchange of ideas, innovation and technologies that revolutionize the world".

Saskia Sassen, sociologist



"Technology plays a predominant role, above all, in the measurement of goals and the traceability of those measurements. It will be an ally to correctly measure all the compensations that occur at any given time".

Otto Fernández Valencia, Head of Green Deal and Sustainable Engineering, NTT Data

"We have identified around seven generic measures that we believe to a greater or lesser extent are applicable to most companies. The first is to know the magnitude and origin of the emissions. A company has to have full knowledge of where and why these emissions are produced in order to take actions to minimize them."

Ninel Escobar, Deputy Director, WWF Mexico

"Mobility has to be dynamic and adapt to all types of people and, fortunately, technology gives us multiple options. Today, blind people's lives are much easier thanks to technology, apps... transportation and buildings are becoming more accessible every day."

José Luis García (Jota),
Paralympic triathlete

"I believe that in fashion, a change in the model of consumption is required to achieve sustainability. Fast Fashion, buying a garment, wearing it once and then throwing it away, is not sustainable."

Tiziana Domínguez, creative
director, Adolfo Domínguez

"The reality is that very few companies invest in sustainability out of real awareness. We hope that more and more companies will carry out sustainability projects that are not solely for their own benefit. That will be the real change we all hope for."

Carlos Cuevas, Environmental
and Social Risks specialist,
Banco Sabadell Mexico



"Most companies and organizations during the 20th century have simplified everything to be able to work on variables that would allow us to understand what was going on. And that simplification has meant that we have left quite a few important ingredients out of the equation: the planet and, in many cases, people as well."

José Luis Blasco, Global Head
of Sustainability, Acciona

"Universities have to adapt their academic content to the requirements of the work environment and, therefore, so that each of us knows how to integrate sustainability as the defining feature of everything we do."

Isabela Alcázar, directora global de
Sostenibilidad, IE University

Footnotes

54 y 55. Includes donations and investment in social initiatives carried out on the occasion of Covid during the pandemic.

56. It reflects Cabify's policy for internal promotions.

57. Outlines the process for changing the career path from individual contributor to manager.

58. Rules that apply to the Cabify travel voucher available to employees each month.

59. *Employee Net Promoter Score (eNPS)* is a tool to measure loyalty to a company, in this case 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.

60. The Target Gender Equality is an international impact program for companies committed to gender equality.

61. In most of the countries where we are present, and according to what has been declared by the authorities, the possibility of coming to the office first once

a week and then twice a week has been enabled, with the maximum safety.

62. Leave taken in its entirety, but divided into weekly periods or part-time by means of formulas such as reduced working hours.

63. AED stands for Semiautomatic External Defibrillator. It is a portable electrical device that diagnoses and treats cardiorespiratory arrest when it is due to ventricular fibrillation.

64. Name that receives the football table in countries such as Argentina.

65. During part of the pandemic, medical leave due to Covid could be classified as an occupational disease in order to cover those affected with better conditions from day one, unlike other illnesses. The number of occupational accidents in Spain reflects a total of 27, with a breakdown of 24 Covid cases and three occupational accidents.

66. Data provided by the FREMAP occupational accident mutual insurance company. The Absolute Index reflects the percentage ratio between the days of sick leave for the contingency in question with respect to the theoretical days of work of the company's workers through the formula (days of sick leave / theoretical days) * 100. The Absolute Sector Index collects the data referring to the group protected by FREMAP in the selected sector and/or zone.

67 y 68. Conclusion drawn from the Global Survey we conduct on a regular basis to monitor the opinion of our passengers and driver-users in all markets. The main objective 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 knowledge and experience in a measurable and continuous way over time.

69. Call management software.

70. Data extracted from the periodic Global Survey with which we monitor the opinion of our passengers in all markets. The main objective of this omnibus-type study is to understand how they perceive our value proposition and whether it is aligned with their expectations and needs, allowing us to make decisions based on knowledge and experience in a measurable and continuous manner over time.

71. The term "last mile" represents the last part of the delivery process of an order, i.e., the actions that take place when the product is transferred from the distribution point to the final customer.

72. Maximum 5€ discount per trip and a maximum of 10 journeys per month.

73. Only available in Spain.



Global

All audiences

COMMUNICATION CAMPAIGN

Acronyms for tolerance

To support a cause, the first thing we must do is understand it. That's why, on the occasion of International Pride Day, we tell everyone what each of the acronyms **LGBTBIQ+** stands for.

If we took a poll, how many people would correctly explain the meaning of the acronym **LGBTBIQ+**? I'm sure a lot... but we need everyone to know them!

To promote inclusion and respect, you have to start with the basics. So we set out to create an **educational campaign** to give a voice to the different groups that, year after year, continue to fight for the recognition they deserve.

We wanted to tell everyone which collective each of the letters represented, and we did it in full color using both digital channels and the safety screens that traveled on board the vehicles.

This is how we did it:

- Creating the website siglasporlatolerancia.com.
- Mixing security and commitment through [our screens](#).
- And, as always, amplifying through our networks with pieces like [this one](#).



Global

All audiences

COMMUNICATION CAMPAIGN

Safe City

We imagined what a safe city would look like so much that we ended up creating it. Since we are in the business of moving cities, we reinterpreted all our security initiatives to transform them into urban elements.

What does a city need to be safe? And what do we do to make it happen? do we do to make it a reality? Well... a lot of things! So, to compile each and every one of our **safety initiatives**, we into elements that can't be missing in a city where everyone lives with peace of mind.

Although 2021 was the moment to take care of ourselves more than ever, at Cabify we had already been doing it for many years. Leaving no one behind, thinking of **projects that would protect everyone** who traveled (or not) with us.

With this campaign, everything we had done suddenly became streets, hospitals, post offices... A different way to keep talking about our priority above all other objectives: the **safety of the community** that makes cities come alive.

Thats how we did it:

- Bringing together everything a safe city needs on our [website](#).



Global

All audiences

COMMUNICATION CAMPAIGN

Reimagining cities

With the help of analysts and experts, we wanted to shed light on one of the biggest problems facing our cities: the private car. Why? To offer concrete solutions based on data.

When we stopped to think about how to make our cities better places, we realized something: they are actually made for the automobile. An open secret that takes space away from those who matter most. **People.**

The campaign was based on a study that found that, on average, private vehicles are parked **95%** of the time. Do we need so much space in our cities dedicated to roads and parking lots?

These data were the basis on which we built our campaign, dedicated to raising awareness of the real problem in our cities and offering solutions.

This is how we did it:

- Making public the study qwe conducted together with architects, sociologists, mobility and sustainability experts.
- In Spain we went further, with a special action called Parking de personas.



Global

All audiences

COMMUNICATION CAMPAIGN

Cabify Signs

At Cabify we are driven by principles. And we want them to guide everyone we share a ride with. The best way to do it? With the language of the streets we travel: traffic signs!

The traffic signs show us the way to follow. And at Cabify we have it clear: **our ethical principles** are the perfect GPS to get to the city we want. Transparent, supportive, with space for everyone and where, together, we move safely no matter what makes us different.

But how do we share these principles with everyone who travels on board with us? Easy! We know a lot about streets, so let's turn what moves us into road signs! Together with Spanish artist **Javier Rojo**, we put a lot of art to our principles.

We launched a **global campaign** for all our audiences, showing our principles in full color: good faith, community,

honesty, integrity, prudence, respect and tolerance, safety, and transparency. transparency. A different way to get everyone on board on board a journey of purpose.

This is how we did it:

- With a [web page](#) where know all the signs
- Through pieces in social networks like [this one](#).
- Letting the artist himself tell how he was inspired in a short [video](#).



Global

All audiences

COMMUNICATION CAMPAIGN

Disability Day

Any day is a good day to work for inclusion. And none better than December 3 to help everyone communicate better with deaf people.

"Hello, good morning." How many times have we heard these words aboard Cabify? Millions. And like this, so many other expressions **that unite us with the people** we share a ride with. But what happens when it is a deaf person on board?

We believe in the power of language as a connecting link. That's why we shared the **sign language** alphabet with everyone so that anyone could express themselves, at least in a basic way, with a deaf person.

We want to **bring people together**, regardless of whether they are sitting behind the wheel or driving comfortably to their destination. And to get closer, it is essential to understand each other

This is how we did it:

- With didactic content on social networks.

