

→ 2009 sustainability  
report



**Metro do Porto**



→ 2009 **sustainability**  
report



Metro do Porto





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# → 005 Chairman's message



António Ricardo de Oliveira Fonseca

For the fourth consecutive year, Metro do Porto is publishing its Sustainability Report. Aware of its importance for organizations, the Company included the concept of sustainability amongst its values, together with team spirit, client focus, transparency and rigor. The Report's publication becomes then, not only a duty, but a clear stake for Metro do Porto. In the strategic document for the period 2007-2027, "Metro do Porto, S.A.'s Integrated Company Strategy", a series of objectives was defined in the areas of urban and territorial planning, urban and regional mobility, efficiency in the use of resources, guarantees of the system's environmental and economic sustainability. Striving to reach those objectives transforms sustainability into a central value in Metro do Porto's action.

The efforts undertaken are already bringing benefits. Of the medium term objectives set (2007-2013), one was already reached and two are very close. The 26 km/h commercial speed target set for 2013 was already overtaken in 2009, thanks to the 27 km/h recorded commercial speed.

Also externally, Metro do Porto's sustainable performance and its environmental and social concerns were recognized in 2009: the ACGE Sector Index on "Climate Change and Business Management" ranks the Company as 22<sup>nd</sup> overall and 6<sup>th</sup> in the Transportation Sector, and the Instituto de Segurança Social awarded the Eng. Jaime Filipe Prize to Metro do Porto for the Navmetro (Orientation, Navigation and Information System for Blind and Ambliop Persons, developed in partnership with FEUP and ACAPO) project.

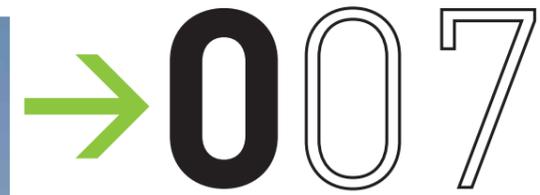
But the Metro's social action is not limited to concerns with the system's accessibility for its clients: its role in society is also of utmost importance to the Company. So the Metro has also joined, in 2009, Assistência Médica Internacional - AMI's Information Technology and Cellular Consumables Reuse Project, enabling equipment no longer needed by the Company to be used in countries throughout the world. These actions in specific areas enable the Company to play an active role and to contribute for the construction of a better society.

At the environmental level, Metro do Porto continued the work it has been carrying out for years. With the start of the Yellow Line extension to Santo Ovídio works, the necessary measures were taken to minimize its impact and to ensure the valorization of the waste generated. The environmental action in 2009 also included the plantation of 507 trees and the creation of 10,000 square metres of green areas.

In 2009, the result of a comparative study of air quality and noise in Avenida da República, in Vila Nova de Gaia, was also known. The comparison with 2003 illustrated the reduction of emissions and noise, as well as a 40% reduction of motor traffic. Indeed, the Metro is increasingly conquering drivers, since a quarter of its customers come from individual transport.

The pillar of sustainability will therefore remain a basis of Metro do Porto's action, ensuring the best service to the population of the Metropolitan Area, with great engagement in social, economic and environmental issues.

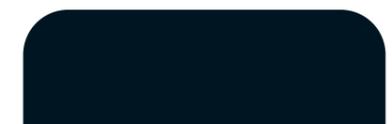




who we are  
and what we do

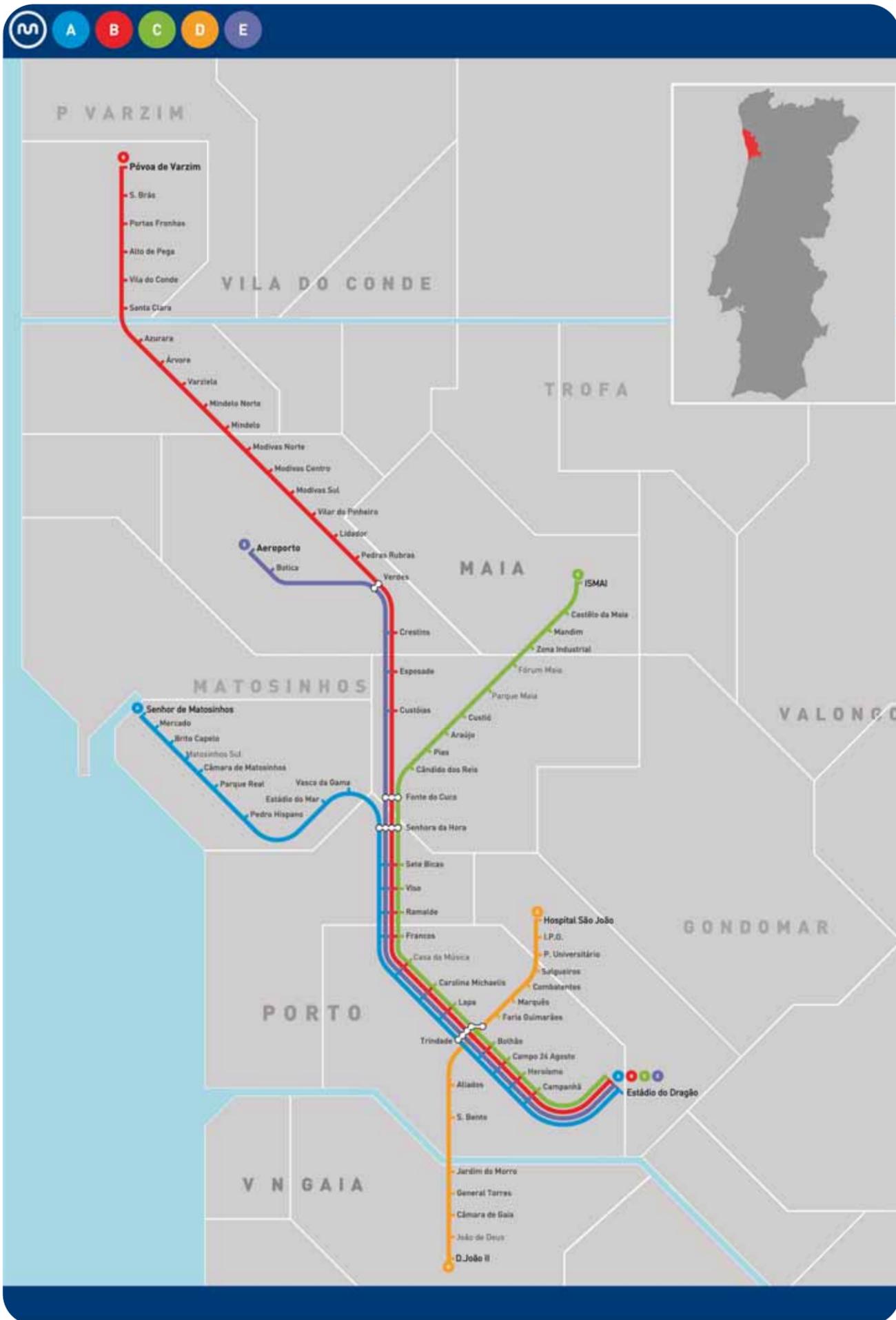
"M" for movement and mobility, a fluid and versatile "M", an unbroken circuit of traffic and circulation. A volumetric and tubular "M" where all destinations, all stations fit; a solid, effective and trustworthy "M"; an available, courteous, civilized "M". This is the "M" for Metropolitan, unequivocal and internationally recognized. But this is also an involving, special, inimitable "M", equal to itself; an "M" which, more than a character, is a symbol, a brand, an identity...

Manual of Corporate Identity



→ **008** metro do porto  
presentation





# → 011

Metro do Porto is a passenger collective transportation company using a light rail mode. It is the concessionaire of that mode in the Metropolitan Area of Oporto (AMP) for a 50 year period (until 2048). The Concession Bases, as well as its Articles of Association, are regulated by Decree-Law n.º 192/2008, of October the 1<sup>st</sup>, and are available at the Company's site: [www.metroporto.pt](http://www.metroporto.pt).

The Metro network currently serves 6 AMP Municipalities: Oporto, Vila Nova de Gaia, Matosinhos, Maia, Vila do Conde e Póvoa de Varzim, comprehending a 586 km<sup>2</sup> territory. The resident population in those Municipalities totals almost one million inhabitants (INE estimate for 2008), nevertheless it should not be forgotten that many users of the Light Rail System of the

Metropolitan Area of Oporto (SMLAMP) reside outside that primary ring, which leads us to consider, reasonably faithfully, that the population within the area of influence of the Metro comprises over one million people.

Having started its commercial operation in 2003 and having been considered, at the time, the largest project in progress in the transportation area in the European Union, the history of Metro do Porto is a source of pride and affirmation for all the residents in this Metropolitan Area. Its success course over the last seven years cannot be summarized in just a few words or figures, but still one can highlight the surprising (r)evolution which has been unfolding in the life and mobility habits of the AMP citizens since the day the Metro began to circulate:





## MISSION, VISION AND VALUES

### MISSION

To plan, conceive, build, equip and exploit a Light Rail System in the Metropolitan Area of Oporto, as a concession attributed by the State.

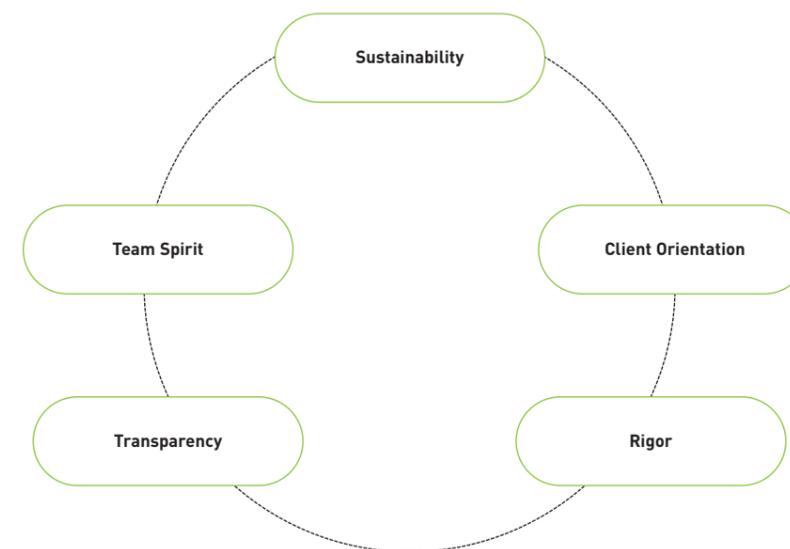
### VISION

To promote sustainable mobility in the Metropolitan Area of Oporto.

### VALUES

"Values are not mere words. They guide and command our behaviour and affect our daily experiences."  
Simon L. Dolan and Salvador Garcia, 2006

## VALUES OF METRO DO PORTO





# → 015 report's framework



## EVENTS 2009

- JANUARY** Start of construction of the Gondomar Line (Estádio do Dragão-Fânzeres).
- MARCH** Beginning of the new Red Line service and complimentary offer of 120,000 trips to residents of the area covered by this Line.
- APRIL** Signature of the Protocol between Metro do Porto and Comissão de Coordenação e Desenvolvimento Regional do Norte within the scope of the Program for the Improvement of Air Quality.
- APRIL** New website of Metro do Porto with a more modern graphical environment, providing real-time information about the status of lines, direct link to Google Maps and much more interactivity.
- APRIL** Launch of the Metro operation and maintenance tender
- MAY** Validations record on the day of the Queima das Fitas parade: 246,874 validations.
- MAY** Metro do Porto joins Twitter and facebook to be closer to its clients.
- JULY** 4 new cafeterias installed at the Trindade, Casa da Música, Aliados and Póvoa de Varzim stations.
- SEPTEMBER** Mobility Week Celebration with various initiatives to promote intermodality and free travel on the 16<sup>th</sup> and on the 22<sup>nd</sup>.
- SEPTEMBER** Signature of the contract of co-financing within the scope of the QREN for the "Extension of Light Rail System of the Metropolitan Area of Oporto to D. João II Station" operation.
- OCTOBER** Consignation of the construction of the Southern Extension of the Yellow Line (D. João II - Santo Ovídio).
- DECEMBER** Opening of the Casa da Música station's parapharmacy.
- DECEMBER** Award of the Metro XD competition prizes.



**○ SCOPE OF THE REPORT**

This is Metro do Porto's 4<sup>th</sup> Sustainability Report. We are aware that it may still and should be improved, which is why we shall try to do more and better each time. As usual we shall cover mainly the year in question but, whenever possible and useful, we shall try to present previous years' data for comparison.

In this Report the individual performance of the Company is assessed. However, information and data from entities closest to Metro and directly and undoubtedly related to our activity can't but be considered and integrated in it. In 2009, and as in previous years, the Company charged with the Metro system's operation was the Normetro, ACE consortium through its associate Transdev (Portugal) – Transportes, Lda, which integrates in its staff the station and the train driving agents, as well as the remaining staff directly involved with the Metro's operation. Therefore, the data on electric energy and water consumption, the production and final destination of waste materials, as well as the information related to Metro operation staff, was obtained from that entity. That data is complemented by information from Metro do Porto itself to form a complete and reliable set of indicators. Within this framework of proximity relationships are also Transportes Intermodais do Porto, ACE (TIP) and the works inspection firms. The latter compile the data on material and human resources used in Metro do Porto's works.

TIP, ACE is responsible for the ticketing management and for the Andante common tariff system. It is held in equal shares by Metro do Porto, by Comboios de Portugal, E.P. E (CP) and by Sociedade de Transportes Colectivos do Porto, SA (STCP).

We express our sincere thanks to all the entities which have collaborated to make this Report possible.

Regarding the process to define its contents, and considering that the Sustainability Report is the main tool to communicate our environmental and social performance, we sought to provide as much detail as possible in those chapters. The Report is sent to over one hundred entities, including naturally our stakeholders in general. Thus it was sought to cover Company governance matters, as well as strategic items, often requested by external entities.

This Report is complemented by the 2009 Annual Report, where detailed information on the operational and financial performance and on the Good Governance Principles is present. This year, as in 2008, the Sustainability Report was a digital only production. However a summary printed leaflet with the more relevant information will be available.

In the preparation of this Report the Global Reporting Initiative (GRI) guidance was followed, in its more recent version: G3.

All the Metro do Porto's Sustainability reports are available for download at the site [www.metrodoporto.pt](http://www.metrodoporto.pt). Any questions or suggestions in respect of this Report should be addressed to:

**Metro do Porto, S.A.**  
**Avenida Fernão de Magalhães, 1862 – 7º Andar**  
**4350-158 Porto**

**T. 225 081 000**  
**F. 225 081 001**

**[www.metrodoporto.pt](http://www.metrodoporto.pt)**  
**[metro@metrodoporto.pt](mailto:metro@metrodoporto.pt)**

# → 019 company governance



## GOVERNANCE STRUCTURE

Metro do Porto is a Company whose capital is owned exclusively by State related entities. It has a share capital of 7,500,000 euros and its shareholders are the State, AMP (which includes the Municipalities served by the Light Rail System), STCP and CP.

The Company's social bodies comprise, beyond the General Shareholders' Meeting, the Audit Committee

and the Board. Their powers are defined in the Company's Articles of Association approved by Decree-Law n.º 192/2008, of October the 1<sup>st</sup>. A Remuneration Committee with three elements was nominated. The Board has seven members, three of whom are executive members and are indicated by the State shareholder.

### Board of Management's Composition



Given the complexity and width of Metro do Porto's activity, the Concession Bases stipulate a set of obligations which Metro, as the concessionaire, must meet and also a set of inspection entities empowered to deal with the environmental, economic, financial, tariff, safety, construction and service quality matters.

