

cabify

Mobility with Impact

**Sustainability
Report 2024**

cabify



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We are Cabify

We move with purpose, we move for people. We want to make cities more human, sustainable, and accessible through mobility and technology. Our goal is to offer new possibilities in urban environment that respect both people and the planet. That's why we've created a sustainable business model, guided by ethical principles.

Cabify around the world

Transforming our cities is a global necessity. At Cabify, we operate in 6 countries and over 40 cities.¹

ARGENTINA

Buenos Aires, Bariloche, Córdoba, Corrientes, Mar del Plata, Mendoza, Rosario, Tucumán

COLOMBIA

Barranquilla, Bogotá, Bucaramanga, Cali, Cartagena, Medellín

PERU

Arequipa, Cuzco, Lima, Piura, Trujillo

SPAIN

Alicante, Barcelona, La Coruña, Madrid, Málaga, Marbella, Murcia, Santander, Sevilla, Valencia, Zaragoza

CHILE

Concepción, Iquique, Santiago, Valparaíso

URUGUAY

Maldonado, Montevideo

PURPOSE

WHY WE'RE HERE

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

MISSION

WHAT WE DO

We develop technology by and for people's mobility needs. We aim to improve how the general public, companies, and drivers connect, ensuring safety and quality.

VISION

WHERE WE'RE GOING

Integrating TechMobility into cities to enhance mobility and make them more sustainable, accessible, and people-centered.

PRINCIPLES

HOW WE DO IT

By being unstoppable, brave, consistent, and humble.



CEO Letter

Last year, we reaffirmed our constant commitment to delivering value that goes beyond regulatory requirements. Continuing in that spirit, we want to highlight the crucial role our partners across the value chain play in shaping a more sustainable, connected, and human-centered mobility.

At a time when showcasing good practices is no longer the norm in some companies and regions, we believe it is more important than ever to raise our voices and lead by example.

This is not the moment to stay silent. This is not the time for greenhushing. Now is the time to come together on a shared journey to create even greater value for society.

SHARED JOURNEY, TOWARDS A COMMON DESTINATION

Getting around the city is shaped by how you do it. In Madrid, where Cabify's headquarters are based, my most frequent commute is by bike to the office. While still a bit risky, it's a habit I try to maintain because cycling offers a unique way to connect with the city. Creating connections through mobility has always been at the heart of Cabify.

From our very first ride to the more than 600 million journeys we have completed, we strive to improve how citizens, businesses, and drivers connect, safely and with quality. We do this because we are committed to transforming cities through mobility, and to succeed, we need a strong network of allies across the value chain. Without them, many of the milestones and projects that defined our 2024 would not have been possible. We would not be able to make new mobility accessible to more people. With their support, we can speak confidently about what we have accomplished and the future we are building together.

This report represents a real chain of impact, driven by the goal of creating a new kind of urban mobility, with cities as the central stage. Our impact is rooted in people's needs. We work to bring them closer to what matters most. Because nothing replaces being there in person. From this starting point, we aim to build cities that are more sustainable, inclusive, and human. In these cities, mobility can become a driver of progress powered by the value of technology.

While I cannot name every one of our fellow travelers, I want to highlight projects that would not be possible without those who support us in the more than 40 cities where we operate. Our closest allies are our driver partners, taxi drivers, and fleet operators. Together, we have made meaningful progress toward zero-emissions mobility. Across Spain and Latin America, we have significantly increased the number of zero-emission vehicles on our platform. This effort also involves many other essential partners, from energy providers to financing institutions to players in the automotive sector, who are helping us lead the industry with the most ambitious environmental goals.

Earlier, I mentioned that people are our priority, and that includes our social impact. Through the evolution of our business in recent years, we have reached more than 690,000 people annually with socially impactful services. These include accessible mobility options and social initiatives in the markets where we operate. This past year reminded us once again of our vulnerability to natural disasters, such as the DANA storms in Spain and the devastating wildfires in Chile. Witnessing the response from our employees, investors, users, NGOs, governments, and all our stakeholders in these moments only strengthens my belief. Together, we can confront even the hardest challenges. Catastrophes are best met with humanity.