03. A cost-effective and sustainable trip

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3.1 This is how we contribute to economic development

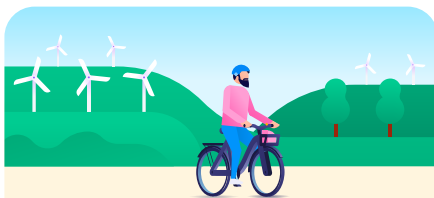
At Cabify we are looking for profitability, but we only get our money's worth if it is sustainable. We know that we can make progress by benefiting the people who are part of our community and positively impacting the rest of society and the environment. We have proven that technology and innovation can be used to add wealth and employment, generating a positive footprint in the cities and countries we travel through without compromising resources or welfare. And it is precisely this way of growing that gives us meaning.

Although we will soon tell you in various graphs and figures what this growth translates into, some recent data serve to quantify how our sector contributes to the economy. VTCs -one of the most prominent services in our multi-mobility ecosystem- in Spain for example, provide mobility solutions to 8 million people and generate 61,000 jobs, moving 2.5 billion euros annually in the national economy. In addition, with the renewal of fleets towards more sustainable alternatives, an investment of 800 million is foreseen over the next five years.⁷⁴

In addition to being a company that seeks profitability and is one of the main players in the VTC sector, Cabify is a platform, an app, a community. Cabify is the millions of passengers that are stopped by nothing, the many companies that trust us to move around the city and the thousands of users, drivers and cab drivers who choose us and are the driving force of our day to day. They are at the heart of who we are, and we are committed to continuing to sustain a mobility ecosystem that benefits us all as it grows.

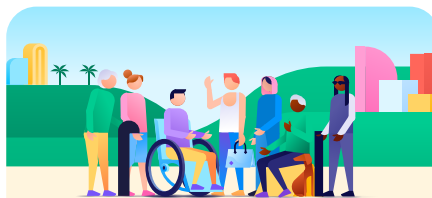
Triple Balance

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



Environmental

We respect our environment in everything we do



Social

We promote inclusion through our service



Economic

We seek to be economically sustainable

Economic value generated

The year 2021 began in a complex context, marked by the consequences of Covid, which dealt a severe blow to the global economy and impacted the lives of millions of people and of many other companies that saw their activity diminished.

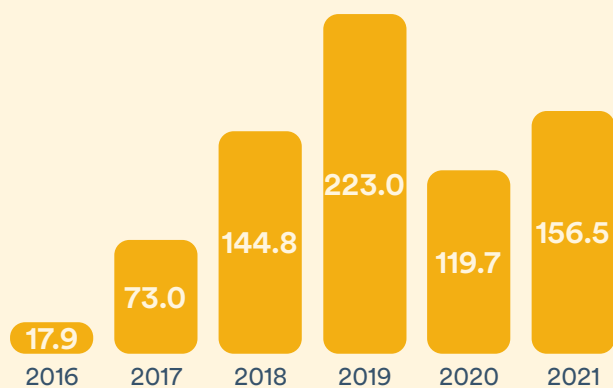
At Cabify we like to react to adversity, adapting to the changing reality and anticipating the needs of demand in each market where we operate. The world has stopped? We put all our efforts and resources into improving the quality and safety of our services in order to face the return to normality as the best version of ourselves

We were ready to welcome the positive trend of 2021 and, as vaccination progressed, businesses reopened and restrictions were relaxed... our activity was regaining its old rhythm. Throughout the 2021 financial year, there will be a progressive and significant recovery in the volume of business in the Spanish market"

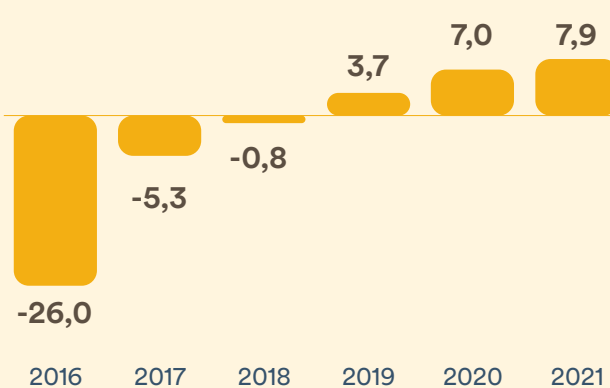
In 2021, the Spanish market was able to generate 31% more net sales than in 2020, as well as 35% more in terms of volume of journeys

Spain*

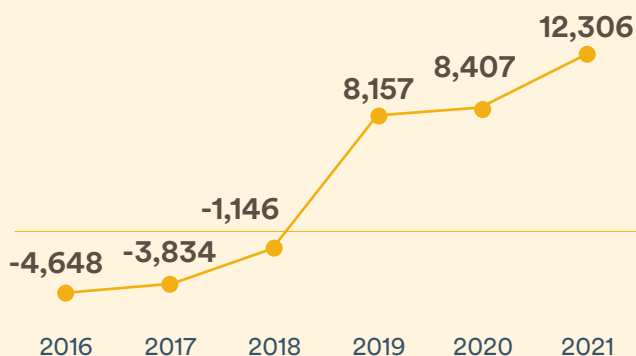
Net turnover (expressed in millions of €)



% Gross Operating Profit vs Net Turnover



Gross operating profit
(operating profit + amortization of fixed assets)



Cabify España, S.L. data
(67% net amount turnover) y Business Ride Hailing



Distributed Economic Value

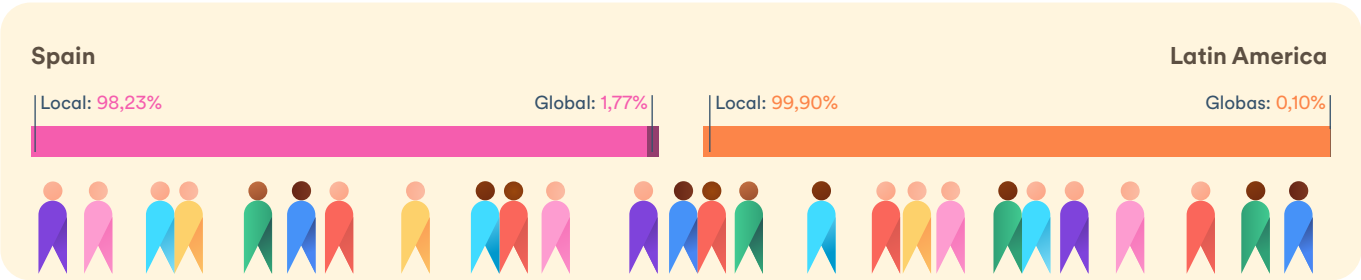
Cabify's global tax contribution in 2021 exceeded €24 million including all markets of our operation. After contraction in 2020 due to the pandemic, in 2021 growth indicators strengthened and, consequently, the increase in turnover has produced a higher VAT collection (2.5 million euros more than in 2020) although in the absence of profit there has been no corporate income tax expense.

The collection by Spanish entities has increased by 13.8 million euros, as follows:

Spain	2016	2017	2018	2019	2020	2021
Personal Income Tax and Social Security	€ 4,421,839	€ 4,257,763	€ 5,914,814	€ 8,319,156	€ 8,202,186	€ 10,614,842
VAT paid	-	€ 59,416	€ 2,078,048	€ 4,268,306	€ 608,259	€ 3,136,891
Corporate income tax	-	-	-	€ 322,839	-	-
Total	€ 4,421,839	€ 4,317,179	€ 7,992,862	€ 12,910,301	€ 8,810,446	€ 13,751,733

Latin America	2019	2020	2021
Total	€ 14,771,754	€ 5,582,280	€ 9,237,345

Another way in which we contribute to the economic development of the communities where we are present is by contracting local suppliers.⁷⁵ Our commitment is to tend to increase their percentage each year, by promoting the integration of domestic suppliers in our value chain. And we have achieved this again in 2021; in both Spain and Latin America more than 98% of our suppliers are local, an increase of one percentage point compared to 2020.



3.2 Transparency: what you see is what you get

If you've made it this far, we want to thank you and congratulate you; you already have the LPC (Premium and Constant Reader) badge endorsed by the Cabify team, and we love to know that sustainability interests you as much as it does us.

This Sustainability Report has been prepared with great care and without losing sight of national and international reporting standards that allow us to tell you, in a transparent way, about our contribution to the concept we have talked so much about in these pages: sustainable development.

Global Reporting Initiative (GRI) Guidelines

These represent global best practices for publicly reporting an organization's economic, environmental, and social impacts. We ensured maximum transparency by using the GRI 2021 Standards⁷⁶ in its "essential" reporting option, and in determining the content and quality of this report we followed its principles:

Accuracy

Balance

Clarity

Reliability

Comparability

Completeness

Punctuality

Sustainability context

Legislation in force

While it does not apply to us, we meet all the requirements in terms of reporting of non-financial information of Law 11/2018 of December 28.