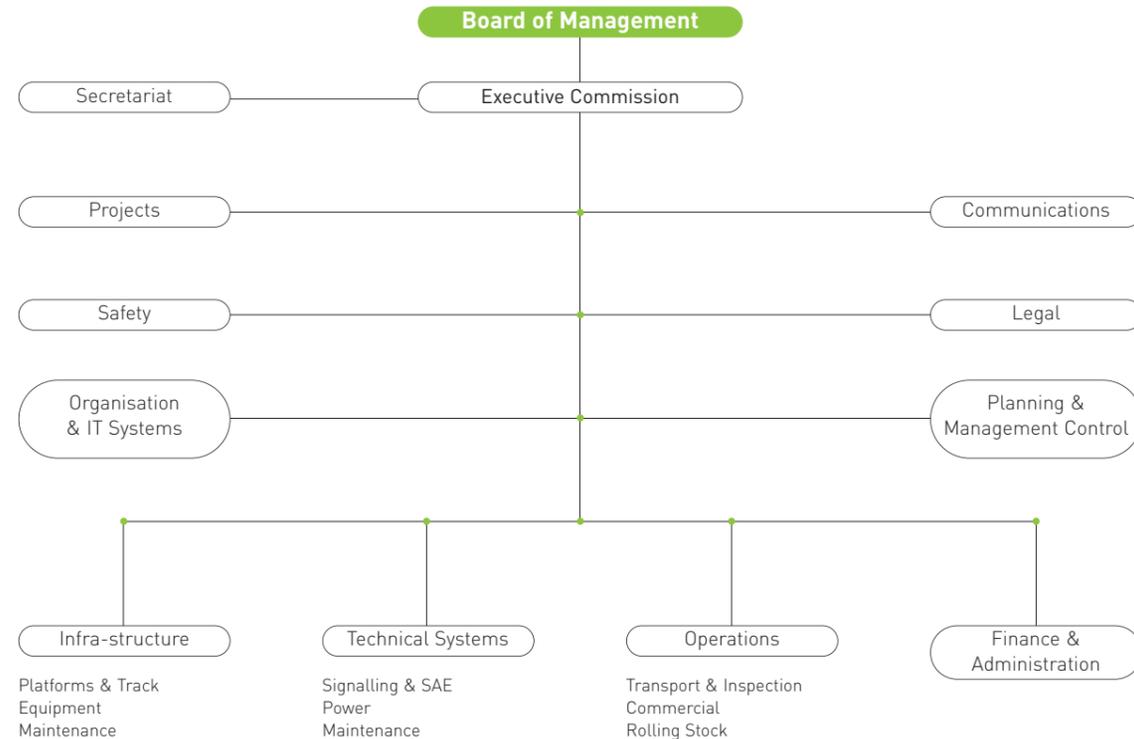
The shareholder function is allocated to Direcção-Geral do Tesouro e Finanças (DGTF), the financial and sector supervision is the responsibility of the Ministério das Finanças e da Administração Pública (MFAP) and of the Ministério das Obras Públicas, Transportes e Comunicações (MOPTC), respectively.

### Inspection Entities



Internally, the Company's organic structure shows few hierarchic levels: 4 departamentos e 6 staff offices, favoring open and proximity relationships.

### Organigram



Regarding processes to avoid conflicts of interest, and as foreseen in the Good Governance Principles, the members of the governing bodies abstain from intervening in the decisions involving their own interests, including in the approval of their own expenses. Yearly, and whenever justified, the members of the governing bodies declare to the Board and to the Audit Committee, as well as to the Tribunal Constitucional, any financial interest they may have in the Company as well as any relevant relationships they maintain with its suppliers, clients, financial institutions or any other business partners, which may generate a conflict of interest.

Information about the compliance with the Good Governance Principles may be found in great detail in the 2009 Annual Report and in the sites [www.metrodoporto.pt](http://www.metrodoporto.pt) and [www.dgtf.pt](http://www.dgtf.pt).

To finalize this chapter, we leave a note regarding the supervision and performance self-evaluation. On this level, information is prepared regularly by the different departments and staff offices and addressed to the Executive Committee and, whenever justified, to the Board. This periodically reported information includes, for instance, the management information which comprises several operational and financial indicators.

### TRANSPARENCY

Additionally to the vast array of online information available (at the site [www.metrodoporto.pt](http://www.metrodoporto.pt)), in 2009 additional detailed information on operational indicators was provided (as foreseen in last year's Report), as well as on the Good Governance Principles and also a monthly listing of all contract awards exceeding 2,500 euros. It is the Company's policy to meet or exceed the transparency and competition safeguard legal requirements, both when contracting services related to the operation of the existing infrastructure and when contracting expansions of it.

The cost-benefit analyses of all the network expansion projects are also made public. These studies, by independent entities or based on social and environmental benefits studies by independent entities, identify their information sources and describe the assumptions and methodologies used to prepare them. Three to five years after the conclusion of each project, retrospective analyses of these studies are prepared and published in the Company's site, detailing the variance between forecasts and outcomes.

Still in this transparency chapter, the Company seeks to answer promptly and effectively to all requests derived from the frequent audits Metro do Porto is the subject of every year. To be noted in this scope is the VPN access to accounting and document applica-

tions made available to inspection and supervising entities. That tool's purpose was to make the exchange of information more agile and to render the Company's relationship with those stakeholders more transparent. Six entities (MOPTC, SETF, DGTf, IGF, TC, IGOPTC) can consult online documents, meeting minutes, the management information reports, accounting statements, amongst other information.

### ETHICS

Metro do Porto's Code of Ethics sets the Company's structuring values and the guiding principles of ethical behaviour which must be observed by all collaborators in service in their daily actions, in its internal as well as external relationships.

The Code of Ethics is available at [www.metrodoporto.pt](http://www.metrodoporto.pt). At the beginning of 2010 a Plan for the Prevention of Management Risks was prepared, following legal obligations of which Metro do Porto is the subject.

The Equality Plan, whose implementation was scheduled for 2009, is not yet complete. Also it was not possible to nominate the Client's Ombudsman. More information on the Good Governance Principles can be found in the 2009 Annual Report.

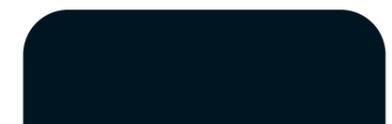


→ 023

## our commitments

Metro do Porto undertakes as a priority the integration of the sustainable development principles in its business strategy. It further commits itself, in the presence of its international partners, to continue to develop all efforts to meet the needs of present and future generations of clients, as well as of its stakeholders, always taking as guidelines of its activity the stable economic development, the protection of the environment and the conservation of resources nationally and globally and the social welfare and equity in relation to the company's staff, its clients and the community in general.

UITP Sustainable Development Charter

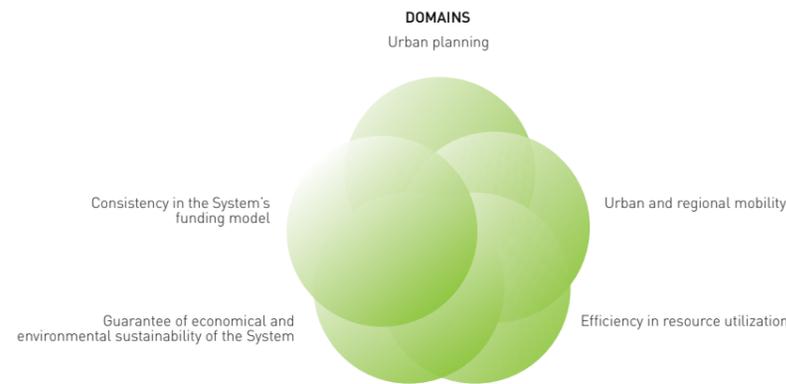


# → 024 strategy and sustainability

## INTEGRATED BUSINESS STRATEGY OF METRO DO PORTO

The "Integrated Business Strategy of Metro do Porto, S.A." is the strategic document for the period 2007-2027.

The starting point for the development of integrated strategies in the transport sector in metropolitan areas is the previous definition of a set of multi-faced objectives in different domains:



Within the scope of the strategy for two decades (2007-2027) a set of strategic objectives was defined to create economic, social and environmental benefits in the Metropolitan Area of Oporto:

### Strategic Objectives

To become, position itself and develop as an actor and a clear factor in the AMP's economic and social dynamics.

To contribute to change usage and occupation patterns, the transformation of urban and suburban areas of the region, with a view to territorial competitiveness, environmental sustainability and social cohesion.

To strengthen its action and influence as a structuring element of the redevelopment of the transport system of AMP, in close concertation with the other public transport operators.

To favour the metropolitan dimension as opposed to perhaps overly municipal dimension, paying particular attention to housing, employment and services concentrations.

To promote the consolidation and containment of the urban tissue.

To favor time gains, in all circumstances, by promoting the linearity of layouts and prioritising speed.

To target the progressive capture of journeys to individual transport, through a very ambitious and concerted policy.

To promote the overall energy efficiency of the transport system of the metropolitan area and to seek ambitious targets for the reduction of polluting emissions.

Mid-term (2007-2013) exploration objectives were defined which, in 2009, are already very close to being reached.

Objective	Goal 2013	Effective 2009
Load factor	22.5%	18.7%
Cover Ratio	75%	60%
Commercial Speed	26 km/h	27 km/h

## STRATEGIC ORIENTATIONS – POSITION OF THE STATE SHAREHOLDER

In 2009, the State shareholder defined strategic orientations and strategic orientation as a State owned company. The specific strategic orientation consists of the following principles:

### Principles defined by the State shareholder

To focus the service on the client, maintaining high levels of quality and customer satisfaction.

To contribute decisively to the reversal of the continued loss of public transport passengers in AMP.

To contribute to improving the conditions of intermodality practice.

To continue the planning of expansion of the network to ensure the coverage of areas intensely demanded as origin/destination of journeys.

To continue the realisation of innovation activities that contribute to environmental sustainability.

To maintain the operating deficit at the relatively low level already achieved.

To maintain the social component of public transport, within the financing framework set in the Concession Bases.

# → 026 company environment

## RELATIONSHIP WITH STAKEHOLDERS

Metro do Porto, as a passenger collective transport company, the concessionaire of a light rail system, includes in its activity the conception, construction and operation of that system.

It can therefore be easily understood that Metro do Porto should possess a wide and complex network of relationships. Indeed the entities dealing daily with the Company are varied, each with its interests, motivations and expectations.

The definition of the relevant group of stakeholders resulted from the analysis, in 2006, of which entities influence the Company's activity or are influenced by it. Through the definition which is explicit or implicit in the Concession Bases and taking into account

dependency, strategy, responsibility and proximity criteria, a group of ten stakeholders was arrived at which is still up to date today.

More than identifying them, it matters to listen to the stakeholders and to act to satisfy their needs and expectations. Although there are no formalized policies to that effect, it is Metro do Porto's constant concern to maintain an open and close relationship. The annual client satisfaction polls should be highlighted, as well as the information sessions held with residents and shop-keepers during works, the interactivity obtained thanks to the adhesion to Facebook in 2009, the participation as speakers in conferences and workshops and the direct contact with entities with shared entities with us in our project's area of influence.



### Forms of Relationship with stakeholders

<div style="border: 1px dashed green; border-radius: 15px; padding: 5px; text-align: center; width: fit-content; margin-bottom: 10px;">CLIENTS</div>	<ul style="list-style-type: none"> <li>• Client satisfaction and profile studies.</li> <li>• Appropriate treatment of complaints and suggestions (through a special purpose tool).</li> <li>• Interactivity: Facebook, Twitter, website <a href="http://www.metrodoporto.pt">www.metrodoporto.pt</a>, OláMetro Line.</li> <li>• Diversified communication media: flyers, Vaivém newsletter, SMS Metro, Metro TV, radio, press releases, public presentations, etc.</li> <li>• Benefits, contests and discounts.</li> </ul>
<div style="border: 1px dashed green; border-radius: 15px; padding: 5px; text-align: center; width: fit-content; margin-bottom: 10px;">SUPPLIERS</div>	<ul style="list-style-type: none"> <li>• Promoting transparency and competition.</li> <li>• Following up contract works and supplies.</li> </ul>
<div style="border: 1px dashed green; border-radius: 15px; padding: 5px; text-align: center; width: fit-content; margin-bottom: 10px;">STAFF</div>	<ul style="list-style-type: none"> <li>• Promotion of internships.</li> <li>• Promotion of training.</li> <li>• Reply to requests.</li> </ul>
<div style="border: 1px dashed green; border-radius: 15px; padding: 5px; text-align: center; width: fit-content; margin-bottom: 10px;">SHAREHOLDERS</div>	<ul style="list-style-type: none"> <li>• Ordinary and extraordinary shareholders meetings.</li> <li>• Strategic Orientations and annual objectives.</li> <li>• Easy access to a variety of information.</li> <li>• Reply to requests.</li> </ul>
<div style="border: 1px dashed green; border-radius: 15px; padding: 5px; text-align: center; width: fit-content; margin-bottom: 10px;">STRATEGIC PARTNERS</div>	<ul style="list-style-type: none"> <li>• Exchange of information and know-how.</li> <li>• Support for studies and projects.</li> <li>• Cooperation for implementing and promoting intermodality.</li> <li>• Cooperation to guarantee high safety standards and a efficient response in emergency situations.</li> </ul>
<div style="border: 1px dashed green; border-radius: 15px; padding: 5px; text-align: center; width: fit-content; margin-bottom: 10px;">COMMUNITY</div>	<ul style="list-style-type: none"> <li>• Information Sessions and varied and up to date information on works.</li> <li>• Disclosure of operational and financial performance indicators.</li> <li>• Promotion, support or sponsorship of cultural or educational initiatives.</li> <li>• Information related with the compliance of the Good Governance Principles at <a href="http://www.metrodoporto.pt">www.metrodoporto.pt</a> and <a href="http://www.dgtf.pt">www.dgtf.pt</a>.</li> </ul>
<div style="border: 1px dashed green; border-radius: 15px; padding: 5px; text-align: center; width: fit-content; margin-bottom: 10px;">MEDIA</div>	<ul style="list-style-type: none"> <li>• Press Releases.</li> <li>• Reply to information requests.</li> </ul>
<div style="border: 1px dashed green; border-radius: 15px; padding: 5px; text-align: center; width: fit-content; margin-bottom: 10px;">REGULATORY BODIES</div>	<ul style="list-style-type: none"> <li>• Regular information report.</li> <li>• Reply to requests.</li> <li>• Occasional information report whenever a relevant event takes place.</li> <li>• The data bases of SEE, SIRIEF e SOR are periodically updated.</li> <li>• Cordial and efficient collaboration with auditors.</li> <li>• Remote access via VPN to document and management applications.</li> </ul>
<div style="border: 1px dashed green; border-radius: 15px; padding: 5px; text-align: center; width: fit-content; margin-bottom: 10px;">LOCAL AUTHORITIES</div>	<ul style="list-style-type: none"> <li>• Permanent contact and with collaborative spirit.</li> <li>• Cooperation regarding urban planning.</li> </ul>
<div style="border: 1px dashed green; border-radius: 15px; padding: 5px; text-align: center; width: fit-content; margin-bottom: 10px;">FINANCING BODIES</div>	<ul style="list-style-type: none"> <li>• Permanent contact.</li> <li>• Reply to information requests.</li> <li>• Cordial and efficient collaboration with auditors.</li> </ul>

**ADHESION TO CHARTERS AND PRINCIPLES**



**UITP Sustainable Development Charter**

- Membership occurred in 2008.
- Voluntary and measurable commitment in which the signatory undertakes to adopt social, economic and environmental principles of sustainable development as a strategic organizational objective

**PARTICIPATION IN ASSOCIATIONS AND NATIONAL AND INTERNACIONAL BODIES**



**UITP**

- Member
- An Association which defines itself as the worldwide promoter of public transportation and of sustainable mobility, as well as of innovation within the public transport sector.



**Alamys**

- Member of the General Meeting and Principal Member
- An Association aimed at technological and experience interchange amongst its members for the purpose of contributing to increased productivity, resource optimization and to bring infrastructures and management methods up to date.



**Energaiia**

- Member of General Meeting, Member of the Supervisor Council and Associate
- Private law association, intervening in the municipality of Vila Nova de Gaia, focused in the creation and promotion of activities related to energy and information.



**AdEPorto**

- Member of General Meeting and Associate
- An Association which aims to contribute to the rational use of power, to power efficiency, the environmental management at the interface with power systems, the best use of energy resources and the generalization of good practice in planning, management, construction and in sustainable mobility.



**Casa da Música**

- Founding Member
- An Institution dedicated to the promotion of music in Oporto.



**Fundação de Serralves**

- Founding Member
- A cultural Institution of European scope serving the national community, with the mission to elevate the public's sensitivity to contemporary art and to the environment, through the Contemporary Art Museum as a multidisciplinary centre, through the Park as a natural heritage asset aimed at environmental education and animation and through the Auditorium as a centre for analysis and debate on contemporary society.



**Porto Digital**

- Member of General Meeting and Promoter
- The Porto Digital project has as its guiding principle underlying to contribute to the evolution towards an information and knowledge society and to try that this society becomes available to all.