But to better respond to extraordinary events, we must first improve the everyday. Our cities still have vast untapped potential for daily improvement. That is why, at Cabify, we have once again increased our investment in R&D&I to develop new solutions. Thanks to the dedication of our 1,000+ employees, we continue to deliver a high-quality mobility alternative. Ninety-six percent of trips are rated as excellent.

At Cabify, we aim to grow with impact, keeping our focus on people and putting our entire value chain in service of the city. As a proud participant in the UN Global Compact, the world's largest platform for progress, we are firmly committed to staying on course and contributing to the Sustainable Development Goals. Recent global events are a clear reminder that sustainability must remain a priority. Now, more than ever, we must draw inspiration from those who are working to be part of the solution. We must amplify their best practices and move forward, together, on this shared journey toward a better quality of life for all.



Transparency can be seen from afar

Therefore, we tell it like it is and show the reality of the facts. We conduct our business in accordance with laws, standards and ethical practices, remaining true to our values at all times and ensuring that our actions have a positive impact.

At Cabify, we seize opportunities to push ourselves forward and excel. We have not waited until 2025, when we have the obligation, to adjust our sustainability report to the requirements of the new European directive, Corporate Sustainability Reporting Directive (CSRD), and the standards (ESRS) it establishes.²

This Sustainability Report reports information relating to 2024 mainly for the company Cabify España S.L., including information on its value chain and complying with all legal obligations, and will form part of the management report filed with the Mercantile Registry for Cabify España, S.L. In addition and on a voluntary basis, it reports information on other companies in the Cabify group.

External verification

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

Accessible report

This document incorporates accessibility features that make it easier to read for people with disabilities.

Comparability

In order to comply with the comparability criteria required by Law 11/2018 and with the objective of facilitating the comparison of information, Cabify's sustainability reports corresponding to previous years are available on our [website](#).



We pursue transparency, hence we follow national and international reporting standards to reflect our contribution to sustainable development.

Global Reporting Initiative (GRI) Guidelines

They represent global best practices for publicly reporting an organization's economic, environmental and social impacts. We use the GRI Standards as a reference for reporting, and follow their principles to define the content and quality of this report:

- Accuracy
- Balance
- Clarity
- Reliability
- Comparability
- Completeness
- Punctuality
- Sustainability context

Global Compact

We follow the guidelines of the Spanish Global Compact Network, of which we have been part since 2018, and the 17 Sustainable Development Goals (SDGs) of the UN Agenda 2030. In 2024 we renewed our commitment to this initiative, serving as a report for the Progress Report.

Board of Directors

It is Cabify's highest management and governing body. It is made up of a team of professionals with diverse professional experience, but with the same mission: to seek the best interest of the company. Hence, this is the common criterion that guides their decision making.



Juan de Antonio

He chairs the Board of Directors, of which he has been a member since 2011, and is founder and CEO of Cabify, chairman of the Cabify Foundation and a trustee of Endeavor Spain.

Degree in Telecommunications Engineering from the Universidad Politécnica de Madrid. He completed his education with an MBA at Stanford University on a Fullbright scholarship. He has developed his professional career in companies such as Ericsson, BCG and Zero Motorcycles.



Beatriz González

A member of the Board of Directors of Cabify since 2014, she is the founder and managing partner of Seaya Ventures, as well as a member of the Board of Trustees of Endeavor Spain.

She holds a degree in Finance from CUNEF University and an MBA from Columbia Business School in New York. Throughout his professional career, he led the private equity program at the Telefónica Pension Fund for six years and was a member of the Board of Directors of the Limited Partners Association (ILPA) from 2008 to 2011. En 2012 funda Seaya Ventures. He is also currently a member of the Board of Directors of Wallbox, Filmino Idealista, among others.



Paco Riberas

He has been a member of the Board since July 2023, representing Orilla Asset Management, where he is part of the Direct Investments Division.

He holds a degree in Business Administration and International Relations from Universidad Pontificia Comillas and an MBA from the University of Chicago Booth School of Business. He has worked in Venture Capital as part of the FJ Labs team, in Strategic Consulting at Kearny, and in the automotive sector through Gestamp.