United Nations Global Compact

We follow the guidelines of the Spanish Global Compact Network - which brings together all Spanish entities adhering to the Global Compact - of which we have been a member since 2018, and the 17 Sustainable Development Goals (SDGs) of the UN's 2030 Agenda. In 2021, we renewed our commitment to this initiative and its Ten Principles for another year, applying the Global Compact Principles and serving as a report for the Progress Report.

External verification

Our Report is externally audited by AENOR, this external verification of the information it contains contributes to transparency and reinforces its veracity.

Scope of this report

In Spain we report information relating to 2021 for the company Cabify España S.L.⁷⁷ and in Latin America the operation of the region as a consolidated market. This Report will form part of the management report filed with the Commercial Registry for Cabify España, S.L.

Footnotes

74. Data from the report *Analysis of the economic impact of the elimination of urban VTC services in Spain*, by the employers' associations Aseval Madrid and Unauto.

75. Local suppliers are understood to be those with origin and operation in the cities where

we where we have a presence, including active active drivers in each country.

76. You can consult all the information related to the GRI 2021 Standards on page 110 of this report.

77. In Spain, the platform's technological intermediation service is provided by Miurchi S.L, Prestige & Limousine S.L and Cabify España S.L.



Spain

All audiences

COMMUNICATION CAMPAIGN

It is rare to advertise Cabify on a bus

Why would an urban transport mobility app be advertised? It seems a bit odd. And it is. We play on that incongruity to highlight an even greater one: the abuse of the private vehicle in the city.

To change some consumption habits that seem to be engraved in our cities, we have to **talk differently**. That's why, when we wanted to explain to the people of Madrid the senselessness of the daily use of private vehicles, we had to think differently.

It all started with an eye-catching headline. **It's rare to advertise Cabify on a bus**. The perfect hook to talk about what should surprise us much more. How to buy vehicles that remain parked for almost their entire lifespan, how to face urban traffic every morning and repeat the process the next day, how to give up space from people to cars...

With the help of [@PutosModernos](#), we got our message to flood the streets... and the networks. And all to launch a question as obvious as it is bold: do our cities really need so many cars?

This is how we did it:

- Advertising on buses on Madrid.
- With the support of [@PutosModernos](#) in social networks.



Global

All audiences

COMMUNICATION CAMPAIGN

Gifts you didn't ask for

**What would we like to give to future generations?
We would love them to enjoy cleaner cities, made
by and for people... and not for vehicles.**

Some people still think that the perfect gift for a child is a toy car. It is a simple object, yes, but we believe that above all it is **an aspiration**.

We believe it is a good reflection of what is happening in our cities. The **dependence on private vehicles** is noticeable in our streets and in our air. If we want to give better cities to the generations to come, we must change the way we think... and the way we move.

In order not to leave the next generation the gift they never asked for, we wanted to dedicate our **year-end campaign** to raise awareness of the problem of private vehicle use in our cities.

This is how we did it:

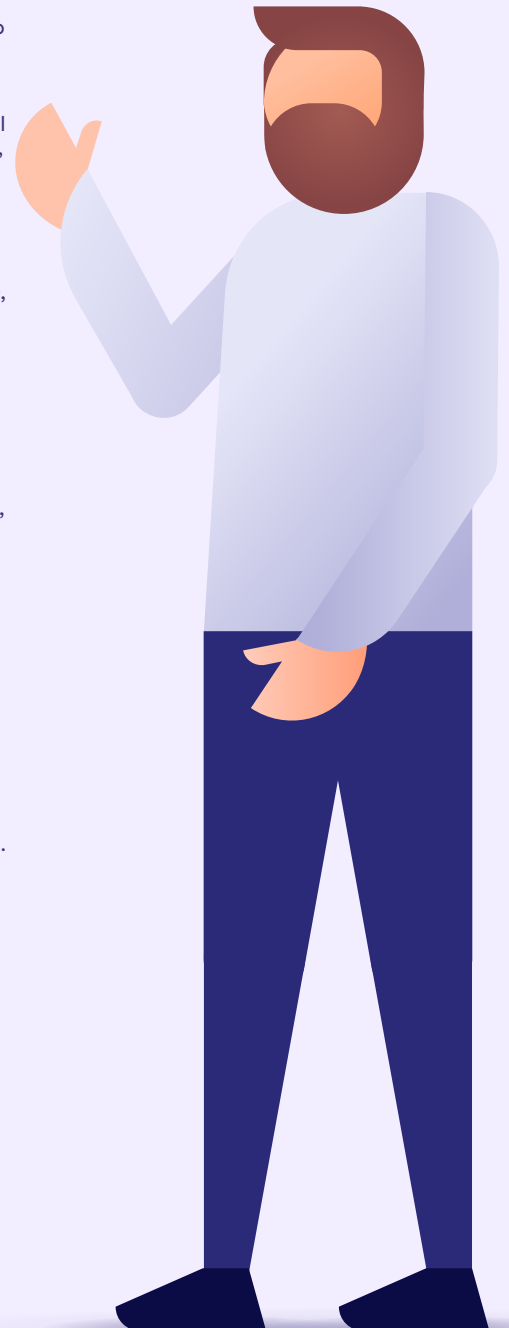
- With a digital campaign based on a key piece: the video.

Thank you team for this 2021!