**PROTOCOLS**



**Improving Air Quality**

- Protocol established with CCDR-N
- Metro do Porto's objective is to contribute, within its area of jurisdiction, for the effective reduction of particulate levels in the northern region and, more specifically, in the transport sector.



**Technical Assistance**

- Protocol established with Metro do Mondego.
- The purpose of this Protocol is to provide free technical support in areas such as: studies and projects, signalling systems, planning of the supply of transport, commercial exploitation, research and development, among others.



**1ª Avenida**

- Protocol established with Porto Vivo SRU e a Porto Lazer
- The aim is to implement an integrated programme of promotion and enhancement of trade, tourism and culture.



**Regenerative Braking Energy**

- Protocol established with University of Minho and Efacec.
- Protocol established to carry out a pilot test and the evaluation of regenerative braking management and energy storage systems for metro-rail infrastructures.



**Technical-scientific Collaboration**

- Protocols established with University of Porto.
- One of protocols provides scientific and technical cooperation; logistical and human resources; information dissemination and documentation, and cultural and scientific training and specialisation. The other protocol regulates the production of audio visual content – for Metro TV.



**Navmetro**

- Protocol established with ACAPO (Associação dos Cegos e Amblíopes de Portugal).
- The objective of the Protocol is to ensure the specific collaboration between the parties to operationalisation of Navmetro system and advice on general issues concerning Metro do Porto accessibility.



**Cession of Infrastructures for Installation of Fiber-optic Equipment**

- Protocols established with FCCN (Foundation for national scientific computing), Maia Digital and Porto Digital.
- The objective of the protocols is the provision of access and use of infrastructure of Metro do Porto for installation of fibre optic cables by FCCN, Maia Digital and Porto Digital.



**Use of Metro do Porto Infrastructure for the Installation of Emergency Communications Equipment, Safety and Civil Protection**

- Protocol established with Direcção-Geral de Infra-Estruras e Equipamentos of Ministério da Administração Externa.
- The purpose of this Protocol is to provide temporary and free access to and use of infrastructure of Metro do Porto for the implementation of the SIRIESP (Sistema Integrado das Redes de Emergência e Segurança de Portugal) project.

**Management and Exploitation of Commercial Spaces**

- Protocol established with ANA-Aeroportos de Portugal S.A.
- The purpose of this Protocol is to develop a partnership aimed at optimizing the management and exploitation of commercial businesses in stations, involving, among others, areas dedicated to shops, restaurants and services, car parking, real estate and advertising.

**Alert System of Abduction of Minors**

- Protocol established with Ministério da Justiça
- Alert system of abduction of minors is based on a voluntary partnership between law enforcement and judicial authorities, on the one hand and, transportation companies and other agencies and entities, on the other. Transport companies undertake to disseminate alert messages through informative panels or other means they may possess in stations and terminals.

**Procedures in Matters of Deaths in Railway and Similar Systems**

- Protocol established with Procuradoria-Geral Distrital do Porto
- The objective of this Protocol shall expedite procedures in cases of death, so as to ensure values such as the dignity and respect those who are closest to the victim.

**Development of Signalling System for Metros**

- Protocol established with Efacec
- The protocol's object is provide temporary access to the Airport Line infrastructure, as well as the collaboration, in terms of signalling engineering, for the test pilot of a signalling system with a Portuguese root on the basis of development work carried out and to be carried out by Efacec.



Procuradoria-Geral  
Distrital do Porto



**PARTICIPATIONS**



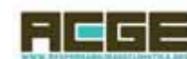
**Civitas Elan**

- Participation in project Civitas Elan.
- The CIVITAS Initiative, launched by the European Commission in 2000, supports European cities which intend to introduce and test innovative and ambitious measures to improve local mobility.
- The intervention area of CIVITAS Elan is Asprela being that the Metro do Porto participate more actively in four steps: planning a multi-modal interface, integrated accessibility plan, Mobility shop and real-time information on mobility in the area through fixed and mobile screens.
- On September 15<sup>th</sup>, 2009 ended the first year of the 4 years of the Civitas project, the Elan phase of data collection and studies being completed, and it being expected that already in early 2010, the result of the implementation of certain measures will be visible.



**Ambicidades**

- The main objective of this project is to create a think tank, i.e. a platform and a research centre on "Cities and climate change", with initial focus on the Metropolitan Area of Oporto (AMP), and future enlargement scheduled to other cities.
- In 2009, Metro do Porto was invited to contribute to the study "Ambicidades-the Response of Cities to Climate Change". The contribution of the company involved providing quantitative data and participating in a Workshop dedicated to the transport sector.
- The results of this study were presented at "Ambicidades" Conference held in Oporto on November.
- The final report is available at: <http://www.ambicidades.org>



**ACGE-Index for Climate Change and Business Management**

- In 2009, the Metro do Porto participated, as usual, in the Sector ACGE 2009 Index on "Climate Change and Business Management".
- It reached the 22<sup>nd</sup> place in the Overall Ranking and the 6<sup>th</sup> in the Ranking of the Transport Sector. It was the best performance ever, with an increase of 19.2 percentage points compared with the result reached in 2007.
- The final report can be found at: <http://www.responsabilidadeclimatica.net>



## Prizes and Acknowledgements



### ENG. JAIME FILIPE PRIZE

The Instituto de Segurança Social awarded to Metro do Porto the "honourable mention" of the Engenheiro Jaime Filipe Prize, for the development of the Navmetro

project – Orientation, Navigation and Information System for blind and visually impaired people, carried out in articulation with FEUP – Faculdade Engenharia do Porto and with ACAPO – Associação de Cegos e Amblíopes de Portugal.

The prize highlights the Navmetro project in its essential tools to increase the autonomy and quality of life of blind and visually impaired people, tools which provide telephone access to a combined general information system on the use of Metro do Porto, with the additional feature of being able to locate and guide visually impaired clients within stations. The Engenheiro Jaime Filipe prize aims to distinguish the best innovative and autonomy promoting concept, in honour of the founder of CIDEF (Centro de Inovação para Deficientes).

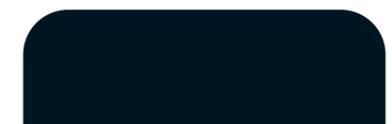


→ 035

what we  
conquered

Speed, punctuality, frequency,  
size of the network, accessibility,  
comfort, economy, mobility,  
avoiding congestion, security,  
are the ten strong points of Metro  
do Porto mentioned by our clients.

Client Satisfaction Report 2009





# → 037 environment

## A MATTER OF PRINCIPLE...

### ○ IN THE CONCEPTION STAGE

Although the main objective of SMLAMP is to create a transport network responding to the shortcomings detected in the region through the reorganization of the collective transportation systems, the environmental concerns and the best satisfaction of the public interest have been ever present factors in the conception of the System.

The Company has exerted all efforts to contribute to a consistent, positive future in harmony with the remaining systems surrounding it.

Under this assumption, Metro do Porto carries out the environmental assessment of all projects in the scope of the expansion of its network whether or not they are legally required by national law.

### Environmental Impact Assessment Processes of the 2<sup>nd</sup> phase of SMLAMP's expansion project

In 2009, the Environmental Impact Studies related to the following were completed and delivered for technical appreciation:

- Extension to Valbom: Campanhã-Gondomar;
- Extension to Campo Alegre: Matosinhos Sul and São Bento;
- S. Mamede Extension: Pólo Universitário and Vasco da Gama;
- D Line - Santo Ovídio - Vila D'Este.

In relation to the S. Mamede Extension : Pólo Universitário and Vasco da Gama, a Favorable with Conditions Environmental Impact Declaration was issued in September 2009, as well as the corresponding Assessment Committee Opinion and Public Consultation Report.

The remaining EIA (Environmental Impact Studies) will be in the public consultation phase, estimated to be completed by the end of the first half of 2010.

### ○ IN THE CONSTRUCTION STAGE

#### Environmental Management System

Metro do Porto's main objective, as mentioned in previous reports, is to minimize the impacts which may result from its interventions be it in the construction phase or in SMLAMP's maintenance. Therefore, during 2009, the environmental requirements to be included in all tender specifications were updated, be it for works contracts or for inspection or other services or for the supply of equipment, with

the aim of improving the fit of those requirements to the type and size of the tender's object.

This method's intention is to guarantee that in all stages processes, procedures, resources and functions are developed and implemented which contribute towards the fulfilment of the contract's requirements, of the reference norms and of the applicable law.





Throughout the year the Company continued to carry out the urban compatibilization works alongside Lines B, C, D e E and it started the construction of the Gondomar Line. Once more, and this one being a large contract, an Environmental Monitoring System was developed and implemented, including the preparation of an Environmental Management Manual and of an Environmental Management Plan. The main objective is to guarantee the application, in an effective and

systematic manner, of all environmental measures set in the Environmental Impact Declaration.

At the end of 2009, the Construction Contract for the Yellow Line Extension to Santo Ovídio was started, including the Interface at the D. João II station, for which all efforts are also being made to correctly implement the Works Environmental Monitoring System.

### IN THE OPERATION STAGE

Still in an assessment of environmental impact perspective, during 2009 a study of the changes in air quality and in noise levels at Avenida da República in Vila Nova de Gaia, after the beginning of the Yellow Line's operation in this area, was concluded.

Indeed, in 2003, anticipating that the introduction of the Metro service at Avenida da República would bring significant changes in air quality and noise levels, Metro do Porto carried out a number of campaigns to characterize these descriptors before the construction of the Yellow Line in this Avenida started. Simultaneously, and aiming to assess the actual decrease of the road traffic after the Yellow Line entered service, traffic counts were made.

In 2009, four years into the Line's operation, it was deemed that the time was right to complete the study by carrying out a second phase of campaigns to characterize

the noise levels, the air quality and the traffic counts, so that it would be possible to compare the results and to realize objectively what benefits have been reached with the Metro's introduction at Avenida da República.

By comparing the data obtained in the two measurement campaigns (2003 and 2009), the study presents the following conclusions:

- By 2009 a circa 53.3% reduction of the road traffic circulating in Avenida da República was observed. Whereas in 2003 about 40,000 cars a day circulated in the Avenida, in 2009 that number had decreased to 18,608 cars a day.
- In terms of emissions, carbon monoxide (CO) volatile organic compounds (COV), carbon dioxide (CO<sub>2</sub>) and nitrogen dioxide (NO<sub>2</sub>) emissions decreased significantly relative to the 2003 levels.



- Ozone (O<sub>3</sub>) and sulphur dioxide (SO<sub>2</sub>) emissions were exceptions, having increased relative to the 2003 levels. In the ozone case, this situation may be explained by the time of the year during which the measurements were made (May and June), as it is normal for the ozone levels to increase with the heat. The SO<sub>2</sub> case may be related to an industrial source of pollution which probably already existed

in 2003 but which might not be so perceptible then, given the overall values.

- In terms of noise levels there was also a decrease both at night and during the day. Nevertheless it is relevant to state that, in spite of the decrease, the values obtained still exceed the legal limits, as they already did before the Metro came to Avenida da República.

### THE FIGURES...

#### MATERIAL RESOURCES

In 2009, the works component made a strong return. The start of the Gondomar Line's construction, the extension to Santo Ovídio, the end of the works to

adapt the Guifões Depot and the urban compatibilization works were mainly responsible for the use of material resources.

Material Resources	2009
Foundations (kg)	4,088,024
Concrete (m <sup>3</sup> )	43,839
Land movement (m <sup>3</sup> )	890,425
Cube (m <sup>2</sup> )	38,876
Betuminous (m <sup>2</sup> )	103,211
Betuminous (m <sup>3</sup> )	2,456
Betuminous (ton)	4,838

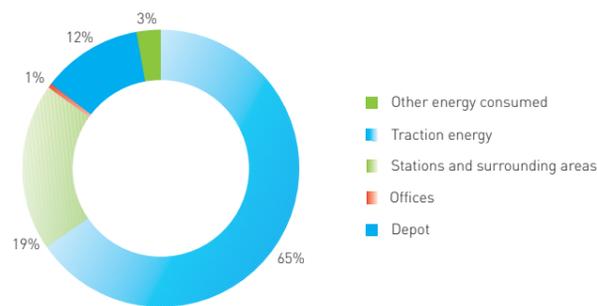


## ENERGY

In 2009, 45 million kWh were consumed, 5% more than in 2008, an evolution that results, mainly, from the increase in the consumption of traction energy (7% more).

Most of the energy consumed is, as usual, for traction of the Metro vehicles (65%), followed by stations (19%) and by the Depot (12%).

ENERGY CONSUMED



The evolution of operational energy efficiency per passenger km was negative in 2009, in contrast to what happened in the last four years. The consumption of (commercial and total) traction energy per passenger km and per seat km increased about 7% versus 2008.

tion of (commercial and total) traction energy per passenger km and per seat km increased about 7% versus 2008.

	unit	2007	2008	2009
Consumption of traction energy	kwh	28,333,012	27,536,900	29,487,883
Consumption of traction energy per passenger km	kwh	0.115	0.106	0.113
Consumption of traction energy per vehicle km	kwh	3.872	4.045	4.338

During 2009 some actions were carried out at Metro's headquarters to increase awareness of the need to save energy and some specific measures related to

information systems infrastructure contributed positively to decrease the consumption there.

### Measures to decrease energy consumption at headquarters

90 CRT monitors updated to TFT  
Estimated energy consumption reduction associated with this measure: 40%

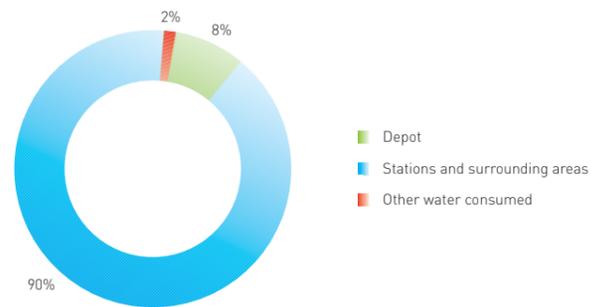
Implementing server virtualization process  
Estimated energy consumption reduction associated with this measure: 42.6% (initial change)  
65.6% (considering the new virtual servers installed)

## WATER

Water consumption in 2009 was 0.3% higher than in 2008. 93.9 thousand m<sup>3</sup> of water were consumed, the largest share, 90%, in the maintenance of stations and of their surrounding areas (often green areas). Indeed, all others consumptions decreased versus 2008. However it should be referred that in 2009 there were seven heat waves, the driest Spring since 1931 and that the overall rainfall figures were a little below normal, which contributed to increase water consumption in the green areas surrounding the stations. The water consumed comes from private wells and from the public network.

We wish to note an error in the 2008 Sustainability Report. Where it says: "Water consumption in 2008 amounted to 45,866 m<sup>3</sup> representing a reduction of about 60% versus 2007", it should read: "Water consumption in 2008 amounted to 93,622 m<sup>3</sup> representing a reduction of about 8.5% versus 2007". This mistake is due to an error in the reporting of water consumption at stations and surrounding areas which was detected only this year, a fact we regret.

WATER CONSUMED



## WASTE

### Waste - Headquarters

Metro do Porto has at its headquarters small containers which enable the selective collection of waste, made up of four sections - organic waste, plastic/metal, glass and paper/cardboard, scattered through the various floors. These small ecopoints are cleaned everyday and once a week sent to Ecofone. In the various rooms there are specific places for paper to be recycled, which is collected by the same entity.

bles and Mobile Phones Reuse Project led by Assistência Médica Internacional- AMI, consisting in the placement of an appropriate container for electronic consumable materials, for later collection and shipment to a company certified for that purpose. Mobile phones, whenever in good condition, are reused in other countries throughout the world.

Regarding ink cartridges, toners and mobile phones, Metro do Porto joined in 2009 the Electronic Consuma-

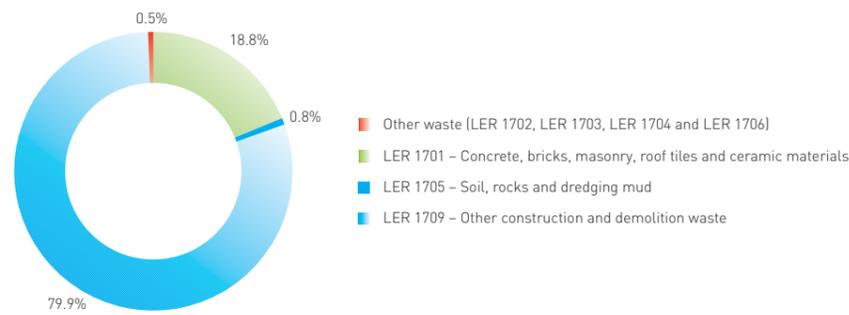
In this way, we seek to contribute, not only for a development ever more sustainable, but also to support a social cause which has proved to be very environment friendly.