Kevin Laws

A director of Cabify since 2014, he is CEO of AngelList, as well as founder and chairman of Vast.com.

After being VP of Product at Epinions and leading PacRim Venture Partners, where he was in charge of selecting potential investments in software companies, he has been an investor in Cabify, Juniper Square, AltSchool and Krillion, among others.



Juan Ignacio García

A member of the Board since 2022, he is founder and CEO of Boopos, a marketplace for selling, buying and financing small business acquisitions.

A graduate in Telecommunications Engineering from the Polytechnic University of Madrid, he has worked in Investment Banking with Merrill Lynch, and in Venture Capital for eight years at Portobello Capital. Prior to founding Boopos, he held the position of CFO of Cabify since 2013, also holding the position of Country Manager for Spain for some time.



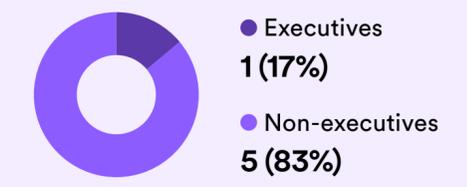
Seiichiro Sonoda

A member of the Board of Directors since 2024, he is President of the Rakuten Group Investment Company, where he manages Rakuten Capital and the group's global investment business, and leads the Corporate Development, Corporate Strategy and Financial Business Supervision departments.

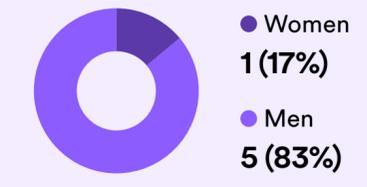
Seiichiro holds an MBA from Japan International University and an LLB from Waseda University. He held various positions at Industrial Bank of Japan (now Mizuho Bank), before joining Rakuten in 2010, where he has held executive positions in Japan and North America, a region in which he led the post-merger integration of acquired foreign companies for six and a half years in the United States and two years in Canada.

Composition of the Board of Directors³

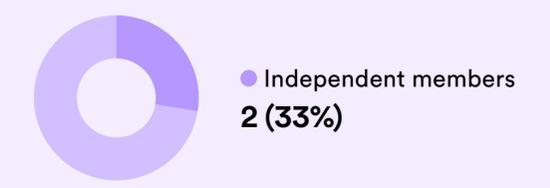
Number of executive and non-executive members:



Percentage by gender:



Percentage of independent members:



Management Team

To transform urban mobility, there must be people who define the path forward. At Cabify, that responsibility falls to our management team, a group of professionals with diverse expertise, backgrounds, nationalities, and genders. They are united by one purpose: to make cities better places through Tech Mobility.



Juan de Antonio Rubio
CEO & Founder



Juan Barbolla
Chief Financial Officer



João Correia
Chief of Ride-Hailing



Vicente Pascual
VP of Logistics



Daniel Rodrigo
VP of Marketing



Isabel Cobo
VP of People



Carlos Herrera
Chief Technology Officer



Daniel Bedoya
VP of B2B Mobility & Media



Carolina Pérez
VP of Communications & Public Affairs



Roberto Pérez
VP of Product



David Pérez
Senior VP of Stakeholder Relations



Manuel Torres
VP of Regions



Álvaro de Castro
VP of Corporate Development



Marco Proaño
VP of Customers Operations



Alberto González Calero
VP of Data



Diego Céspedes
AR & UY Country Manager



Álvaro Pasquez
CL Country Manager



Daniel Schlesinger
CO Country Manager



Carlos Tallón VP of Design



Abel Muíño
VP of Engineering



Javier Delgado
VP of Finance



Alberto González
ES Country Manager



Carlos Mendoza
PE Country Manager



Maite Gómez
VP of Business Strategy & Growth



Rodrigo Díaz
VP of Growth B2C

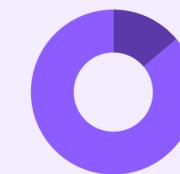


Anna Trallero
VP of Legal

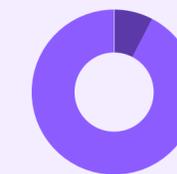
SUSTAINABILITY AT THE HIGHEST LEVEL

The Head of Stakeholder Relations, under whom Cabify's Sustainability Department operates, maintains a direct relationship with the company's senior executives at the C-Level⁴. They hold regular meetings where strategic matters are discussed, and updates are provided on the progress of projects and initiatives developed within the area.