Abel, Abraham, Adela, Aditya, Adja, Adrian M, Adrian P, Adriana, AdrianaM D, Adriana M G, Adriana, Adriana, Alane, Alba, Alba, Albert G, Albert P, Alberto A, Alberto C B, Alberto C L, Alberto C M, Alberto G S, Alberto G G, Alberto Gc, Alberto J, Alberto L, Alberto M, Alberto R, Alberto Rorai, Aldo, Alejandra L, Alejandra M, Alejandra R, Alejandro D, Alejandro E, Alejandro F, Alejandro G, Alejandro K, Alejandro M Q, Alejandro M E, Alejandro R T, Alejandro S, Alejandro V, Alessandra E G, Alex, Alexandra E B, Alexandra V M, Alfonso J, Alfonso L, Alfonso R, Alfredo, Alicia, Alison, Almudena, Alvaro A, Alvaro B, Alvaro C, Alvaro P, Alvaro G, Alvaro H, Alvaro H M, Alvaro I, Alvaro J, Alvaro M, Alvaro M P, Alvaro M L, Alvaro P V, Alvaro P B, Alvaro S, Alvaro V, Amanda, Amaury, Ambarth, Amelyn, Ana B, Ana C, Ana I, Ana M C, Ana M M, Ana M A, Ana M, Ana M S, Ana S, Ana T A, Ana T P, Ana Y, Anair, Anderson A, Anderson G, Anderson J, Andersson B, Andir, Andre, Andre, Andrea C, Andrea E, Andrea L, Andrea L C, Andrea M T, Andrea M T, Andrea P H, Andrea P S, Andres A, Andres B, Andres F A, Andres F T, Andres G, Andres M T, Andres N, Andres S, Andres S G, Angel, Angela, Angeles, Angelica C, Angelica M, Angelica R, Angie G, Angie L, Angie P B, Angie P R, Angie P U, Angie R A, Anguely, Anna, Annie, Antonio C G, Antonio C D, Antonio E, Antonio G, Antonio J, Antonio J R, Antonio J T, Antonio L, Antonio P, Antonio P C, Antonio P B, Anyi, Aparecida, Apolinar, Arabella, Arian, Arie, Aristides, Arturo A, Arturo C, Arturo J, Arturo V, Astrid, Astrith, Aura, Bania, Barbara A, Barbara D, Bastian, Beatriz A, Beatriz F, Beatriz R, Beatriz S, Bernardo, Bibiana, Blanca C, Blanca C F, Borja A, Borja F, Borja F V, Borja G S, Braulio, Brayan B, Brayan D, Brenda, Brigida, Bruno I, Bruno R, Bruno S, Bruno T, Camila A, Camila T, Camila V, Camilo A, Camilo P, Carla C, Carla D, Carla D S, Carla E, Carla R, Carla V, Carlo V B, Carlos A, Carlos A M, Carlos A M C, Carlos B, Carlos B G, Carlos C, Carlos C M, Carlos C C, Carlos D, Carlos F, Carlos H, Carlos H Y, Carlos L, Carlos M, Carlos M M, Carlos Ma, Carlos M P, Carlos P, Carlos P G, Carlos R, Carlos S, Carlos T, Carmen, Carolina M, Carolina M R, Carolina O, Carolina P, Carolina S, Caroline, Catalina F, Catalina S, Celia, Celia, Cesar A, Cesar A O, Cesar M, Cherly, Christian A, Christian B, Christian D, Cindy L, Cindy X, Clara, Claudia P, Claudia P C, Claudio A, Claudio V, Constanza, Covadonga, Cristian F, Cristina A, Cristina F C, Cristina M, Cristina T, Cristobal, Cynthia, Daniel A, Daniel E, Daniel G, Daniel M, Daniel M H, Daniel M V, Daniel R G, Daniel S, Daniel S L, Daniel T, Daniel W, Daniela A, Daniela C, Daniela F, Daniela L, Daniela P, Danilo, Dante M, Dante R, David A, David A C, David C, David F, David F M, David F G, David G, David G R, David J, David L, David M A, David M M, David M A D, David P, David S, David S J, David S G, Deborah, Denisse, Dennis, Diana A, Diana M, Diana V, Dibson, Diego A, Diego A S, Diego A P, Diego A G, Diego C, Diego I, Diego L, Diego L L, Diego M, Diego M T, Diego S, Diego S S, Dionisia, Dominique, Dor, Dora, Eder, Edgar, Edison, Edsel, Eduardo C, Eduardo G, Eduardo G M, Eduardo I, Eduardo M, A, Eduardo N, Eduardo P, Eduardo S, Edurne, Edwin, Efrain, Elena, Elio, Elizabeth R, Elizabeth V, Elkin, Eloi, Eloy J, Eloy L, Emilia, Emilio, Endika, Enrique P, Enrique M, Enrique S, Enrique S B, Erica F, Erika G, Erika I, Erika L, Erika P, Erika V, Erika Y, Ernesto G, Ernesto J, Ernesto P, Esperanza, Esteban, Estefani, Estefania, Eva, Eva, Evelyn F, Evelyn M, Fabian, Fabio, Fabio, Facundo A, Facundo C, Fatima, Fawzia, Federico E, Federico F, Federico I, Federico P, Federico R, Federico S, Felipe J, Felipe V, Felipe, Felix A, Felix O, Fernando B, Fernando I, Fernando L, Fernando L G, Fernando M P, Fernando M E, Fernando N, Fernando P, Fernando R, Fernando V, Florencia A, Florencia C, Florencia F, Florencia S, Francisco G, Francisco J, Francisco J C, Francisco J C C, Francisco J C H, Francisco J E P, Francisco J G, Francisco J M, Francisco J S, Francisco M, Francisco M M, Gabriel A, Gabriel A C, Gabriela, Galo, Gary, Gaston A, Gaston S, Gema M, Gema M S, Genesis, Gerardo, Gina, Ginna, Giovanna, Giselle, Gladys, Gloria M, Gloria M P, Gonzalo A, Gonzalo C, Gonzalo C V, Gonzalo L, Grace, Gremy, Guilherme, Guillem, Guillermo A, Guillermo F, Guillermo L, Guillermo M, Guillermo R, Haizea, He, Hector A, Hector A S, Hector H, Hector Q, Heidi, Heidi C, Heidi N, Helen, Henry, Hernan, Iago, Ian, Ignacio C, Ignacio D, Ignacio G, Ignacio S, Ignacio U, Ignacio V, Ilaria, Ines, Ingrid A, Ingrid C, Ingrid J, Iñiqui, Iñigo, Irene D, Irene G, Irene G R, Irene R, Irene T G, Isabel A, Isabel B, Isidora, Ismael, Itsaso, Ivan D, Ivan D P, Ivan D B, Ivonne, Jackeline, Jacobo D, Jacobo V, Jaime A, Jaime A G, Jaime D, Jaime F, Jaime M, Jaime M U, Jairo A, Jairo L, Jairo R, Jairo R P, Jaqueline, Jara, Javier A, Javier A L, Javier B, Javier C, Javier D, Javier D A, Javier D S, Javier G, Javier G D, Javier M, Javier M Z, Javier M M, Javier M C, Javier M J, Javier P, Jehison, Jeison, Jennifer R, Jennifer R S, Jennifer R D, Jenny, Jeronimo, Jessi, Jessica A, Jessica K, Jesus D, Jesus G, Jesus M, Jesus M M, Jesus M B, Jesus M S, Jesus R, Jhon A, Jhon A C, Jhonatan A, Jhonatan T, Jilber, Jinneth, Joao C, Joao G, Joao P, Joaquin G, Joaquin R, Johanna F, Johanna M, Johanna R, John A, John F, John H, Jonas, Jonathan C, Jonathan C V, Jonathan F, Jonathan M, Jonathan V, Jordy, Jorge