### Works Waste

2009 saw the return to the network extension works. As would be expected, construction and demolition waste (code LER 17) is very significant, amounting to 129 thousand tons and 1,703 m<sup>3</sup> (depending on how each type of material's waste is measured). In terms of weight and volume, the construction and demolition waste represents practically 100% of the waste produced in 2009.

Splitting construction and demolition waste by LER subcategory lets us see that about 80% of the waste is coded as "other construction and demolition waste", followed by "concrete, bricks, tiles and ceramic materials" waste with 18.8%.

CONSTRUCTION AND DEMOLITION WASTE



Beyond the construction and demolition waste, works generated 375 tons of the following waste:

OTHER WORKS' WASTE



Some of the waste (46 tons) is considered dangerous.

Dangerous Waste	m <sup>3</sup>	Ton.	% of the Total
LER 08 - Waste of manufacture, formulation, supply and use of coatings, adhesives, sealants and printing inks		0.7	100.00%
LER 13 - Used oils and liquid fuel waste		1.6	100.00%
LER 15 - Waste from packaging, absorbents, clothes for cleaning and filtering materials		2.8	26.99%
LER 17 - Construction and Demolition Waste	50	40.5	0.03%
LER 19 - Waste of waste management facilities, waste water treatment plants and the preparation of water intended for human consumption and industrial		0.7	100.00%

About 95% of the works waste is valorized; however, disregarding the construction and demolition waste, that share decreases to 84%.

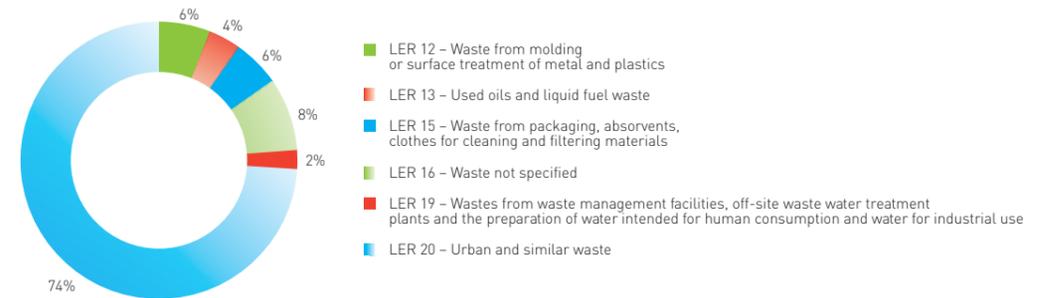
Liquid waste produced in works is mainly used oil and fuels liquid waste, amounting to 10 litres in 2009. Its final destination was valorization.

### Operation and Maintenance Waste

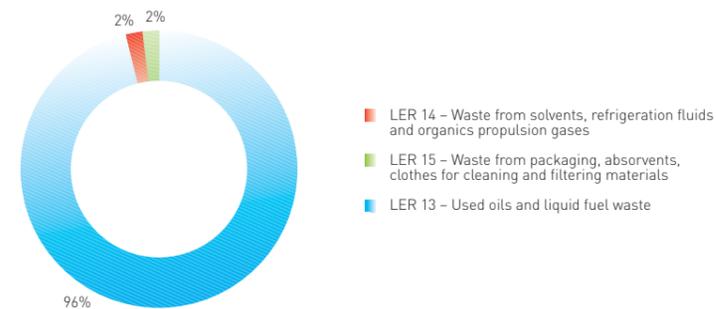
In 2009 about 231 tons of operation and maintenance solid waste were produced, 3/4 of that being urban or similar waste. Concerning liquid waste, a total of

15,000 litres was estimated, 96% of which relating to used oil and fuels liquid waste.

OPERATION AND MAINTENANCE SOLID WASTE



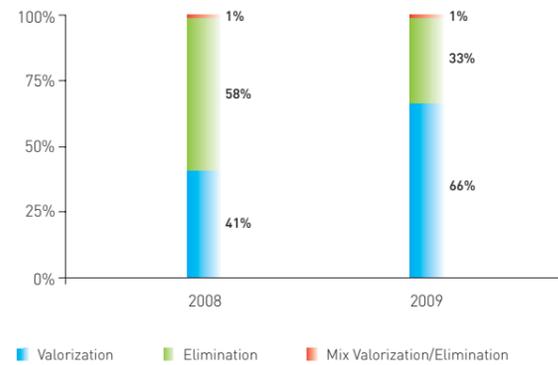
OPERATION AND MAINTENANCE LIQUID WASTE



Regarding final destination, about 2/3 of solid waste is valorized, the remaining waste being eliminated, an insignificant percentage (1%) corresponding to a mixture of valorization and elimination. Comparing

with 2008, there is a positive evolution towards valorizing the waste, from 41% to 66% in 2009. Liquid waste is 100% valorized.

FINAL DESTINATION OF OPERATION AND MAINTENANCE SOLID WASTE



## PAPER

### Ticketing

Again, we deem it important to emphasize that Metro do Porto uses no monomodal tickets; Andante, the intermodal ticket, is the only one valid for use in Metro and in the Funicular. Through this option, the Company, besides contributing in an effective manner to the practice of intermodality, favors the reduction of waste and promotes the ensuing environmental savings. The Andante being a re-loadable ticket, it is

possible to calculate benefits translating into 442 trees that were spared and 2,611 kg of CO<sub>2</sub> (carbon dioxide) absorbed by them, in 2009, comparatively to what would have happened if paper tickets had been used. For this calculation the following assumptions were made: one ton of paper requires on average the use of 20 trees and each tree can absorb 5.9 kg of CO<sub>2</sub> per year.

### Internal Consumptions

At headquarters there has been an evident tendency to decrease the use of paper, namely for photocopying which decreased constantly since 2006, which was compensated by the increase in the number of scans. Considering that all A4 prints are made in

recycled paper (excluding those whose support is branded paper), there was a saving of 434 thousand litres of water and 89 trees with a consequent absorption of 523 kg of carbon dioxide (CO<sub>2</sub>) per year.

	2006	2007	2008	2009
Photocopies	1,149,528	1,093,083	961,041	888,165
Scans	158,805	216,118	282,742	327,230

## LANDSCAPING

The growth of cities and of the activities in them led to a set of significant alterations in the environment: a reduction in biodiversity, a reduction in permeable zones, the increase in pollution, waste and in the consumption of natural resources.

Knowing that the mitigation of these effects should be done where they occur, it becomes necessary to face all scales of intervention in the territory (planning and project) as fundamental instruments to preserve natural resources and the environment. It is with this assumption in mind that Metro's landscaping policy assumes an active role to promote functional and aesthetic aspects, respecting the way urban systems work and the need to keep them in balance.

One of the most relevant components in landscape integration projects is related to vegetation, whose advantages for environmental quality and for the psychic stability of the human being are evident:

### Advantages of vegetation in landscape integration

Decrease of wind speed

Absorption of carbon dioxide and release of oxygen

Betuminous surfaces' temperature is reduced by 10° to 15° degrees

Increased evapotranspiration and relative humidity, generating greater comfort

The organization of different types of vegetation cover in Metro's network is inspired in Portugal's natural landscape matrix, which integrates the "clearing", the "edge" and the "bush":



#### Clearing

Areas full of light, with high load capacity and able to receive a large number of people and activities the predominant vegetation being herbaceous, punctuated by trees.



#### Edge

Transition zone with average brightness levels, high biodiversity and where all floral strata are present.



#### Bush

Dense, dark, moister zone, the refuge for animals, associated with slopes and urban parks.

In a still more encompassing form, we could refer that Metro's landscape integration policy is based in the respect for natural systems (as only in this way can the continuity of communities be ensured) and is subject to the following premises:

### Premises of the Integrated Landscape Policy

Ensuring integration of the Metro lines in the landscape, promoting urban requalification and leveraging this intervention to define staying spaces, pedestrian circulation, open air active and passive recreation, taking advantage of sunny and panoramic locations considering also criteria of the territory's load capacity.

Preserving biodiversity considering the importance of the genetic heritage of all wild fauna and flora.

Contribution to the implementation of Urban Ecological Structure towards promoting continuous green, with objectives of increasing environmental quality, creation of green corridors along the lines of communication, creating arboreous curtains capable of demarcating visual basins with high landscape quality, reorganization of paved areas and indication of structuring visual axes.

Promoting sensory and emotional connection between people and the new green spaces, creating differentiated situations over the different sections of the Metro with alternating seasons throughout the year (colors, blossoms, textures, volumes), urban context scenarios (trees in boiler, flowerbeds, ornamental vegetation) and bush situations, more naturalized and with vegetation belonging to the local floral association

Within the scope of the Integrated Landscape Policy 507 trees were planted in 2009, and the green areas created exceed 10,000 m<sup>2</sup>, 70% of which corresponding to clearing zones and the remaining 30% to edge zones.

	2004	2005	2006	2007	2008	2009	Total
Trees planted	1,598	512	2,486	317	1,039	507	6,459
Green areas created (m <sup>2</sup> )	69,324	11,397	91,013	23,853	62,629	10,633	268,850

### HERITAGE

In 2009, the archaeology works still integrated in the first phase of construction of the network were completed. The works at the Bronze Age station of Azurara, Vila do Conde, stand out, completed with the issuance of the corresponding final report; the operation to conserve and restore about 20 ceramic pieces, most about 4,000 years old and one possibly 5,000 to 6,000 years old, also stands out. This was also the year of conclusion of the works in the Trofa Line, at Quinta dos Cónegos; and, within the Maia Sul viaduct landscape insertion works, yet another stretch of the Romantic Garden detected there at the time of the construction was recorded. Still in the Municipality of Maia, at Forca, another pre-historic Copper Age site had been detected at the time of the

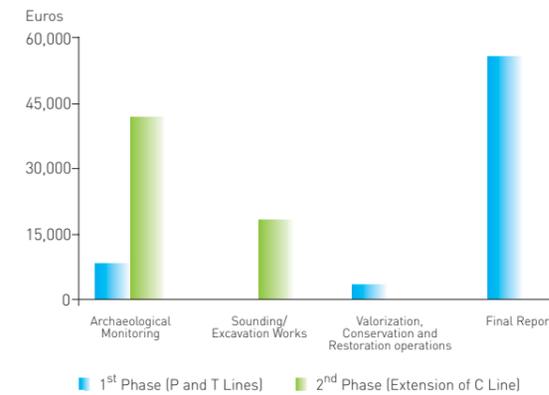
track duplication works in the stretch between Mandim and Castelo da Maia, to which ceramic pieces richly decorated through incisive techniques bear witness. Crossing data with other works in the vicinity made it possible to estimate of the spacial boundaries of the village.

But 2009 was also the year when the construction of the Gondomar Line started, already a part of the second phase of construction of the network. During the year large volumes of soil were moved, which was subject to archaeological monitoring directly by the contractor. In the course of this monitoring another discovery occurred, dating back to Pre-Historic time: the Archaeological Site of Paço, at

Baguim do Monte, once more characterized as a negative deposit of the Bronze Age. Although very destroyed by later occupation, it is a very important discovery for the knowledge of the Pre-Historic occupation of the North of Portugal. But, still as a result

of this monitoring, one must record the execution of an inventory of the ethnographic heritage in the rural areas of the channel's implantation essentially composed of hydraulic engines.

### HERITAGE COSTS



### EMISSIONS

#### Metro Emissions

The transport service emissions are entirely indirect as they result solely from the consumption of electric energy. The emission factors (in grams of carbon dioxide equivalent (CO<sub>2</sub>e) per KWh consumed) derive, until 2007, of the independent study whose title is "Evaluation of the Overall Impact of the 1<sup>st</sup> Phase of Metro do Porto's Project" (available for download at [www.metrodoporto.pt](http://www.metrodoporto.pt)). For 2008, it was assumed that the emission factor for that year was the same as in 2007, although we did already expect at the time that that value was an overestimate, taking into account the PNAC measures and that the second phase of EU ETS (European Union Emissions Trading Scheme) was in force. Indeed it is possible today to see, by confronting the data on national electric energy consumption (made available by DGEG – Direção-Geral de Energia e Geologia) and the data on emissions by the electricity production sector found at INERPA – Inventário Nacional de Emissões

Atmosféricas (made available by APA – Agência Portuguesa do Ambiente) that the emission factors of the electricity production sector show negative growth rates from 2005 onwards. So an emission factor of 417gCO<sub>2</sub>e/KWh will be used to calculate emissions in 2009, a value that corresponds to the average of the emission factors in the last five available years (2003-2007) as obtained by confronting the national electric energy consumption and the CO<sub>2</sub>e emissions by the electricity production sector. In this way it is safeguarded that all calculations continue to be prudent as has always been the case until now.

The emissions resulting from the consumption of electric energy for traction reached 12,294 TonCO<sub>2</sub>e in 2009, 2.8% less than in 2008, a result, mainly, of the decrease in the emission factor, since, as already reported, the consumption of energy for traction increased by 7%. The emission factor per passenger km is of 47gCO<sub>2</sub>e.

Metro Emissions	Unit	2007	2008	2009
Consumption of traction energy	Kwh	28,333,012	27,536,900	29,487,883
Emission Factor	gCO <sub>2</sub> e/Kwh	549	549	417
<b>Emissions of traction energy consumption</b>	<b>TonCO<sub>2</sub>e</b>	<b>15,558</b>	<b>15,121</b>	<b>12,294</b>
Passenger km	N.º	245,920,742	259,361,162	261,117,060
<b>Emissions</b>	<b>gCO<sub>2</sub>e/pax.Km</b>	<b>63</b>	<b>58</b>	<b>47</b>

Widening the scope of analysis to consider electricity consumption at the depot, stations, public illumination, interfaces, works, offices, amongst others, the emissions in 2009 increase by 6.5 thousand TonCO<sub>2</sub>e. Therefore, adding up the traction and the other consumptions of electricity, a total amount of 18.8 thousand TonCO<sub>2</sub>e is reached for 2009 indirect emissions.

Considering, further, the direct emissions resulting from the motor car fleet of Metro do Porto and that at the service of the works and operation inspection com-

### Local Avoided Emissions

Bearing in mind the environmentally sustainable nature of the light rail system, it is important to calculate the emissions avoided by this mode of transportation as an alternative to more polluting modes. This factor's importance is recognized in PNAC as reference measure "MRt4 – Construction and Operation of the Oporto Metro Network", as through its implementation a significant contribution is expected towards reaching the Kyoto protocol targets.

To calculate the emission savings, the structure of transfer from other transportation modes to Metro stated in the above mentioned report ("Evaluation of the Overall Impact of the 1<sup>st</sup> Phase of Metro do Porto's Project") will be assumed. It states that:

- 23.6% of the Metro clients were captured to individual transportation (IT);
- 65.4% were captured to collective transportation (CT) (including trains and buses);
- 11% were captured to non motorized transportation (NMT) (including travelling on foot and on bicycles, for example).

For 2009, as for 2008, a passenger growth rate identical to the passenger km growth rate (0.68%) was assumed. So Metro's 2009 261,117,060 passenger kms were split as follows:

- 61,623,626 passenger kms from IT;
- 170,770,557 passenger kms from CT (which were split between coming from buses and trains according to the network's demand profile and to CP's previous supply in the Trofa and Póvoa Lines, this scenario being retained as the alternative to the present situation);

pany, a total of 208 TonCO<sub>2</sub>e emissions is calculated. A consumption of 7.5 litres of fuel per 100 km and CO<sub>2</sub> emissions of 144 grams per km (average emission of the vehicles sold in Portugal in 2006 according to the report "Reducing CO<sub>2</sub> Emissions from New Cars: A Study of Major Car Manufacturers' Progress in 2007", of the European Federation for Transport and Environment) are assumed. The calculation already integrates a percentage for WTT (Well to Tank) emissions and the N<sub>2</sub>O e CH<sub>4</sub> global warming potential.

- 28,722,877 passenger Kms coming from NMT. These passengers did not emit any GHG (greenhouse gases) before, but there are now emissions as a result of the consumption of energy by the Metro;
- Finally, the savings from the use of Alternative Transportation between ISMAI and Trofa, which replaces the previous train service pending the start of the Metro service to Trofa, were also considered. This means in this case a transfer from trains to buses was considered.