A, Jorge B, Jorge C, Jorge D, Jorge G, Jorge I, Jorge J, Jorge L, Jose A, Jose A A, Jose A C, Jose D, Jose I, Jose I G, Jose I H, Jose L, Jose L B, Jose L R, Jose L S, Jose M, Jose M R, Jose M R G, Jose M T, Jose M C, Jose M A, Jose S, Jose V, Josep, Jossira, Josue, Juan A, Juan A L, Juan A C, Juan A C M, Juan A C, Juan A R, Juan A T, Juan C, Juan C L, Juan C P, Juan D, Juan D A, Juan E, Juan F, Juan F M, Juan G, Juan I, Juan I G, Juan I L, Juan I R, Juan I S, Juan J, Juan J U, Juan M A, Juan M C, Juan M P, Juan P, Juan S, Juan S P, Juan S Z, Juan V, Juanita, Judith, Judy, Julia G, Julia G I, Julia, Julian C, Julian D, Julian D R, Julian E, Julian M, Julian M B, Juliana A, Juliana F, Julieta A, Julieta H, Julieth, Juliette, Julio B, Julio C, Julio C P, Julio L, Julio M, Jury, Justo, Karen A, Karen C, Karen D, Karen J, Karen P, Karen R, Karen T, Karol, Karolay, Katherine, Kattia, Keli, Keli, Keyvan, Klaus, Kleber, Laerke, Lara F, Lara H, Lara J, Laura A, Laura A J, Laura A R, Laura C, Laura E, Laura F G, Laura G, Laura G M, Laura M, Laura M P, Laura M B, Laura M M, Laura Q, Laura V, Laura X, Leidy, Leire, Leire, Lelia, Leonardo A, Leonardo B, Leonardo D, Leonardo J, Leonardo P, Leonor, Lia, Liane, Lidia, Liliana, Lina, Lisabel, Lisette, Liz, Lorena C, Lorena P, Lourdes E, Lourdes P, Lucas A, Lucas A N, Lucas D, Lucas E, Lucas R, Lucia C, Luciano, Ludmila, Luis A, Luis B, Luis E, Luis E P, Luis E T, Luis F, Luis G, Luis O, Luis M, Luis R, Luis S, Luis S A, Luis V, Luisa F, Luisa M, Luka, Luz, Macarena, Magdiel, Maira, Maira, Maira, Manuel A, Manuel C, Manuel F, Manuel J, Manuel M, Manuel M F, Manuel O, Manuel V, Manuela B O, Manuela B, Marc, Marcela, Marcelo, Marco, Marcos C, Marcos I, Marcos R, Margareth, Maria A, Maria A C, Maria B, Maria B S, Maria C, Maria C P, Maria C A, Maria C V, Maria M, Maria N, Maria L, Maria C, Maria C T, Maria Y, Maria D, Maria F, Maria F M, Maria F S, Maria G, Maria G Mas, Maria G M, Maria I, Maria I H, Maria I R, Maria J, Maria J P, Maria J G, Maria J Z, Maria L, Maria L C, Maria L C N, Maria M B, Maria P, Maria R, Maria T, Maria T T, Maria V, Maria V Dg, Maria V, Maria V P, Mariam, Mariana, Mariana, Mariana, Mariano P, Mariano S, Marina, Mario D, Mario P, Mario R, Marisol A, Marisol B, Marta B, Marta C, Marta D, Marta D F, Marta F, Marta M, Marta R, Marta S, Marta V, Martha A, Martha P, Martha Y, Martin B, Martin C, Martin S, Marycielo, Matej, Matias B, Matias E, Matias T, Mauricio, Mauro, Max, Maximo, Mayra, Melanie, Melissa, Mercedes, Michaelle, Michelle, Miguel A, Miguel A P, Miguel A S, Miguel A G, Miguel A M, Miguel A N, Miguel A O, Miguel A P, Miguel A S, Miguel D, Miguel F, Miguel G, Miguel H, Miguel I, Miguel I S, Miguel L, Miguel S, Miguel S S, Miguel T, Milagros, Mily, Miriam A, Miriam C, Miriam N, Miriam, Monica A, Monica J, Monica V, Montserrat D, Montserrat M, Nancy, Natalia C, Natalia G, Natalia G S, Natalia G R, Natalia M, Natalia R, Natalia S, Nataly, Nathalia, Nayda, Nazario, Nelsy, Nerea P, Nerea T, Nerlim, Nicolas A, Nicolas G, Nicolas P, Nidia, Nil, Nora, Norma, Nuria, Olga, Omar, Oscar D, Oscar G, Oscar M, Oscar R, Oscar S, Otilia, Pablo A, Pablo B S, Pablo B, Pablo B B, Pablo G, Pablo M, Pablo M A, Pablo O, Pablo P, Pablo R, Pablo S, Pablo S F, Pablo S C, Pablo T, Pagola, Paloma C, Paloma G, Paola A, Paola S, Patricia C, Patricia S, Paula A, Paula C, Paula C M, Paula J, Paula J A, Paula M, Paula M P, Paula P, Paula S, Paula S V, Paula X, Paulo R, Pedro I, Pedro I D, Pedro O, Pedro P, Pedro P P, Pelayo, Philipe, Piangella, Pilar A, Pilar R, Pilar X, Rafael A, Rafael G, Rafael I, Rafael P, Rafael R, Rafael S, Rafael V, Ralph, Ramon, Raquel, Raul, Raul, Rebeca, Rebeca M, Rebeca R, Rebeca Z, Renny, Ricardo A, Ricardo A S, Ricardo A H, Ricardo B, Ricardo B S, Ricardo G, Ricardo R, Riquelme, Robert, Roberto D, Roberto I, Roberto P, Roberto P G, Robinson P T, Robyn, Rocio, Rodrigo A, Rodrigo D, Rodrigo E, Rodrigo J, Rodrigo P, Rodrigo R, Romina, Rong, Rosa C, Rosa M, Rosa M P, Rosselis, Rubén A, Ruben N, Ruben P, Ruben S, Run, Ruth, Salomon, Samara, Samuel M, Samuel Z, Sandra G, Sandra M, Sandra N, Sandra P, Santiago G, Santiago J, Santiago P, Santiago R, Santiago S, Sara J, Sara O, Sara P, Saul, Saulo, Scarlet, Sebastian A, Sebastian C, Sebastian D, Sebastián D H, Sebastian M, Sebastian R, Sebastian R B, Sergio A, Sergio A M, Sergio A B, Sergio B, Sergio C, Sergio C B, Sergio C R, Sergio D, Sergio D S, Sergio I, Sergio M, Sergio R, Sharon G, Sharon W, Sheila, Silvia E, Silvia G, Sindy K, Siyar, Sofia L, Sofia M, Solange, Sonia M, Sonia R, Sophia, Stephanie C, Stephanie L, Stephanie L J, Stephanie M, Stephanie P, Stylianos, Suad, Susana, Sylvia, Tania E, Tania G, Tania G M, Tatiana, Tayna, Teodoro, Thiago B, Thiago F, Thomas, Tomas A, Tomas B, Tomas E, Tomas T, Trinidad, Tula, Valentin, Valentina, Valeria, Vanessa C, Vanessa C G, Vanessa C R, Vanessa M, Varinia, Veronica E, Veronica R, Vicente O, Vicente O T, Vicente P, Victor A, Victor C, Victor C P, Victor F, Victor J J, Victor J V, Victor M, Victor T, Victoria, Victoria, Violeta, Virgilio, Vitor G, Vitor Z, Viviana, Wilfrido, William A, William R, Wilson D, Xabier I, Xabier M, Yago, Yaniber, Yanilu, Yannick, Yeimy, Yerel, Yesenia, Yesika, Yessika, Yiceth, Yilin, Yineth, Yini, Yolanda C, Yolanda F, Yudi, Yudy, Yuly, Yury, Zeus, Zhe, Zulvi.



Content of the Statement of Non-Financial Information

Law 11/2018, GRI Content Index and Global Compact Principles.

Información solicitada por la ley 11/2018 de 28 de diciembre	Criterio de reporte GRI	Principios pacto global	Sección en la memoria 2021	Página en la memoria 2021
INFORMACIÓN GENERAL				
Una breve descripción del modelo de negocio que incluye su entorno empresarial, su organización y su estructura	GRI 102-1 Nombre de la organización	No aplica	0.2 Somos Cabify	Página 6
	GRI 102-2 Actividades, marcas, productos y servicios	No aplica	0.2 Somos Cabify	Página 7-9
	GRI 102-3 Ubicación de la sede	No aplica	No aplica	Madrid
	GRI 102-5 Propiedad y forma jurídica	No aplica	3.2 Lo que ves es lo que hay	Página 105
	GRI 102-7 Dimensión de la organización	No aplica	0.2 Somos Cabify	Página 9-13
	GRI 102-10 Cambios significativos en la organización y su cadena de suministro	No aplica	0.2 Somos Cabify	Página 14
	GRI 102-12 Iniciativas externas	No aplica	2.3 Haciendo del viaje una experiencia	Página 71-74
	GRI 102-18 Estructura de gobernanza	No aplica	0.2 Somos Cabify	Página 11
	GRI 102-19 Delegación de autoridad	No aplica	0.2 Somos Cabify	Página 11
	GRI 102- 20 Responsabilidad a nivel ejecutivo de temas económicos, ambientales y sociales	No aplica	0.1 Carta CEO	Página 4-5
	GRI 102-22 Composición del máximo órgano de gobierno y sus comités	No aplica	El Consejo de Administración es el órgano de máximo rango dentro de la compañía. El Consejo está compuesto por varios consejeros "dominicales", elegidos por los accionistas de la compañía de acuerdo a los contratos de inversión, y por miembros "independientes".	
	GRI 102-23 Presidente del máximo órgano de gobierno	No aplica	0.1 Carta CEO	Página 4-5
	GRI 102-24 Nominación y selección del máximo órgano de gobierno	No aplica	El Consejo de Administración es el órgano de máximo rango dentro de la compañía. Entre sus funciones, tiene la capacidad de elegir al consejero delegado (Chief Executive Officer en inglés), es decir, al cargo ejecutivo de mayor rango.	
	GRI 102-25 Conflictos de intereses	No aplica	2.2 Nuestro equipo	Página 51
	GRI 102-26 Función del máximo órgano de gobierno en la selección de objetivos, valores y estrategia	No aplica	El Consejo de Administración es el órgano de máximo rango dentro de la compañía. Todos ellos comparten un criterio común en la toma de decisiones, que es la búsqueda del mejor interés para la compañía, incluyendo objetivos, valores y estrategia.	
	GRI 102-27 Conocimientos colectivos del máximo órgano de gobierno	No aplica	El conjunto de los miembros del Consejo dispone de un amplia formación, conocimientos y experiencia que habilita su función como miembros del Consejo.	
	GRI 102-28 Evaluación del desempeño del máximo órgano de gobierno	No aplica	Actualmente el consejo se reúne entre cuatro y seis veces al año, de modo que todos ellos comparten un criterio común en la toma de decisiones, que es la búsqueda del mejor interés para la compañía, incluyendo el desempeño de los distintos órganos de gobierno.	
Mercados en los que opera	GRI 102-32 Función del máximo órgano de gobierno en la elaboración de informes de sostenibilidad	No aplica	Esta Memoria de Sostenibilidad 2021 incluye la información necesaria para comprender los riesgos, el modelo de negocio, las políticas, la estrategia, la evolución, los resultados, la situación del Grupo y el impacto de su actividad respecto a cuestiones medioambientales y sociales, así como las relativas al personal, al respeto de los Derechos Humanos y a la lucha contra la corrupción y el soborno, de conformidad con lo establecido en la Ley 11/2018, de 28 de diciembre de 2018 en materia de información no financiera y diversidad.	
	GRI 102-45 Entidades incluidas en los estados financieros consolidados	No aplica	3.1 Transparencia: Lo que ves es lo que hay	Página 105
	GRI 102-4 Localización de las actividades	No aplica	0.2 Somos Cabify	Página 9
	GRI 102-6 Mercados y servicios	No aplica	0.2 Somos Cabify	Página 9-11
	GRI 102-7 Tamaño de la organización	No aplica	0.2 Somos Cabify	Página 9-11
	GRI 102-31 Evaluación de temas económicos, ambientales y sociales	No aplica	0.2 Somos Cabify	Página 9-11
Objetivos y estrategias de la organización	GRI 102-14 Declaración de altos ejecutivos responsables de la toma de decisiones	No aplica	0.1 Carta CEO	Página 4-5
Principales factores y tendencias que pueden afectar su futura evaluación	GRI 102-15 Principales impactos, riesgos y oportunidades	No aplica	0.3 La realidad que nos mueve	Página 19
	GRI 102-33 Comunicación de preocupaciones críticas	No aplica	0.3 La realidad que nos mueve	Página 19
	GRI 102-34 Naturaleza y número total de preocupaciones críticas	No aplica	0.3 La realidad que nos mueve	Página 19
Marco de reporting utilizado	GRI 102-48 Reexpresión de la información	No aplica	No aplica	No aplica
	GRI 102-49 Cambios en la elaboración de informes	No aplica	No aplica	No aplica
	GRI 102-50 Periodo objeto del informe	No aplica	No aplica	Año 2021
	GRI 102-51 Fecha del último informe	No aplica	No aplica	Año 2020
	GRI 102-52 Ciclo de elaboración de informes	No aplica	No aplica	Anual
	GRI 102-53 Punto de contacto para preguntas sobre el informe	No aplica	El email de contacto del departamento de sostenibilidad de Cabify es sustainability@cabify.com	
	GRI 102-54 Declaración de elaboración del informe de conformidad con los Estándares GRI	No aplica	3.2 Transparencia: lo que ves es lo que hay	Página 105
	GRI 102-55 Índice de contenidos GRI	No aplica	Contenido del Estado de Información No Financiera	Página 112-120
	GRI 102-56 Verificación externa	No aplica	Declaración de verificación de información no financiera	Página 121-122