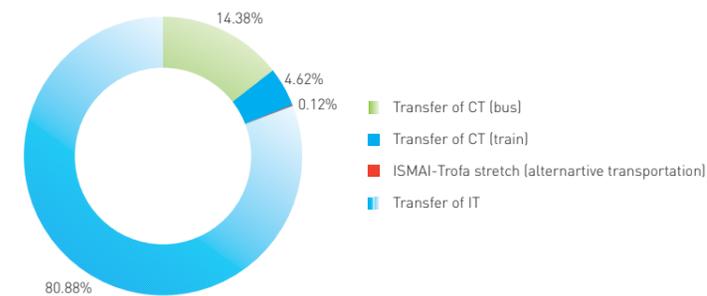
As in 2008, the emission factors used result from the calculations made in the above mentioned study; however, this year they were updated, so that the results are as realistic as possible. Regarding the CT emission factors, the buses emission factors needed to be updated taking into account the data published by the main AMP bus operator (STCP). Thus, a factor of 94.39 gCO<sub>2</sub>e per passenger km is used (4% less than in 2008). Concerning rail CT, the CP 2001 emission factors are kept, relating to the time when it exploited the Póvoa and Trofa Lines in the mean time transferred to Metro. Concerning IT, it being impossible to reliably update the emission factor, it was maintained at 724.45 gCO<sub>2</sub>e per passenger km. It should be noted that these factors include the set of emissions WTT (Wheel to Tank) and TTW (Tank to Wheel), as well as the N<sub>2</sub>O and CH<sub>4</sub> emissions included in the calculation of the CO<sub>2</sub> equivalent.

On the basis of the above described methodology, a total amount of 55,196 TonCO<sub>2</sub>e avoided emissions is calculated, 81% of which due to the transfer from IT to Metro and the remaining 19% as a consequence of

CT transfer. These emissions are the locally avoided emissions, since the emissions associated with the

production of electrical energy do not occur in the Metropolitan Area.

LOCALLY AVOIDED EMISSIONS



### National Avoided Emissions

To obtain the national environmental savings in terms of GHG, one must subtract the Metro emissions (from the consumption of electricity) from the locally avoided emissions (due to transfers from IT

and CT). Therefore, the nationally avoided emissions or, if you prefer, the net avoided emissions, amount to 42,902 TonCO<sub>2</sub>e, which represents a saving of 164 gCO<sub>2</sub>e per passenger km.

Environmental Benefits (Ton CO <sub>2</sub> e)	2008	2009
Emissions avoided by passengers transfer from CT (bus)	7,939	7,940
Emissions avoided by passengers transfer from CT (train)	2,548	2,548
Emissions avoided in the stretch ISMAI – Trofa (alternative transportation)	65	65
Emissions avoided by passengers transfer from CT	10,552	10,553
Emissions avoided by passengers transfer from IT	44,343	44,644
<b>Emissions avoided by passengers transfer from CT and IT</b>	<b>54,895</b>	<b>55,196</b>
Emissions of the energy consumption in Metro do Porto	15,121	12,294
<b>Net emissions avoided</b>	<b>39,774</b>	<b>42,902</b>

### NON COMPLIANCES

In 2009 no non compliances in the environmental area were issued by external entities.

From the internal audit carried out in December 2008 within the scope of the implementation of Sistema Integrado – Qualidade, Ambiente e Segurança (Integrated

System – Quality, Environment and Safety) resulted several non compliances, as Metro do Porto already stated in the 2008 Report. It should be noted however that these triggered a number of measures whose implementation took place during 2009.

### SISTEMA INTEGRADO DE QUALIDADE, AMBIENTE E SEGURANÇA (SIQAS)

As a consequence of its performance on the way towards sustainability, towards excellence, the SIQAS project aims to endow the Company with a set of tools which enable it to systematize processes and their procedures with a view to obtaining certification according to international reference norms in these three areas: Quality, Environment and Safety.

ISO 9001:2008, NP EN ISSO 14001:2004 and NP 4397:2008, with a view to obtaining certification.

In 2009, the methodology adopted by the Company to reach the objectives set involved a redefinition of the scope of the Integrated System and of its timetable, as well as of the development of the different stages needed to obtain the Certification.

2009 was a fruitful year for the development and implementation of procedures as required by Norms NP EN

# → 051 economic perspective

## OPERATIONAL PERFORMANCE

### Demand and Supply

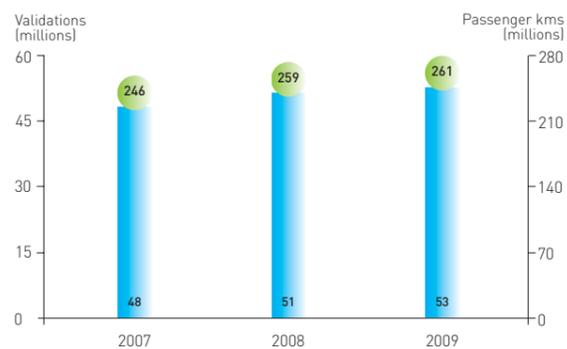
In 2009, the network in operation suffered no change to the one existing in 2008, comprising 70 stations and being 59.6 km long.

52.6 million validations were recorded (2.2% more than in 2008) and 261 million passenger kms (0.7% more). The load factor also evolved positively, having

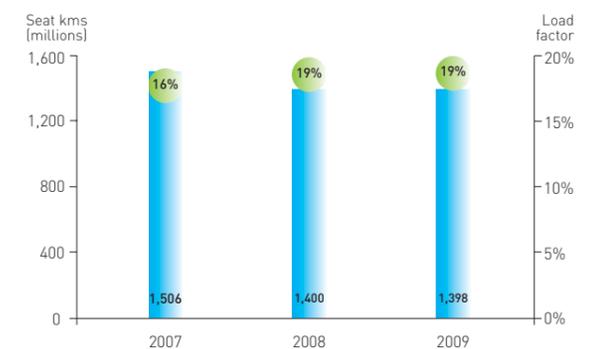
increased by 0.15 percentage points, progressing from 18.53% in 2008 to 18.68% in 2009.

On the supply side, in 2009 1,398 million seat kms were offered (0.1% less than in 2008) and a commercial speed of 27 Km/hour was reached.

#### DEMAND



#### SUPPLY



■ N.º of validations ■ N.º of passenger kms ■ N.º of seat kms ■ Load factor

## GUINDAIS FUNICULAR

Inaugurated for the first time on June the 4<sup>th</sup> 1891, the Guindais Lift was considered at the time as an appreciated improvement and of a large social importance for a city which in 1890 had about 150,000 inhabitants. One of the reasons behind the construction of the first Lift was the enormous river traffic recorded at Guindais. As the name itself suggests, the new transportation mode linked the river bank, next to the Guindais Quay, where a market operated, mainly a fish market, and the higher zone of the city, around Batalha. Its course was 412 metres long and the cabin locomotion was by steam engines.



## PUBLIC TRANSPORTATION SERVICE

### Social Tariff

The social tariff comprises the senior/retired/pensioner and the junior/student monthly passes. In 2009, the number of validations under this tariff amounted to 14% of the total. In 2008 and 2009, respectively, special passes for students were created: the 4\_18@escola.tp and the sub23@superior.tp, both with a 50% discount on the face value of a monthly pass. The validations under these two passes reached 9% of the total. Although they are more favourable in terms of discount rate, many students still choose the social tariff junior/student pass

because, on one hand, it has no limit on the zones that can be chosen and, on the other, it is available up to the age of 25.

The existence of social tariffs and of specific tariffs for students and for senior and retired persons and pensioners is a social measure that enables access to public transportation at a relatively low cost. The importance of these tariffs is reflected in the number of validations which, in 2009, represented 23% of the total, two percentage points more than in 2008.

But, exactly two years and one day after its inauguration, an accident determines the suspension of the Guindais Lift's activity - the descending car failed to slow down as needed near the terminus, crashing violently against the supporting wall. As a result of the shock the cable linking the two cars loosened free; the passengers of the descending left normally, but the same was not the case for those in the counterweight car. The three tons vehicle began to descend, gaining speed, until it smashed against the wall at the bottom. In the two cars only eight people were travelling at the time. Miraculously there were no fatal victims, only two injured people: a man travelling on the platform was spit out a great distance away suffering several injuries and a six year old child was slightly bruised after having hidden under a bench.

One hundred and ten years after the disaster which put an end to the ephemeral existence of the Guindais Lift, the city of Oporto regains a new funicular type lift, built within the scope of Porto 2001 Capital da Cultura and conceded to STCP. This lift is moved by electricity, works automatically, with no driver, in a single track, with a crossing section in the middle, and possesses two panoramic, air conditioned cabins able to carry approximately 25 passengers each. The new Guindais Lift overcomes a difference in level of 61 metres in a length of 282, of which 100, in the upper stretch, are underground; the average trip lasts 2 minutes.<sup>1</sup>

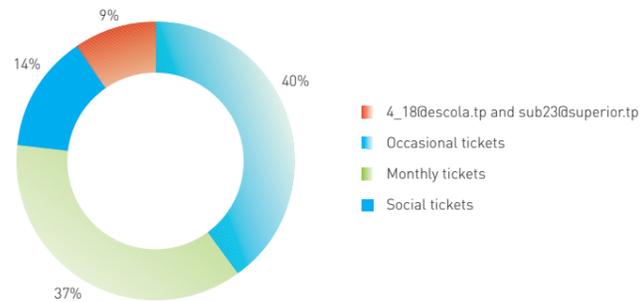
In 2004, Metro do Porto took over the operation of the Guindais Funicular and has, since then, transported 2 million passengers and made 200 thousand trips. Every year, with no exception, demand increased: in 2009, there was a growth rate of 6% in the number of passengers, versus 2008.

GUINDAIS FUNICULAR



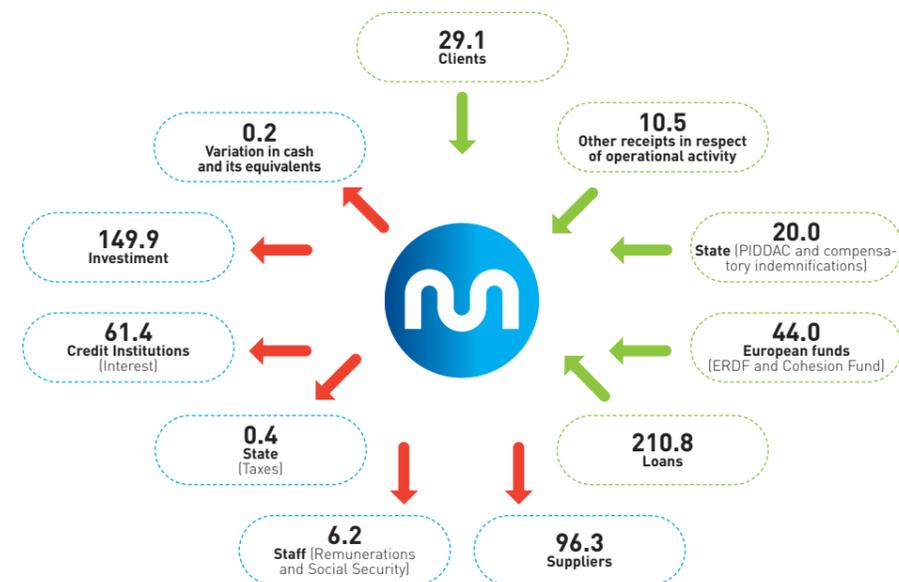
More information on the Funicular may be found at the site [www.metroporto.pt](http://www.metroporto.pt).  
<sup>1</sup> Source: Germano, Silva; 2003; "O elevador dos guindais"; Casa da Música Porto 2001, S.A.

VALIDATIONS BY TYPE OF TICKET



## ECONOMIC VALUE GENERATED AND DISTRIBUTED

The economic value generated and distributed (in million euros) is presented in the schema below (based on the Cash Flow Statement for 2009):

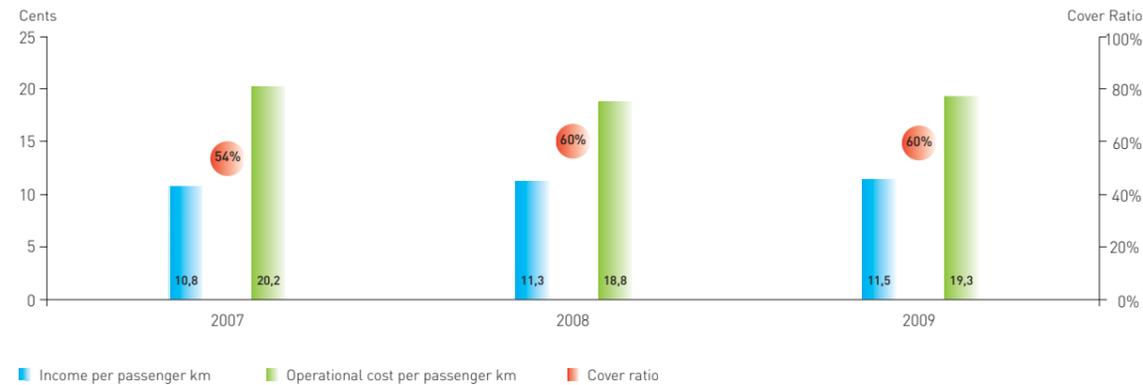


### Operational Results

In 2009, Metro's tariff income continued the growth trend displayed since the beginning of the system's operation, reaching the 30 million euros mark, 2.2% more than in 2008. The costs linked to operation have also increased, amounting to 50.5 million euros (3.2%

more than in the previous year), causing a decrease in the cover ratio: from 60.2% in 2008 to 59.6% in 2009. It is the first time, since 2005, that the cover ratio shows a negative evolution (albeit one of little expression).

INCOME AND OPERATIONAL COSTS



### Investments

The volume of investment reached 169 million euros in 2009. Top of the list of investments are the Gondomar Line works and the Tram Trains. Urban compatibilization works, some of some importance, were carried

out, as were some Depot adaptations. For 2010 the continuation of the Gondomar Line investment is expected as well as a significant volume associated to the Trofa and Santo Ovídio extensions.

### Financial Support

At the operational level, Metro do Porto, as a Company providing a tendentially loss making public service, receives compensation grants from the

State. In spite of the 7.5% increase of that grant from 2008 to 2009, its amount remains grossly insufficient to face the operational deficit.

Operation Financing (euros)	2007	2008	2009
Compensatory Indemnifications	10,358,990	11,133,280	11,973,398
Other Public Subsidies	0	4,382	5,031
<b>Total</b>	<b>10,358,990</b>	<b>11,137,662</b>	<b>11,978,429</b>

The State's support to investment take the form of PIDDAC transfers, their value having added up to eight million euros in 2009. Concerning European Community grants, the closure (with an execution level of 100%) of the project "Oporto Metropolitan Area Light Rail System - 2<sup>nd</sup> Phase", co-funded by the ERDF within the scope of QCA III, deserves to be highlighted. So does the closure of the Infometro and Navmetro projects, funded through POS\_Conhecimento,

no further amounts being due. The "Connection of the Sá Carneiro Airport to the Duplicated Póvoa Line", funded by the Cohesion Fund, received about 8 million euros; the total execution of the project will imply the inflow of the remaining amount in the next years (16.6 million euros). The João de Deus - D. João II, D. João II - Santo Ovídio and the Gondomar Line were submitted to QREN for funding. However, in 2009 only the contract for the first operation was signed.



Taking into account that the amounts received are insufficient to face the year's investments, short, medium and long term credit lines were used, as

were 30 million euros from the EIB (European Investment Bank).

Investment Financing (euros)	2007	2008	2009
ERDF	0	0	35,742,635
Cohesion Fund	0	0	8,305,561
POS_Conhecimento	8,974	80,047	47,821
PIDDAC	8,000,000	7,400,000	8,000,000
<b>Total</b>	<b>8,008,974</b>	<b>7,480,047</b>	<b>52,096,018</b>

### SOCIAL AND ENVIRONMENTAL BENEFITS - ECONOMIC VALUATION

The social and environmental benefits of the Oporto Metro, in monetary terms and considering just those resulting from the reduction of CO<sub>2</sub>e emissions to the atmosphere, the time gains of Metro clients and the reduction in car parking pressure, amounted to 150 million euros, 0.7% more than in 2008. To value each ton of CO<sub>2</sub>e avoided emission a value of 5,013 euros was used; regarding social benefits, time gains were

valued at 15 cents per minute (for journeys to work or at work) and at 3 cents per minute (for other reasons); parking hours were valued at 50 cents per hour. The methodology and the unit values used are those of the report "Evaluation of the Overall Impact of the 1<sup>st</sup> Phase of Metro do Porto's Project", already mentioned ans which was prepared by independent entities.