Información solicitada por la ley 11/2018 de 28 de diciembre	Criterio de reporte GRI	Principios pacto global	Sección en la memoria 2021	Página en la memoria 2021
Principio de materialidad	GRI 102-21 Consulta a grupos de interés sobre temas económicos, ambientales y sociales	No aplica	0.3 La realidad que nos mueve	Página 17-18
	GRI 102-40 Lista de grupos de interés	No aplica	0.3 La realidad que nos mueve	Página 17-18
	GRI 102-42 Identificación y selección de grupos de interés	No aplica	0.3 La realidad que nos mueve	Página 17-18
	GRI 102-44 Temas y preocupaciones clave mencionados	No aplica	0.3 La realidad que nos mueve	Página 22
	GRI 102-46 Proceso de definición del contenido de la memoria	No aplica	0.3 La realidad que nos mueve 3.2 Transparencia: lo que ves es lo que hay	Página 17-22 Página 102
	GRI 102-47 Lista de temas materiales	No aplica	0.3 La realidad que nos mueve	Página 17-22
CUESTIONES MEDIOAMBIENTALES				
Enfoque de gestión: descripción y resultados de las políticas relativas a estas cuestiones así como de los principales riesgos relacionados con esas cuestiones vinculados a las actividades del grupo	GRI 103-2 Enfoque de gestión	Principio 7 Principio 9	1.1 Crisis climática ¿en qué punto estamos?	Página 25-26
	GRI 102-15 Principales impactos, riesgos y oportunidades	Principio 8	1.2 Nuestro compromiso en materia climática	Página 27-41
Información general detallada				
Información detallada sobre los efectos actuales y previsibles de las actividades de la empresa en el medio ambiente y en su caso, la salud y la seguridad	GRI 102-15 Impactos, riesgos y oportunidades clave	Principio 7	1.1 Crisis climática ¿en qué punto estamos? 1.2 Nuestro compromiso en materia climática	Página 25-26 Página 27-41
Procedimientos de evaluación o certificación ambiental	GRI 103-2 Enfoque de gestión	Principio 7	1.2 Nuestro compromiso en materia climática	Página 27-41
Recursos dedicados a la prevención de riesgos ambientales	GRI 103-2 Enfoque de gestión	Principio 7	1.2 Nuestro compromiso en materia climática	Página 27-41
	GRI 102-30 Eficacia de los procesos de gestión de riesgos	Principio 7	1.2 Nuestro compromiso en materia climática	Página 27-41
Aplicación del principio de precaución	GRI 102-11 Principio o enfoque de precaución	Principio 7	1.2 Nuestro compromiso en materia climática	Página 27-41
Contaminación				
Medidas para prevenir, reducir o reparar las emisiones que afectan gravemente el medio ambiente; teniendo en cuenta cualquier forma de contaminación atmosférica específica de una actividad, incluido el ruido y la contaminación lumínica	GRI 103-2 Enfoque de gestión	Principio 7	1.2 Nuestro compromiso en materia climática	Página 27-41
	GRI 102-29 Identificación y gestión de impactos económicos, ambientales y sociales	Principio 7	1.2 Nuestro compromiso en materia climática	Página 27-41
	GRI 305-7 NOx, SOx y otras emisiones atmosféricas significativas	Principio 7	Actualmente Cabify no mide estas emisiones. Sin embargo, está dentro de su planificación el desarrollar un sistema de medición de NOx y SOx	
Economía circular y prevención y gestión de residuos				
Medidas de prevención, reciclaje, reutilización, otras formas de recuperación y eliminación de desechos	GRI 306-2 Residuos por tipo y método de eliminación	Principio 7	No material de acuerdo al Análisis de Materialidad de Cabify Todos los desechos que no podemos evitar generar los gestionamos de la mejor forma posible. En nuestras oficinas tenemos contenedores para separar los residuos que generamos en orgánico, papel y plástico. Después los entregamos para su medición y posterior reciclado. También incluye los materiales informáticos, siempre que es posible reciclamos y/o reutilizamos ordenador y monitores.	
Acciones para combatir el desperdicio de alimentos	GRI 103-2 Enfoque de gestión	Principio 7	No material de acuerdo al Análisis de Materialidad de Cabify	
Uso sostenible de los recursos				
Consumo de agua y suministro de agua de acuerdo con las limitaciones locales	GRI 303-3 Agua reciclada y reutilizada	Principio 7	No material de acuerdo al Análisis de Materialidad de Cabify	
Consumo de materias primas y medidas adoptadas para mejorar la eficiencia de su uso	GRI 103-2 Enfoque de gestión	Principio 7	No material de acuerdo al Análisis de Materialidad de Cabify No material de acuerdo al Análisis de Materialidad de Cabify	
	GRI 301-1 Materiales utilizados por peso o volumen	Principio 7	Nuestros empleados ya saben que es mejor que traigan su propia botella de agua, que reutilicen el papel y que usen tazas para el café en vez de vasos de plástico. Además, por ejemplo, en España la vajilla y cubiertos en la Kantina son fundamentalmente de acero, e incluimos cartelería con información sobre uso correcto de los cubos de reciclaje.	
	GRI 301-3 Productos reutilizados y materiales de envasado	Principio 7	No material de acuerdo al Análisis de Materialidad de Cabify	
Consumo, directo e indirecto, de energía	GRI 302-1 Consumo energético dentro de la organización (energía procedente de fuentes renovables y no renovables)	Principio 7	1.2 Nuestro compromiso en materia climática	Página 30
Medidas tomadas para mejorar la eficiencia energética	GRI 302-4 Reducción del consumo energético	Principio 7	1.2 Nuestro compromiso en materia climática	Página 30-36
Uso de energías renovables	GRI 302-1 Consumo energético dentro de la organización (energía procedente de fuentes renovables y no renovables)	Principio 7	1.2 Nuestro compromiso en materia climática	Página 30