Social and Environmental Benefits (euros)	2008	2009
Environmental Benefits - Reduction in GHG Emission	214,051	215,062
Social Benefits - Gains of time from Metro's clients	139,086,195	140,027,821
Social Benefits - Reduction in car parking pressure	9,639,814	9,705,076
<b>Total of Social and Environmental Benefits</b>	<b>148,940,059</b>	<b>149,947,959</b>
Net Income	-148,619,199	-138,410,599
<b>SEB vs Net Income</b>	<b>320,860</b>	<b>11,537,360</b>

→ **057** social  
**responsibility**

**downloads**



## METRO DO PORTO AS A FACTOR OF SOCIAL INCLUSION

Social exclusion may result from the factors: economic, social, political, cultural, amongst others. It is defined as a situation of lack of access to or of unequal access to opportunities limiting the expression and full participation of individuals in society.

The keyword is therefore accessibility. Accessibility may be understood as the capacity of individuals to access basic services and products at reasonable costs, in reasonable time and in a reasonably simple manner.

The accessibility problems relate therefore to several factors, amongst which those having to do with transportation stand out:

- Is there transportation linking the citizens to the services?
- Do citizens know about transportation means, do they trust them and do they feel safe using them?
- Are people physically and financially able to access the transportation system?

A good part of these problems can (and should) be solved through transportation systems guaranteeing a relevant functional coverage, a service with social tariffs, with accessible infra-structure and a competitive and safe operational performance. Since not all possess a physical and financial capacity to use private modes of transportation, because a territory whose mobility depends solely in the private vehicle is not sustainable and because urban congestion is already a notoriously present reality in the AMP.

So, to what extent does Metro do Porto contribute to social inclusion through the guarantees of accessibility, safety and economy in AMP?



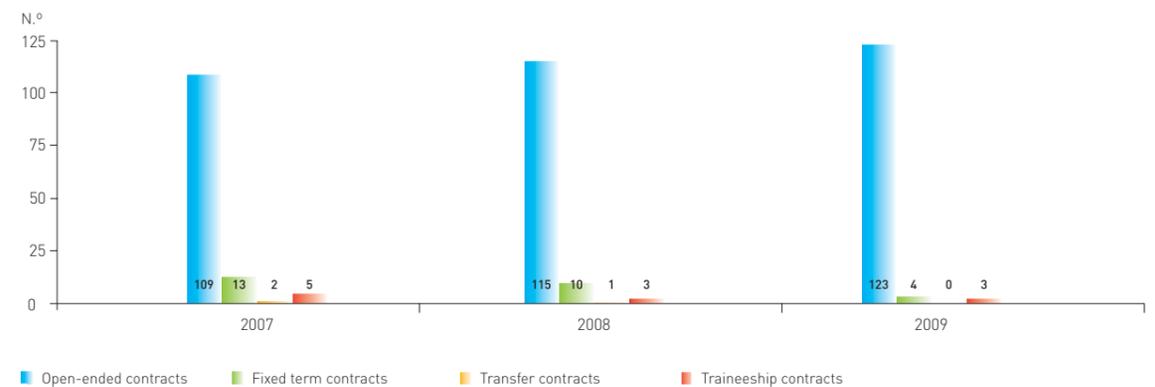
## INTERNAL SOCIAL PRACTICE

### The team

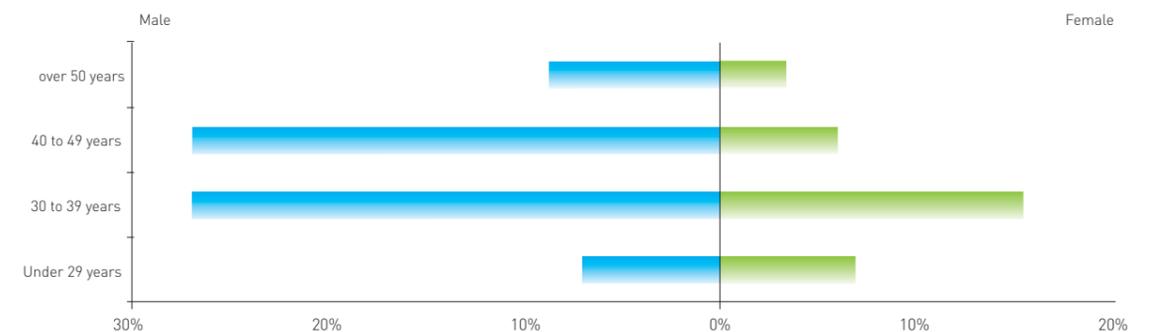
On December the 3<sup>rd</sup> 2009, Metro do Porto had 130 collaborators, one more than the year before. There was a positive evolution in the representativeness of the female sex (27% in 2008 versus 29% in 2009) and of the open-ended contracts (89% in 2008 versus 95% in 2009). To be highlighted are the facts that 78% of the collaborators have a higher education degree and that 58% are aged below 40 anos (excluding ex-CP/REFER collaborators).

In 2009 three traineeships were started. One of them was within the scope of SIQAS (Sistema Integrado de Qualidade, Ambiente e Segurança) and the other two through a protocol with Universidade do Minho (Integrated Master Course in Justice Psychology) which aims to create and improve internal capabilities in the areas of handling petty criminality and of (personal and organizational) stress and of the management of conflict caused by criminality situations.

STAFF BY TYPE OF CONTRACT



AGE PYRAMID



### SOCIAL TARIFFS

- The Andante tariffs are regulated by the State and they are set taking into account criteria of social nature.
- There are special discount rates for students, seniors, retirees and pensioners.

### FUNCTIONAL COVERAGE

- It serves 6 Municipalities with 1 million inhabitants.
- Direct access to schools, hospitals, health centres, shops, malls, fundamental public services for the citizen.
- It is integrated in the Andante intermodal system, has interfaces with the individual transport and direct access to the Airport.

### ACCESSIBLE INFRASTRUCTURES

- The Metro do Porto is 100% accessible to persons with reduced mobility and bikes.
- An innovative system and worldwide unprecedented accessibility was implemented – Navmetro.
- It has various channels of communication and public information (Metro TV, website, Facebook, ...).

### COMPETITIVE OPERATING PERFORMANCE

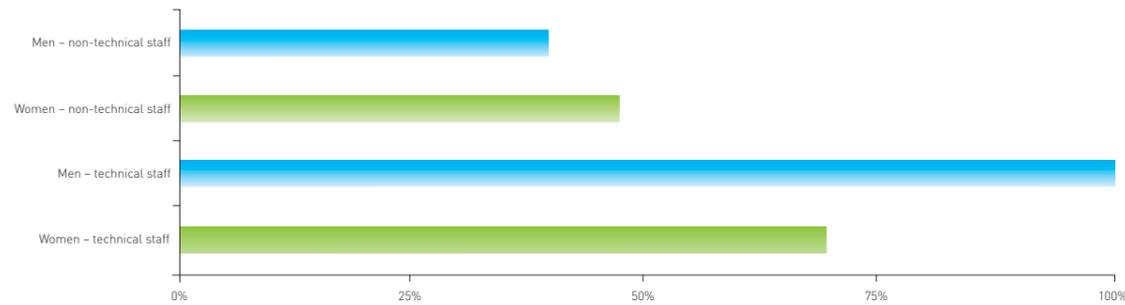
- Metro works 19 hours per day and promotes continuous operation on special occasions.
- Highest frequency is 3.5 minutes and at least 20 minutes (on week-days).
- Commercial Speed 27 km/hour.
- Accident rate 1.3 accidents per 100,000 Km.



Regarding the variation of the relationship between the lowest salary in the Company to the national minimum salary, it should be noted that the latter increased 6% between 2008 and 2009, whereas the first increased 3%, however still being about 140% of the national minimum wage.

Regarding the salary proportion between genders (taking into account the gross base salary and excluding Board members, Audit Committee and directors), the situation observed in previous years remains, there being some divergence between genders, more notoriously amongst technical staff.

MEN/WOMEN SALARY PROPORTION



### Collective Labour Agreements

Metro do Porto has been in contact with SNTSF (Sindicato Nacional dos Trabalhadores do Sector Ferroviário), which represents the 16 ex-CP/REFER workers presently in the Alternative Transportation service, with the aim of finding a global solution to resolve the past, present and, insofar as possible, future of these workers. Following the outcome of Court Action n.º 1227/04.1 TTPRT, in which the Company had to recognize since the date of their integration various rights and perks of these workers, the parts have agreed (Metro do Porto and SNTSF)

the amounts to be attributed as compensation. Three possible solutions were defined: definitive cancellation of the labour contract, integration in the operating Company or integration in Metro do Porto work teams. To this effect, 13 of the 16 collaborators did multifunctional exams and, meanwhile, three collaborators were integrated for an experimental period in Metro do Porto. In parallel, and with the purpose of deepening the computer skills of some of these workers, they attended a computers' introduction course.

### Benefits

Metro do Porto offers health and transportation benefits for its collaborators and their families.

About 103 collaborators and 157 family members benefit from health insurance covering hospital expenses, out-patient care and prescription drugs. The global cost of this measure was approximately 67 thousand euros, representing an increase of 15% on 2008. To this measure accrues the promotion of protocols with pharmacies, optical store, gyms, amongst others, at no additional cost to the Company, but carrying a significant discount to the collaborators.

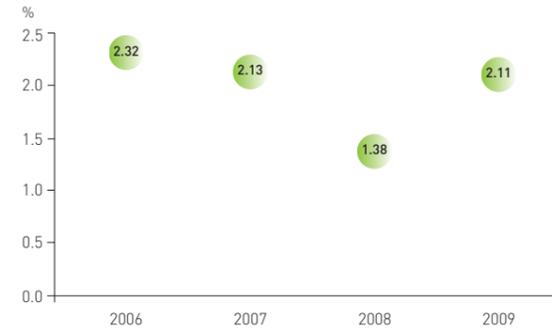
Metro do Porto being a public transportation company, the incentive to use its service amongst its collaborators is an obligation. The Company offers its collaborators Andante Pro cards covering the zones needed for the journey between home and work. Family members are entitled to choose a maximum of three zones for their Andante Pro pass. In 2009, 244 passes were provided (116 to collaborators and 128 to family members) at a global cost of about 49 thousand euros (an increase of 7% on 2008).

### Health and Safety at Work

As in the last two years, in 2009 there was one work accident (with a 21 days leave of absence).

The absenteeism rate increased 0.73 percentage points in 2009, going from 1.38% to 2.11%, closer to what happened before 2008.

ABSENTEEISM RATE



### Training

In 2009 there was a significant increase in the training hours, from a total of 1,041 hours in 2008 to 2,520 in 2009, which represents about 20 hours per collaborator. The training hours covered mainly the following

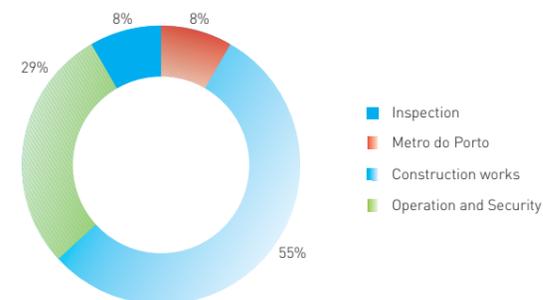
domains: Information Technology, Engineering, Law (especially Public Purchasing) and Accounting (with an emphasis on the SNC – Sistema Normalização Contabilística).

### SOCIAL PRACTICE RELATED TO THE COMMUNITY Impacts in the Labour Market

With the start of the construction of the Gondomar Line and of the extension to Santo Ovídio, the increase in the number of people involved in the works was to be expected, which was confirmed, this share representing 55% of Metro's impact in the labour market.

Globally, in 2009 1,559 people were involved, in management, construction, operation, safety, surveillance and inspection (of works and of operation) in the Metro system. Once more, the important impact of Metro's development in employability in the Northern Region, lately so affected by unemployment, deserves to be noted.

IMPACT ON THE LABOUR MARKET





### Social Benefits – Time Gains and Car Parking Pressure Reduction

The social benefits from the implementation of a Metro system are many: reduction in travelling time, reduction in the number of road accidents, benefits related to the reduction in car parking pressure, reduction in other operators' operating costs, decrease in the costs with the construction and maintenance of roads, amongst others. For this Report we calculated the benefits from time gains to Metro users (leaving out of the calculation the evident time gains by users of other modes of transportation, due to the reduction of the number of cars on the roads) and the gains associated with the reduction in car parking pressure. This safeguards the prudent nature this type of calculations should have.

Taking as a starting point the already mentioned report: "Evaluation of the Overall Impact of the 1<sup>st</sup> Phase of Metro do Porto's Project", the same proportion as the number of passenger kms, i.e. at a rate of 0.7% from 2008 to 2009. Knowing that each Metro passenger obtains time savings in the order of 199 hours per year, total savings of 30.5 million hours, in 2009. Regarding the decrease in parking pressure, a reduction of 11,830 cars in the whole AMP is estimated, i.e., 80 more than in 2008, equivalent to 19.4 million parking hours.

### Donations and Sponsorships

In 2009 computer equipment no longer in use was donated to several social institutions, namely:

- 1 laptop to Escola Nacional de Artes Visuais in Moçambique;
- 4 PCs to Centro de Histocompatibilidade do Norte;
- 3 PCs to Associação Católica Internacional ao Serviço da Juventude;
- 3 PCs to Associação CrescerSer Porto (Casa de Cedofeita and Casa do Vale).

In the same year several sponsorships were made representing approximately 26.5 thousand euros overall. A large part of that amount (88%) was for cultural events, followed by technical, scientific and special campaigns. As part of the latter, Andante tickets with a total cost of 774 euros were offered for environmental and cultural actions.

### COMMUNICATION RELATED TO WORKS

Metro works certainly provoke many constraints. In 2009, the construction of the Gondomar Line and of the extension to Santo Ovídio stand out.

In an attempt to minimize the inconvenience caused and to provide clear, correct and timely information to the affected population, Metro do Porto promoted a number of direct information actions for citizens (residents, shopkeepers, car drivers), resorting even to door to door campaigns, as a complement to the various media commonly used (local and national press, information panels and the [www.metrodoporto.pt](http://www.metrodoporto.pt) website). In the extension between D. João II and Santo Ovídio, the communication campaign involved the local distribution of 50 thousand leaflets, the insertion of informative advertisements in the main national newspapers, the edition of a news supplement in the regional press, the diffusion of an informative campaign, during three weeks, in the three most widely heard local radio stations, information available at the site and in a newsletter for clients, coverage by the main newspapers, radio and television stations, the display of large information panels and the distribution, together with the monthly water invoice of the Águas de Gaia company, of 145 thousand information leaflets about the works and the traffic arrangements related to them.

Even before works start, as is the case of the Trofa extension (whose tender is under way), the Company promotes actions to make the project details known so as to involve the citizens with their new Line. In June and July, Metro do Porto collaborated with Câmara Municipal da Trofa to make the contents of the Project Exhibition "Green Line extension (C)" available. The Exhibition was shown at Parque de Nossa Senhora das Dores. More than 3 thousand people visited this exhibition and became familiar with the layout of the Green Line's Trofa extension. On September the 3<sup>rd</sup>, Metro do Porto made, at the offices of Junta de Freguesia de S. Martinho do Bougado, a public presentation of the Green Line extension project between ISMAI and Trofa, launched in the last quarter of 2009.

### RESPONSIBILITY FOR THE SERVICE

#### Accessibility

The transportation of bicycles in Oporto's Metro network is free, limited only by the comfort conditions inside the vehicles. As anticipated in the 2008 Sustainability Report, six bicycle stands for free parking of bicycles were made available at the Trindade, Casa da Música, Senhora da Hora, Fórum da Maia, Pedras Rubras and Póvoa de Varzim stations. With the exception of the one at Trindade, all the others have been reaching satisfactory occupation levels.

All Metro's infra-structures are 100% accessible (both vehicles and stations). The vehicles have 100% low floor so that impaired mobility persons have unconstrained access to them. Stations are fitted with lifts, ramps, mechanical staircases, visual and acoustical information, tactile and colour strips, amongst many other "details" to which guarantee that any person, regardless of physical condition, is able to travel in any point of the network with full autonomy.