Información solicitada por la ley 11/2018 de 28 de diciembre	Criterio de reporte GRI	Principios pacto global	Sección en la memoria 2021	Página en la memoria 2021
Cambio climático				
Emisiones de gases de efecto invernadero generadas como resultado de las actividades de la empresa, incluido el uso de los bienes y servicios que produce	GRI 102-15 Principales impactos, riesgos y oportunidades	Principio 8 Principio 9	1.2 Nuestro compromiso en materia climática	Página 27-41
	GRI 305-1 Emisiones directas de GEI (alcance 1)	Principio 8	1.2 Nuestro compromiso en materia climática	Página 30
	GRI 305-2 Emisiones indirectas de GEI al generar energía (alcance 2)	Principio 8	1.2 Nuestro compromiso en materia climática	Página 30
	GRI 305-4 Intensidad de las emisiones de GEI	Principio 8	1.2 Nuestro compromiso en materia climática	Página 30
Medidas adoptadas para adaptarse a las consecuencias del cambio climático	GRI 201-2 Implicaciones financieras y otros riesgos y oportunidades derivados del cambio climático	Principio 8 Principio 9	1.2 Nuestro compromiso en materia climática	Página 28-41
	GRI 305-5 Reducción de las emisiones de GEI	Principio 8 Principio 9	1.2 Nuestro compromiso en materia climática	Página 31-36
Metas de reducción establecidas voluntariamente a medio y largo plazo para reducir las emisiones de gases de efecto invernadero y los medios implementados para tal fin	GRI 103-2 Enfoque de gestión	Principio 8 Principio 9	1.2 Nuestro compromiso en materia climática	Página 31-36
CUESTIONES SOCIALES Y RELATIVAS AL PERSONAL				
Enfoque de gestión: descripción y resultados de las políticas relativas a estas cuestiones así como de los principales riesgos relacionados con esas cuestiones vinculados a las actividades del grupo	GRI 103-2 Enfoque de gestión	Principio 6	2.2 Nuestro equipo	
	GRI 102-15 Impactos, riesgos y oportunidades clave	Principio 6	2.2 Nuestro equipo	Página 51-52
Empleo				
Número total y distribución de empleados por país, sexo, edad y clasificación profesional	GRI 102-8 Información sobre empleados y otros trabajadores	Principio 6	2.2 Nuestro equipo	Página 57
	GRI 405-1. b) El porcentaje de empleados por categoría laboral para cada una de las siguientes categorías de diversidad: sexo y grupo de edad	Principio 6	2.2 Nuestro equipo	Página 57
Número total y distribución de modalidades de contrato de trabajo y promedio anual de contratos indefinidos, de contratos temporales y de contratos a tiempo parcial por sexo, edad y clasificación profesional	GRI 102-8. c) El número total de empleados por tipo de contrato laboral (a jornada completa o a media jornada) y por sexo.	Principio 4	2.2 Nuestro equipo	Página 58
Personas con discapacidad contratadas	GRI 405-1. b) Porcentaje de empleados por categoría laboral para cada una de las siguientes categorías de diversidad (iii. Grupos vulnerables).	Principio 6	2.2 Nuestro equipo	Página 55
Número de despidos por sexo, edad y clasificación profesional	GRI 401-1.b) Número total y la tasa de rotación de personal durante el periodo objeto del informe, por grupo de edad, sexo y región (en lo relativo a despidos)	Principio 6	2.2 Nuestro equipo	Página 60
Remuneraciones medias y su evolución desagregados por sexo, edad y clasificación profesional o igual valor	GRI 102-35 Políticas de retribución	Principio 4	2.2 Nuestro equipo	Página 65-68
	GRI 102-36 Proceso para la determinación de la retribución (para el enfoque de gestión)	Principio 4	2.2 Nuestro equipo	Página 65-68
	GRI 102-37 Involucramiento de los grupos de interés en la remuneración	Principio 4	2.2 Nuestro equipo	Página 65-68
	GRI 102-38 Ratio de compensación total anual	Principio 4	2.2 Nuestro equipo	Página 65
	GRI 102-39 Ratio del incremento porcentual de la compensación total anual	Principio 4	2.2 Nuestro equipo	Página 65-68
	GRI 403-1 Representación de trabajadores en comités de salud y seguridad conjuntos	Principio 4	2.2 Nuestro equipo	Página 68-69
Implantación de políticas de desconexión laboral	GRI 103-2 Enfoque de gestión	Principio 4	2.2 Nuestro equipo	Página 64
	GRI 201-3 Obligaciones derivadas de planes de beneficios sociales y otros planes de jubilación	Principio 4	2.2 Nuestro equipo	Página 64-67
Organización en el trabajo				
Medidas destinadas a facilitar el disfrute de la conciliación y fomentar el ejercicio corresponsable de estos por parte de ambos progenitores	GRI 103-2 Enfoque de gestión	Principio 4	2.2 Nuestro equipo	Página 66-67
	GRI 401-3 Permisos parentales	Principio 4	2.2 Nuestro equipo	Página 66-67
Salud y seguridad				
Condiciones de salud y seguridad en el trabajo	GRI 103-2 Enfoque de gestión	Principio 4	2.2 Nuestro equipo	Página 68-69
	GRI 102-41 Acuerdos de negociación colectiva	Principio 3	2.2 Nuestro equipo	Página 68-69
	GRI 402-1 Plazos de aviso mínimos sobre cambios operacionales	Principio 4	2.2 Nuestro equipo	Página 68-69
Accidentes de trabajo, en particular su frecuencia y gravedad, así como las enfermedades profesionales; desagregado por sexo	GRI 403-2 Tipos de accidentes y ratios de accidentes laborales, enfermedades profesionales, días perdidos, y absentismo, y número de fallecimientos relacionados a profesionales	Principio 4	2.2 Nuestro equipo	Página 69
Formación				
Políticas implementadas en el campo de la formación	GRI 103-2 Enfoque de gestión	Principio 2 Principio 6	2.2 Nuestro equipo	Página 67
	GRI 412-2 Formación de empleados en políticas o procedimientos sobre derechos humanos	Principio 2	2.2 Nuestro equipo	Página 67

Información solicitada por la ley 11/2018 de 28 de diciembre	Criterio de reporte GRI	Principios pacto global	Sección en la memoria 2021	Página en la memoria 2021
Cantidad total de horas de formación por categoría profesional	GRI 404-1 Horas medias de formación anuales por empleado	Principio 2	Actualmente Cabify está perfeccionando su sistema de medición de datos de formación para poder mejorar la calidad y precisión de los datos reportados	
Integración y accesibilidad universal de las personas con discapacidad	GRI 103-2 Enfoque de gestión	Principio 6	2.1 Ciudades en movimiento 2.2 Nuestro equipo	Página 48-49 Página 53-55
Igualdad				
Medidas adoptadas para promover la igualdad de trato y de oportunidades entre mujeres y hombres	GRI 103-2 Enfoque de gestión	Principio 1	2.2 Nuestro equipo	Página 53-55
Planes de igualdad, medidas adoptadas para promover el empleo, protocolos contra el acoso sexual y por razón de sexo	GRI 103-2 Enfoque de gestión	Principio 1	2.2 Nuestro equipo	Página 53-55
Política contra todo tipo de discriminación y, en su caso, de gestión de la diversidad	GRI 103-2 Enfoque de gestión	Principio 1	2.2 Nuestro equipo	Página 51
	GRI 406-1 Casos de discriminación y acciones correctivas emprendidas	Principio 1	2.2 Nuestro equipo	Página 52
RESPECTO POR LOS DERECHOS HUMANOS				
Enfoque de gestión: descripción y resultados de las políticas relativas a estas cuestiones así como de los principales riesgos relacionados con esas cuestiones vinculados a las actividades del grupo	GRI 103-2 Enfoque de gestión	Principio 1	2.2 Nuestro equipo	Página 51
Aplicación de procedimientos de diligencia debida				
Aplicación de procedimientos de diligencia debida en materia de derechos humanos y prevención de los riesgos de vulneración de derechos humanos y, en su caso, medidas para mitigar, gestionar y reparar posibles abusos cometidos	GRI 102-16 Valores, principios, Estándares y normas de conducta	Principio 1	2.2 Nuestro equipo	Página 50-52
	GRI 102-17 Mecanismos de asesoramiento y preocupaciones éticas	Principio 1	2.2 Nuestro equipo	Página 52
	GRI 412-1 Operaciones sometidas a revisiones o evaluaciones de impacto sobre los derechos humanos	Principio 1	2.2 Nuestro equipo	Página 50-52
	GRI 412-2 Formación de los profesionales en políticas y procedimientos relacionados con derechos humanos	Principio 1	2.2 Nuestro equipo	Página 50-52
Denuncias por casos de vulneración de derechos humanos	GRI 412-3 Acuerdos y contratos de inversión significativos con cláusulas sobre derechos humanos o sometidos a evaluación de derechos humanos	Principio 1	2.2 Nuestro equipo	Página 50-52
	GRI 103-2 Enfoque de gestión	Principio 1	2.2 Nuestro equipo	Página 50-52
	GRI 102-17 Mecanismos de asesoramiento y preocupaciones éticas (denuncias recibidas y resolución)	Principio 6	2.2 Nuestro equipo	Página 50-52
Medidas implementadas para la promoción y cumplimiento de las disposiciones de los convenios fundamentales de la OIT relacionadas con el respeto por la libertad de asociación y el derecho a la negociación colectiva; la eliminación de la discriminación en el empleo y la ocupación; la eliminación del trabajo forzoso u obligatorio; la abolición efectiva del trabajo infantil	GRI 102-30 Eficacia de los procesos de gestión de riesgos	Principio 2	2.2 Nuestro equipo	Página 50-52
	GRI 407-1 Operaciones y proveedores cuyo derecho a la libertad de asociación y negociación colectiva podría estar en riesgo	Principio 3	2.2 Nuestro equipo	Página 50-52
	GRI 408-1 Operaciones y proveedores con riesgo significativo de casos de trabajo infantil	Principio 5	2.2 Nuestro equipo	Página 50-52
	GRI 409-1 Operaciones y proveedores con riesgo significativo de casos de trabajo forzoso u obligatorio	Principio 2	2.2 Nuestro equipo	Página 50-52
	GRI 419-1 Incumplimiento de las leyes y normativas en los ámbitos social y económico	Principio 6	2.2 Nuestro equipo	Página 50-52
LUCHA CONTRA LA CORRUPCIÓN Y EL SOBORNO				
Enfoque de gestión: descripción y resultados de las políticas relativas a estas cuestiones así como de los principales riesgos relacionados con esas cuestiones vinculados a las actividades del grupo	GRI 103-2 Enfoque de gestión	Principio 10	2.2 Nuestro equipo	Página 50-52
	GRI 102-15 Impactos, riesgos y oportunidades clave	Principio 10	2.2 Nuestro equipo	Página 50-52
	GRI 102-30 Eficacia de los procesos de gestión de riesgos	Principio 10	2.2 Nuestro equipo	Página 50-52
Medidas adoptadas para prevenir la corrupción y el soborno	GRI 102-17 Mecanismos de asesoramiento y preocupaciones éticas (denuncias recibidas y resolución)	Principio 10	2.2 Nuestro equipo	Página 50-52
	GRI 103-2 Enfoque de gestión	Principio 10	2.2 Nuestro equipo	Página 50-52
	GRI 205-1 Operaciones evaluadas en relación con riesgos relacionados con corrupción	Principio 10	2.2 Nuestro equipo	Página 50-52
	GRI 205-2 Comunicación y formación sobre políticas y procedimientos anti corrupción	Principio 10	2.2 Nuestro equipo	Página 50-52
Aportaciones a fundaciones y entidades sin ánimo de lucro	GRI 201-1 Valor económico directo generado y distribuido (Inversiones en la Comunidad)	Principio 10	2.1 Ciudades en movimiento	Página 47
INFORMACIÓN SOBRE LA SOCIEDAD				
Enfoque de gestión: descripción y resultados de las políticas relativas a estas cuestiones así como de los principales riesgos relacionados con esas cuestiones vinculados a las actividades del grupo	GRI 102-3 Enfoque de gestión	Principio 1	2.1 Ciudades en movimiento	Página 46-47

Información solicitada por la ley 11/2018 de 28 de diciembre	Criterio de reporte GRI	Principios pacto global	Sección en la memoria 2021	Página en la memoria 2021
Compromisos de la empresa con el desarrollo sostenible				
El impacto de la actividad de la sociedad en el empleo y el desarrollo local	GRI 102-30 Eficacia de los procesos de gestión de riesgos	Principio 1	2.1 Ciudades en movimiento	Página 45-50
	GRI 203-2 Impactos económicos indirectos significativos	Principio 1 Principio 9 Principio 10	2.1 Ciudades en movimiento	Página 47
	GRI 204-1 Proporción de gasto en proveedores locales	Principio 4 Principio 5	3.1 Así contribuimos al desarrollo económico	Página 104
El impacto de la actividad de la sociedad en las poblaciones locales y en el territorio	GRI 413-2 Operaciones con impactos negativos significativos –reales o potenciales– en las comunidades locales	Principio 1	2.1 Ciudades en movimiento	Página 46-49
Las relaciones mantenidas con los actores de las comunidades locales y las modalidades del diálogo con estos	GRI 102-43 Enfoque para la participación de los grupos de interés (relativo a comunidad)	Principio 1	2.1 Ciudades en movimiento	Página 46-49
	GRI 413-1 Operaciones con participación de la comunidad local, evaluaciones del impacto y programas de desarrollo	Principio 1	2.1 Ciudades en movimiento	Página 46-49
Las acciones de asociación o patrocinio	GRI 102-13 Afiliación a asociaciones	Principio 1	2.3 Haciendo del viaje una experiencia	Página 72
Subcontratación y proveedores				
Inclusión en la política de compras de cuestiones sociales, de igualdad de género y ambientales	GRI 103-3 Enfoque de Gestión (Evaluación ambiental y social de proveedores)	Principio 2 Principio 5 Principio 10	No aplica	Página 104
Consideración en las relaciones con proveedores y subcontratistas de su responsabilidad social y ambiental	GRI 102-9 Cadena de suministro	Principio 1	3.1 Así contribuimos al desarrollo sostenible	Actualmente Cabify no dispone de una política de compras. Sin embargo, esta dentro de su planificación desarrollar un procedimiento de compras con criterios ESG.
	GRI 308-1 Nuevos proveedores que han pasado filtros de evaluación y selección de acuerdo con los criterios ambientales	Principio 2 Principio 7 Principio 10	3.1 Así contribuimos al desarrollo sostenible	
	GRI 414-1 Nuevos proveedores que han pasado filtros de selección de acuerdo con los criterios sociales	Principio 2 Principio 5 Principio 10	3.1 Así contribuimos al desarrollo sostenible	
Sistemas de supervisión y auditorías y resultados de las mismas	GRI 308-2 Impactos ambientales negativos en la cadena de valor y acciones desarrolladas	Principio 7 Principio 8 Principio 9	1.2 Nuestro compromiso en materia climática	Página 27-28
	GRI 414-2 Impactos sociales negativos en la cadena de suministro y medidas tomadas	Principio 1	0.3 La realidad que nos mueve	Página 17-21
Consumidores				
Medidas para la salud y la seguridad de los consumidores	GRI 103-2 Enfoque de gestión	Principio 1	2.3 Haciendo del viaje una experiencia	Página 74-80
	GRI 416-1 Evaluación de los impactos en la salud y seguridad de las categorías de productos o servicios	Principio 1	2.3 Haciendo del viaje una experiencia	Página 74-80
	GRI 417-1 Requerimientos para la información y el etiquetado de productos y servicios	Principio 1	2.3 Haciendo del viaje una experiencia	Página 74-80
Sistemas de reclamación, quejas recibidas y resolución de las mismas	GRI 416-2 Casos de incumplimiento relativos a los impactos en la salud y seguridad de las categorías de productos y servicios	Principio 1	2.3 Haciendo del viaje una experiencia	Página 80
	GRI 418-1 Denuncias substanciales relacionadas con brechas en la privacidad de los clientes y pérdidas de datos de clientes	Principio 1	2.3 Haciendo del viaje una experiencia	Página 80
Información fiscal				
Los beneficios obtenidos	GRI 201-1 Valor económico directo generado y distribuido (Inversiones en la Comunidad)	Principio 10	3.1 Así contribuimos al desarrollo sostenible	Página 103
Los impuestos sobre beneficios pagados	GRI 201-1 Valor económico directo generado y distribuido (en lo que afecta a pagos a administraciones públicas)	Principio 10	3.1 Así contribuimos al desarrollo sostenible	Página 104

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Non-Financial Information Verification Disclosure

AENOR verification Disclosure for

CABIFY ESPAÑA, S.L.

concerning the individual disclosure of non-financial information **MEMORIA SOSTENIBILIDAD**
2021

according to law 11/2018

for the period ending on December 31, 2021

In Madrid June 24, 2022

Rafael García Meiro
Chief Executive Officer



2014/0839/VNOF-2022

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CABIFY ESPAÑA, S.L. (hereinafter the organization) with registered office at: CL PRADILLO 42, 28002 MADRID and on its behalf, Juan DE ANTONIO RUBIO, in charge of CEO, 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:

- 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).

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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.

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 the disclosure of non-financial information included in the MEMORIA DE SOSTENIBILIDAD 2021 and for information concerning the reporting

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period, year ended December 31, 2021, 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.



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