**NAVMETRO**

The Navmetro is an worldwide unprecedented system developed in partnership with FEUP (Faculdade de Engenharia da Universidade do Porto) and with ACAPO (Associação dos Cegos e Amblíopes de Portugal). Through the service Navmetro customers who are blind or vision impaired can be "conducted" in the various moments of system utilization (choice of ticket, validation), just needing to have a mobile phone (any carrier, brand and model). Interaction with the client is through voice and sound guidance installed on stations.

All steps involved in laboratory development, testing and installation of a navigation pilot system at the Trindade station having been completed, the year 2009 served to advance with phase III of this project, aimed at the public availability of the system and the preparation of it as expansion to the existing network and to future extensions. Given the extraordinary potential of this system, it was deemed useful to make it available to the entire universe of Metro do Porto clients through a full integration of Navmetro in customer support services, through the creation of a new general telephone service, called "Talk to Metro". The service described here is entirely free for blind and partially sighted people previously registred and ACAPO members.

It could be noted that the Navmetro was the object of public recognition of its usefulness and innovative character, through the Honorable mention it received on the 8<sup>th</sup> edition of the prize "Eng. Jaime Filipe", promoted by the Instituto da Segurança Social.

**LEV**

The LEV (Light Emergency Vehicle) is a project that Metro do Porto is developing in partnership with INEGI (Instituto de Engenharia Mecânica e Gestão Industrial) and with the collaboration of Bombeiros Sapadores do Porto and of Protecção Civil, whose objective is the development of a modular portable emergency vehicle, to support the action of firefighters in emergencies inside tunnels between stations. This electric vehicle, powered by rechargeable batteries, would transport the firefighters and their rescue equipment on rails to the place of incident, and can be reconfigured to carry victims.

The first phase of the project was concluded in 2009, specifications having been defined, concepts validated, the architecture and design detail defined.

**REGENERATIVE BRAKING**

The Metro do Porto is developing studies, in partnership with Efacec and Universidade do Minho, in order to improve energy use in the network through the temporary storage of energy. Both Eurotrams and the Tram-Trains already have systems of harnessing regenerative braking energy, however, these savings depends on the existence, at the same time, of other vehicles circulating in this section for which energy is transferred: it is this spatial and temporal limitation that the project in development aims to overcome.

Within the project there are ongoing studies and field measures for evaluating the additional margin of energy that can be regenerated with the installation of energy storage systems for regenerative braking energy. In parallel the prototype of a system of regenerative braking energy storage is being developed for installation and testing.

**Operational Safety**

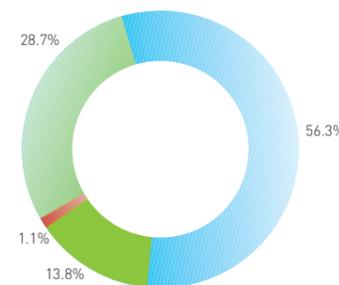
In December 2009, UITP (International Association of Public Transport) published the results of a statistical study ("Light Rail Transit – A Safe Means of Transport") integrating information from various cities about safety in light rail systems. In a comparison between the number of accidents per million passenger kms in light rail systems and in private cars, the difference in favour of light rail is surprising, 0.09 accidents per million passenger kms in light rail against 0.40 accidents in private cars (considering accidents causing personal injuries)! Consequently, any modal change in favor of metro has a positive impact in a city's overall traffic accident experience. The study also refers that most accidents are caused by incorrect behaviour of other parties (mainly by pedestrians and car drivers who tend to ignore traffic signs) and that often the media tend to "spectacularize" such occurrences, something they do not do in car accidents (probably because they are more common). UITP's Light Rail Committee plans to carry out several actions to promote the availability of

guidelines, orientations and recommendations about critical safety aspects, which is why Metro do Porto, as a member, will monitor closely the evolution and best practice within the sector.

In 2009, there were 87 accidents (12 more than in the previous year). More than half of them (56%) are accidents with passengers inside the vehicles, fortunately without major consequences (93% with no personal injuries or with light personal injuries). The occurrence of a fatality as a result of a suicide attempt must nevertheless be regretted. The inquest into that occurrence concluded that the driver did abide by all circulation and safety procedures, there having been no chance to avoid the impact. All emergency resources were mobilized at once, but the victim, rather old, was extremely debilitated and succumbed by the station's platform.

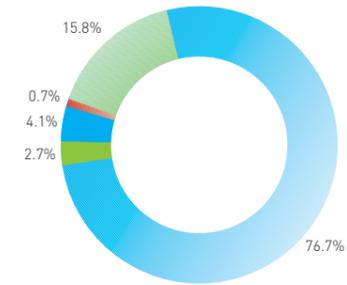
The number of accidents per 100,000 Km shows no stable trend, having reached 1.34 in 2009.

CAUSE



- Collisions
- Accidents with people on the vehicle
- Accidents with pedestrians
- Derailment

CONSEQUENCES

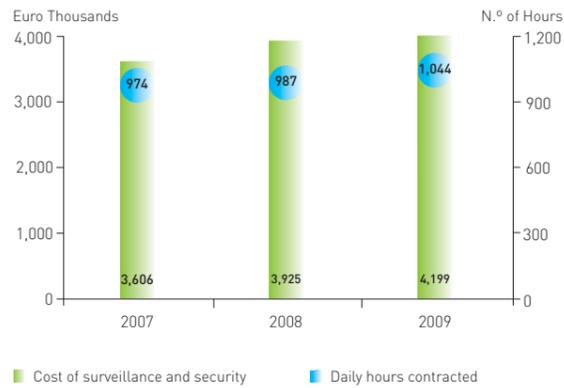


- Without physical damage
- Light wounds
- Serious wounds
- Unknown damages
- Deadly

Since 2007 the number of hours contracted for the operation's security and surveillance has increased. In 2009, by equivalence in the number of contracted hours, at the service of Metro do Porto were 18 policemen and 113 Prosegur employees, 6% more than in 2008. Naturally, the expense at this level also

shows an increasing trend, amounting to 4.2 million euros in 2009 (7% more than in 2008). This positive sign of reinforcement of surveillance and security is that our clients may travel calmly in any part of the network at any time of the day or the night.

## SURVEILLANCE AND SECURITY



### Client Service

Everyday Metro do Porto takes care to serve the client better. Various actions are taken, be it in the scope of information, of supply, of service diversification or of comfort, to promote a pleasant and quiet experience, effectively addressing the client's needs.

As it is not possible to detail each one individually, we highlight those that seem most relevant from the point of view of the Metro users:

## CLIENT SERVICES

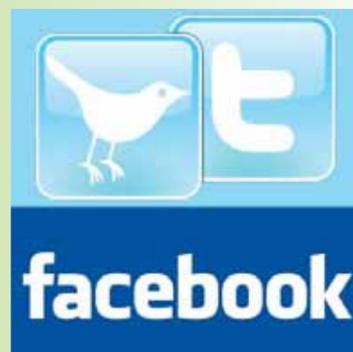
### FACEBOOK AND TWITTER

Starting in May, Metro do Porto is present in social networks Facebook and Twitter. The main objective is to be even closer to clients, sharing information in real time, in a relaxed and personalized way.

Bearing in mind that more than 60% of Metro customers are less than 35 years old, we are trying to get closer to a very demanding audience, with specific needs and habits, one that values multimedia communication and new forms of information sharing.

Through Twitter and Facebook, simply and from any location or medium (computer, PDA, cell phone, among others), all information Metro do Porto becomes more accessible, more direct and more effective. These platforms serve also for the dynamization of a set of public relations (hobbies, book offers, tickets for shows offerings), that were marked by strong adhesion of users in 2009. In addition to the informational component, the presence in social networking allows us to get unmediated feedback, hence more immediate and direct, from clients.

Suggestions, opinions and comments are made directly and viewed by the community. Similarly, the answers, explanations and information from the Metro reach recipients virtually instantaneously. At the end of 2009, Metro had more 1,500 followers on Facebook and about 700 on Twitter.



### NEW WEBSITE

In April, the new website of Metro do Porto became available, totally redesigned with a view to providing for the real-time information on traffic conditions on the network, easy travel planning and substantially increased interactivity.

With a big bet on interaction and multimedia, the new Metro online space is characterised by a more modern, attractive and dynamic graphical environment. Creating this new Web page meets the growing needs of customers increasingly dependent on the Internet. In an environment more user friendly and dynamic, users of the Metro do Porto can now more easily plan their travels or know the status of traffic on lines. In the new site, there is a direct link to Google Maps so that clients can observe the chosen route and view the geographic location of each station. It is still possible to accommodate, on the first page, news and events in video format, so that news reach even more easily the Metro users.

In 2009, there was an increase of 50% in the number of visits to the site-which for the first time exceeded the threshold of half a million visits - and of 15% in the number of pages visited.

### GOOGLE TRANSIT

In May, and as a result of technical developments carried out within the partnership established with Google Inc., Metro do Porto joined the online tool Google Transit for planning travel on public transport. With the aim of greater interaction between users and the system, this tool "runs" on most of the Google applications and allows all users a quicker access to information about Lines, timetables and/or frequencies, tariffs, name and geographical location of each station and the service description of each station.

The Metro do Porto is one of the first 50 operators worldwide to be present on Google Transit.

### METRO XD

Given the importance of young customers as current and future users of the system of public transport, and especially as users of Metro, after several years of loose initiatives targeted at this segment, a communication line directed to students-the Metro XD - was opted for. Using a language, graphics and media totally focused on the under 25 public, the Metro XD aims to achieve greater convergence with this segment, developing actions and projects totally targeted to young people:

- Roadmap for students, with a new image, which is included in all freshman kits;
- Posters depicting beginning of the school year and other activities of students, with Metro XD image, placed at major stations and stations near educational establishments;
- Presence of Metro XD at Universidade Portucalense parties with large-format screens, as well as in all Students' Union communication media, under the existing protocol with this University;
- Micro-site (<http://www.metrodoporto.pt/metroxd/>) with all posters available for download, Metro Land Race game, student and pastime's roadmap;
- Metro Land Race actions at the Aliados station November the 20<sup>th</sup>;
- Pastime "Name your mascot" in micro-site;
- Pastime "Validate".

The climax of the Metro XD Campaign was hit with the "Validate" pastime, in which the 20 clients under the age of 26 years, recorded at site Metro XD and with the greatest number of validations in November, were awarded premiums. Premiums for the first 20 classified were 1 laptop, 4 iPhones and 15 iPods. This contest, open both for monthly ticketholders (Gold Andante) as the multi-trip ticket holders (Blue Andante), had the participation of 4 thousand young people. With a great dynamism and interactivity this action resulted in a "race to Metro", having originated 177 thousand validations additional to the monthly average.

#### SPECIAL OPERATIONS

Throughout the year, on the occasion of major events, the Metro do Porto promotes operations to cater for on the occasional and specific needs, whether through increasing frequency or even by extending the hours of operation. Some events that deserve attention every year are: Queima das Fitas, the S. João holiday, the Red Bull Air Race, the games at the Estádio do Dragão, Christmas and New Year's Eve.

#### ALTERATION OF RED LINE SERVICE

In March, with the introduction of two "Expresso" services per hour and with a service every 15 minutes at the stations visited by this, terminating at the Trindade station, an improvement of frequency- keeping travel time - was obtained, affirming the Metro as the best and most economic transport solution on the north coast of the Metropolitan Area.

Metro do Porto distributed 120 thousand trips with the aim of providing all citizens living around the Red Line the opportunity to try out the new service on this Line.

#### COMMERCIAL SPACES IN STATIONS

In 2009, the Metro do Porto has made available 4 new cafés (in the Casa da Música, Trindade, Aliados and Póvoa de Varzim stations) and 1 parapharmacy (Casa da Música station). In all, the Network of Metro do Porto has 7 cafeterias, 1 parapharmacy and 42 vending machines to make the time spent at stations more enjoyable. The available cafeteria services operate some 13 hours per day (between 7:00 and 20:00), except for weekends when operating hours are shorter.

In 2010 more commercial premises are expected to open, the opening of two parapharmacies having already occurred in the meantime.

#### PARTNERSHIP WITH ANA - AEROPORTOS DE PORTUGAL

From February, Metro do Porto entered into a partnership with ANA-Aeroportos de Portugal, showing to the general public information about timetables and frequencies of various network Lines inside the Francisco Sá Carneiro Airport. Also since that time, at the Metro Campanhã, Trindade, Casa da Música and Airport stations, real-time, up to date information on arrivals and departures at that airport has become available.

Thus Metro do Porto and ANA contribute to effective integration between the various transport systems of the Metropolitan Area of Oporto, promoting their use and intermodality.

#### AWARENESS OF THE OBLIGATION TO VALIDATE

This project covers 3 initiatives for improving information to the public on the validation zones and on the correct use of tickets:

- Compulsory Validation Zone boards

Especially in underground stations, in the absence of a physical barrier to entering the Metro system, many customers "forget" to validate. To demarcate the zones where a valid ticket is required, using a visual barrier, eye-level boards reminding that obligation were placed on the validating machines.

- "The Multa" Campaign

The "Multa", "friendly" and "good-looking", as she described herself, had an educational action to remind clients of the need to validate and of the importance of proper loading of the Andante tickets. The campaign included materials inside the vehicles, on station shelters and in large format bards at the Trindade, Airport and Campanhã stations. Furthermore, it was an innovative and interactive campaign, which not only resorted to new media such as Facebook and Youtube, but also to direct interaction with customers, in which the character "Multa" wandered by the Metro network acting out some sketches illustrative of the most common cases of infringement, in a very theatrical animation, educational and formative, based on humor. The character "Multa" was very well received by customers, generating a wave of sympathy in such a way that the "Multa" returned for the Christmas campaign with an even more friendly air and full of Christmas spirit. "Deserving" clients were offered Andante pouches and 2010 calendars.

- Leaflets about choosing the correct ticket

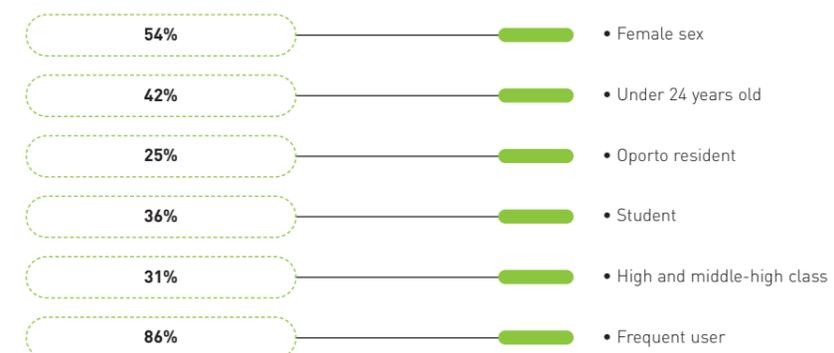
Leaflets on how to proceed to "avoid the Multa" were distributed to clients.

#### Client Satisfaction

As usual, a client profile and satisfaction study was carried out at the end of the year by an independent firm, on a sample of 1,605 individuals. The information collected enables the identification of our strong

points and the situations where improvement is possible to guarantee an excellent service to our clients, the top objective of our activity.

#### Client Profile

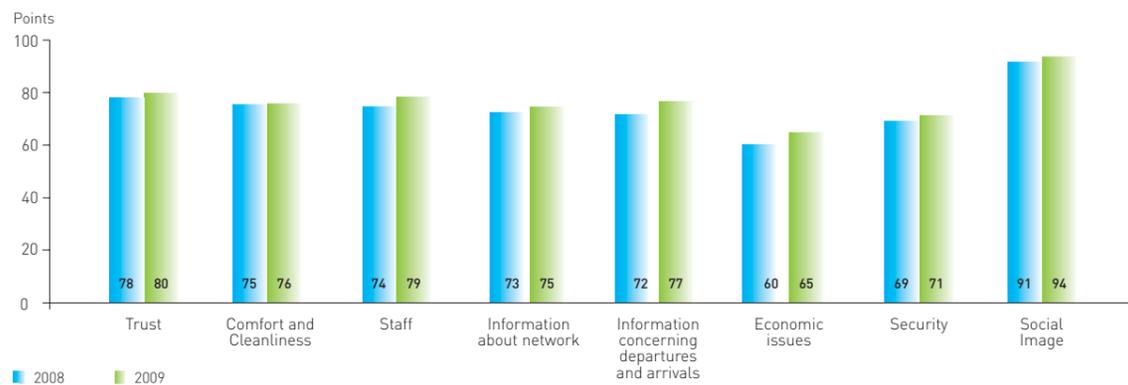




In 2009, the Client Global Satisfaction Index reached 79.8%, an impressive improvement of 3.9 percentage points on 2008. The Weighted Satisfaction Index evolved similarly reaching 78.1%, (1.7 percentage points more than in the previous year). The positive evolution is notorious in all index components and, specially, in the items: "Staff", "Arrival and Departure Information", "Economic matters" and "Social Image", which means to us the recognition of the effort made

in 2009 to improve the service to the clients. The highest rated component – "Social Image", comprises the evaluation Metro's benefits to society and to the environment. At the opposite extreme is the "Economic matters" component which gathers the evaluation of the service's price and which displays a positive evolution, probably as a result of the freezing of prices in 2009 and of the beginning of the sub23@superior.tp tariff.

WEIGHTED SATISFACTION INDEX



### Complaints and Infringements

In 2009 an integrated software for the management of complaints began to be used. Although not in full use yet, it became possible to obtain some statistical

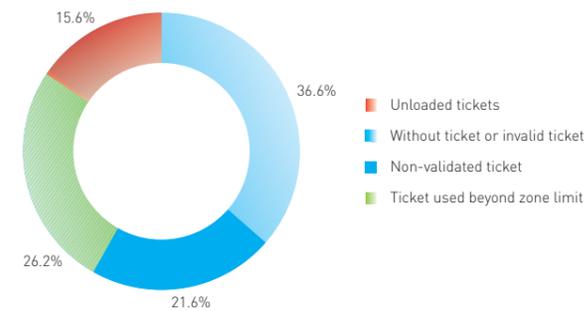
data on the main complaint types (which are those in connection with offense notices and/or those recorded in the Red Book):

Complaints	2009
<b>Stations</b>	
Ticketing	16%
Security	15%
Signs	12%
<b>Service</b>	
Inspection	31%
Other	26%
Supply Capacity	24%
<b>Vehicle</b>	
Other	43%
Security	28%
Temperature, Air Conditioning	28%

In the Red Book 1,783 complaints were recorded, most of which (88%) related to offense notices. In 2009, 7,550 complaints in connection with offense notices were filed, which means a complaint rate of 33%.

In terms of infringements, the most common one is the passenger travelling without a ticket or with an invalid ticket (36.6%), followed by travelling beyond the zones covered by the ticket (26.6%) and by non-validated tickets (21.6%).

TYPE OF INFRINGEMENTS



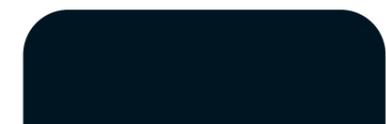
The above quoted client satisfaction study contains a chapter on complaints, whose conclusions state that:

- 94.1% of the individuals polled never presented a complaint about the service by rendered by Metro do Porto (90.8% in 2008);
- 30.5% of the individuals polled who had already presented a complaint did so because they regarded the offense notice as unfair and 17.9% did so because of problems loading the tickets;
- 27.4% felt very unhappy about the way their situation was handled.

This is an appropriate time to note that Metro do Porto has undertaken the task of proposing alterations to the law regulating fines in public transportation because we consider that, in some specific circumstances, it is unfair. In 2009, as was already mentioned, a specific campaign was carried out to make users aware of how important it is to validate their tickets, thereby avoiding to be fined. The internal treatment of complaints guarantees a timely reply, follows the legally set procedures and enables file documents to be obtained quickly and effectively.



→ **073**  
annexes



GRI	Indicator	Type	Page
<b>1.</b>	<b>STRATEGY AND ANALYSIS</b>		
1.1	Statement by the Chairman	E	5
1.2	Description of key impacts, risks, and opportunities	E	Along the SR
<b>2.</b>	<b>ORGANIZATIONAL PROFILE</b>		
2.1.	Name of the organization	E	8
2.2.	Primary brands, products, and/or services	E	11
2.3.	Operational structure of the organization	E	20
2.4.	Location of organization's headquarters	E	17
2.5.	Countries where the organization operates	E	11
2.6	Nature of ownership and legal form	E	11
2.7.	Markets served	E	11
2.8.	Scale of the reporting organization	E	9
2.9.	Significant changes during the reporting period	E	15
2.10.	Awards received in the reporting period	E	33
<b>3.</b>	<b>REPORT PARAMETERS</b>		
3.1.	Reporting period	E	17
3.2.	Date of most recent previous report	E	17
3.3.	Reporting cycle	E	17
3.4.	Contact point for questions regarding the report or its contents	E	17
3.5.	Process for defining report content	E	17
3.6.	Boundary of the report	E	17
3.7.	State any specific limitations on the scope or boundary of the report	E	-
3.8.	Basis for reporting	E	17
3.9.	Data measurement techniques and the bases of calculations	E	Close of the indicators
3.10.	Significant changes from previous reporting periods	E	-
3.11.	Significant changes from previous reporting periods	E	-
3.12.	GRI Content Index	E	74 to 76
3.13.	Third party verification	E	-
<b>4.</b>	<b>GOVERNANCE AND COMMITMENTS</b>		
4.1.	Governance structure of the organization	E	19 to 20
4.2.	Governance structure and executive positions	E	19 to 20
4.3.	Number of executive / independent members	E	19
4.5.	Recommendations and directions	E	19 to 21, 27
4.6.	Processes to ensure conflicts of interest are avoided	E	20
4.7.	Process to determine the strategic definitions qualifications	E	-
4.8.	Statements of mission, values, codes of conduct, and principles	E	13 and 21
4.9.	Procedures of supervision	E	19 and 20
4.10.	Processes for evaluating the own performance	E	20
4.11.	Precautionary principle	E	-
4.12.	Charters, principles, or other initiatives to which the organization subscribes	E	28
4.13.	Memberships in associations	E	28 to 31
4.14.	List of stakeholder groups	E	27
4.15.	Basis for identification and selection of stakeholders	E	26
4.16.	Stakeholder engagement	E	27
4.17.	Key topics and concerns that have been raised through stakeholder engagement	E	26
<b>EN</b>	<b>ENVIRONMENTAL PERFORMANCE INDICATORS</b>		
EN1	Materials used by weight or volume	E	39
EN2	Percentage of materials used that are recycled input materials	E	-
EN3	Direct energy consumption	E	40
EN4	Indirect energy consumption	E	40
EN5	Energy saved	A	40
EN6	Energy-efficient initiatives	A	64
EN7	Reduce indirect energy initiatives	A	40
EN8	Water consumption	E	41
EN9	Water sources significantly affected	A	41
EN10	Percentage and total volume of water recycled and reused	A	-
EN11	Location and size of land owned, leased, managed in protected areas	E	-
EN12	Description of significant impacts on biodiversity	E	-
EN13	Habitats protected or restored	A	-
EN14	Strategies for managing impacts on biodiversity	A	-
EN15	Number of IUCN Red List species with habitats in areas affected by operations	A	-
EN16	Total direct and indirect greenhouse gas emissions	E	47 to 49
EN17	Other relevant indirect greenhouse gas emissions	E	-

GRI	Indicador	Type	Page
EN18	Initiatives to reduce greenhouse gas emissions	A	64
EN19	Emissions of ozone-depleting substances by weight	E	-
EN20	NOx, SOx, and other significant air emissions by type and weight	E	-
EN21	Total water discharge by quality and destination	E	-
EN22	Total weight of waste by type and disposal method	E	41 to 44
EN23	Total number and volume of significant spills	E	-
EN24	Transported waste	A	-
EN25	Impacts of water discharges	A	-
EN26	Initiatives to mitigate environmental impacts	E	37 to 39, 44 to 46
EN27	Percentage of products recovered	E	-
EN28	Fines sanctions for noncompliance with environmental laws and regulations	E	49
EN29	Significant environmental impacts of transporting products and workforce	A	-
EN30	Total environmental protection expenditures and investments	A	-
	<b>ECONOMIC PERFORMANCE INDICATORS</b>		
EC1	Direct economic value generated and distributed	E	53
EC2	Financial implications due to climate change	E	-
EC3	Benefit Plan	E	-
EC4	Significant financial assistance received from the government.	E	54 to 55
EC5	Range of ratios of standard entry level wage compared to local minimum wage	A	60
EC6	Policy, practices, and proportion of spending on locally-based suppliers	E	Annual Report
EC7	Procedures for local hiring	E	-
EC8	Development and impact of infrastructure investments	E	55
EC9	Indirect economic impacts	A	55
	<b>SOCIAL PERFORMANCE INDICATORS</b>		
LA1	Staff by employment type and employment contract	E	59
LA2	Total number and rate of employee turnover by age group and gender	E	59
LA3	Benefits that are not provided to temporary or part-time employees	A	-
LA4	Percentage of employees covered by collective bargaining agreements	E	60
LA5	Minimum notice period(s) regarding significant operational changes	E	-
LA6	Percentage of total workforce represented in formal joint management-worker committees	A	-
LA7	Rates of injury, occupational diseases, lost days, and absenteeism	E	61
LA8	Education and training regarding serious diseases	E	-
LA9	Health and safety topics covered in formal agreements with trade unions	A	-
LA10	Average hours of training	E	61
LA11	Programs for skills management and lifelong learning	A	-
LA12	Percentage of employees receiving regular performance and career development reviews	A	-
LA13	Other diversity indicators	E	59
LA14	Ratio of basic wage of men to women by employee category	E	60
HR	Human Rights	E/A	-
SO1	Programs and practices that assess and manage the impacts of operations on communities	E	Along the SR
SO2	Evaluation of the risks related to corruption	E	21
SO3	Training in anti-corruption policies	E	-
SO4	Actions taken in response to incidents of corruption	E	-
SO5	Public policy development and lobbying	E	-
SO6	Contributions to political parties	A	-
SO7	Total number of legal actions for anti-competitive behavior or anti-trust	A	-
SO8	Fines for non-compliance with laws and regulations	E	-
PR1	Life cycle stages in which health and safety impacts are assessed for improvement	E	Along the SR
PR2	Non-compliance concerning health and safety	A	-
PR3	Service information	E	66 to 69
PR4	Non-compliance concerning service information	A	-
PR5	Practices related to customer satisfaction	A	69 to 70
PR6	Programs for adherence to laws, standards and voluntary codes related to marketing communication	E	-
PR7	Non-compliance concerning marketing and advertising	A	-
PR8	Complaints regarding breaches of customer privacy and losses of customer data	A	-
PR9	Fines for non-compliance with laws/regulations concerning the use of products and services	E	-
	<b>GRI - RAIL TRANSPORT SECTOR SUPPLEMENT</b>		
A	Type of energy used		40
B	Fleet of Metro vehicles		9
C	Fuel consumption		40
D	Energy efficiency		40 to 64
E	Kilometers travelled		9
F	Total energy/fuel consumed		40
G	Passengers carried		9

	C	C+	B	B+	A	A+
Self Declared	<input checked="" type="checkbox"/>					
Third Party Chacked						
GRI Checked						

## UITP FRAMEWORK INDICATORS

In 2009 UITP prepared a matrix of indicators specifically adapted to the reality of collective transportation. "Full Members" are required to answer at least three indicators in each chapter (Economics and Finance, Environment and Energy, Social Matters and Society, Governance). However, Metro do Porto,

as a "Pledge Member" may also answer, but voluntarily. Therefore, we take the chance of presenting the available indicators to show our commitment to advance towards the UITP Sustainability Charter we have signed.

ECONOMICAL & FINANCIAL		
Eco1	Total passengers carried	Pag. 9
Eco3	Overall Cost/km	7.80
Eco4	Transparancy of payments	Pag. 53
Eco5	Percent development of revenues (total sales or ticket sales)	Pag. 54
Eco6	Overall Cost recovery ratio	Pag. 54
Eco7	Information on revenue sources	0.23
Eco9	Capital investments (annually) in PT improvements or improved efficiency	Pag. 54
Eco11	Average commercial speed	Pag. 51
Eco12	Produced seat-kilometres per operations employee	3,163,007
Eco13	Proportion of passengers with concession or subscription tickets to total number of passengers	Pag. 53
Eco19	Number of jobs directly and indirectly associated with the production (public transport and services/vehicles, etc)	Pag. 61
Eco21	Ability to satisfy the present demand	83,73%
ENVIRONMENTAL & ENERGY		
Env1	Environmental Management system in operations (% of sites)	100%
Env3	Energy use for traction per passenger km (Total & Trend annual)	Pag. 40
Env4	Energy use for non traction per passenger-km (Total & Trend)	Pag. 40
Env6	Energy (Kj) used per 100km and trend	Pag. 40
Env7	Total direct CO <sub>2</sub> emissions for operations (tailpipe) scope 1 (& trend)	Pag. 48
Env8	CO <sub>2</sub> emission of energy use per passenger km	Pag. 47 to 49
Env9	Proportion of fleets considered clean	100%
Env16	Progression in air quality management	Pag. 38 and 39
SOCIAL & SOCIETY		
Soc1	Customer satisfaction: proportion of "very satisfied" and "satisfied" clients	88.30%
Soc7	Percentage of sites (vehicles, stations and work places) considered to be 100%:75% 50% (or less) accessible	100%
Soc8	Workforce health programmes	Pag. 60
Soc11	Average ratio of days of absence to total working days of employees	Pag. 61
Soc14	Gender balance (ratio of female employees to total employees)	Pag. 59
Soc17	Health and Safety infractions (accidents in the workplace or on network)	Pag. 61 and 65
GOVERNANCE		
Gov1	SD Manager, special business unit or department or working group	GT Sustent.
Gov4	Stakeholder engagement processes (external)	Pag. 26 a 31
Gov5	Stakeholder engagement processes (internal)	Pag. 26 a 31
Gov11	Anti-corruption policies and adherence (number of fines)	Pag. 21
Gov13	Recognition awards received (positive and negative/international/national: regional or local)	Pag. 33

## OPINION POLL

Because your opinion counts, we thank you for taking a few minutes of your time to share with us your opinion on this Report.

### 1. To which group do you belong?

- Client
- Staff
- Supplier
- Shareholder/Regulatory Bodies
- Strategic Partner/Local Authorities
- Media
- Community
- Other, please specify

### 2. By what means do you knew this Report?

- Information in the stations, vehicles or other physical media?
- Website, Facebook, Twitter
- Media
- Digital version sent by post
- Paper brochure
- Other, please specify

### 3. How do you classify this report in terms of:

	Very Poor	Poor	Fair	Good	Very Good
Usefulness	<input type="checkbox"/>				
Content	<input type="checkbox"/>				
Clarity	<input type="checkbox"/>				
Design	<input type="checkbox"/>				
Overall Quality	<input type="checkbox"/>				

### 4. What is your opinion about the chapters of the Report?

	Very Poor	Poor	Fair	Good	Very Good
Who we are and what we do	<input type="checkbox"/>				
Our commitments	<input type="checkbox"/>				
Environment	<input type="checkbox"/>				
Economic Perspective	<input type="checkbox"/>				
Social Responsibility	<input type="checkbox"/>				
Annexes	<input type="checkbox"/>				

### 5. Please rate the importance of the following subjects:

	Not Important	Somewhat Important	Important	Very Important
Overall information about the Company	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Company Governance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transparency and Ethics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Strategy and Network Extensions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Relationship whit stakeholders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Commitments to External Initiatives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Energy, Water, Paper, Waste, Emissions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Operational Performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Economic Performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Financial Support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internal Social Practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social Practice related to the Community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Research and Development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessibility and safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Client Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Client Satisfaction and Complaints	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### 6. Which subjects would you like to see in the next Report?


Once filled out the questionnaire may be sent to:

E-mail • metro@metrodoporto.pt

Fax • 225081001

Mail • Metro do Porto, S.A., Avenida Fernão de Magalhães, 1862, 7º - 4350-158 Porto

→ **METRO DO PORTO, S.A.**

Av. Fernão Magalhães, 1862 – 7º  
4350-158 Porto

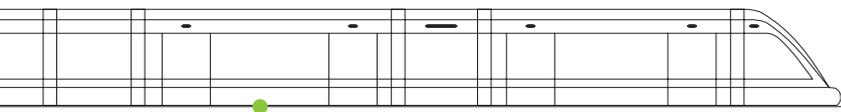
T. 225 081 000  
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