Diversity of the management team



● 85% Men
● 15% Women



● 0% Under 30
● 92% Between 30 and 50
● 8% Over 50

Nationalities



LATIN AMERICA

- Argentina**
3.85%
- Peru**
3.85%
- Colombia**
7.69%
- Venezuela**
3.85%
- Ecuador**
3.85%
- Mexico**
3.85%
- Brazil**
3.85%

EUROPA

- Spain**
65.38%
- Portugal**
3.85%

What we believe in

We believe that cities belong to those who live in them, that is why we believe in a revolution that changes the way we move in them and gives public spaces back to the people. We want to be an alternative to the urban use of private vehicles. More sustainable, safe, diverse and of quality, encouraging people to build with us a new model of city.

OUR MOBILITY ECOSYSTEM

To make cities more livable and easier to navigate, we must respond to people's different expectations, needs and mobility context... What can go wrong if we combine various modes of transport and services to ensure more efficient, safer, accessible and less emission-intensive travel?



TRAVEL

TO TRAVEL AND LET GO

-  **CABIFY**
The category that combines the best value for money.
-  **AS SOON AS POSSIBLE**
The nearest car when requesting a trip, with a fixed price.
-  **CABIFY PROMO**
Low-cost category that appears in times of low demand.
-  **TAXI**
Category that includes cab service, with closed price.
-  **GROUP**
Vehicles with capacity for more than four people, ideal to move in groups.
-  **PLUS**
Cabify quality and premium service in high-end vehicles.⁵
-  **KIDS**
A Cabify category vehicle with child restraint system to travel safely with the little ones.⁶

 **PET**
A Cabify-grade vehicle for safe travel with pets.⁷

 **TAXI ACCESS**
Vehicles adapted for people with reduced mobility.⁸

 **CABIFY WOMAN**
Female-only category that allows female drivers to cover only trips requested by women and female passengers to travel only with female drivers.⁹

 **ECO**
Electrified vehicles that reduce the environmental impact of travel.¹⁰

 **CABIFY AIRPORT**
Special conditions in fares, prices and support if the origin or destination is an airport.¹¹

 **PLACE YOUR BID**
A category that allows travelers to offer a price on the route and drivers to accept, reject or counter-offer.¹²

DRIVE

TO DRIVE AT YOUR OWN PACE

-  **MOTORCYCLE**
Electric motorcycles for rent by the minute with two helmets.¹³
-  **CARSHARING**
An on-the-fly car that can be used for minutes, hours or days.¹⁴

ENVIAR

TO SEND WHATEVER YOU NEED

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

LOGISTICS

TO BE MOVED BY US

-  **CABIFY LOGISTICS**
Our planning, warehousing and distribution service for express, first and last mile deliveries¹⁵ for companies.¹⁶

We believe in technology and innovation

We can use technology to create a real and positive impact on mobility and society, and we rely on innovation to achieve this. The path we are following is very clear: invest in technological innovation and ensure that everything we develop has a real social impact.

EXPLORERS 10

At Cabify we know that behind an idea that seems far-fetched, there can be a revolutionary innovation. And so Explorers was born, our internal hackathon¹⁷, an opportunity to think big, to take risks, to unleash creativity and experiment. Every semester we hold an edition, open to the entire staff with a technological profile, in which teams from different areas that do not work together on a daily basis, share their points of view to present different projects and initiatives that may end up being implemented in our app.

The second edition of 2024 coincided with its tenth edition, so we held a special meeting based in Alicante: Explorers 10. Four days of work, 220 participants, 26 innovative projects and a new category, dedicated to collaborative development and the culture of innovation that we champion.

As in all editions, participants were challenged to transform a series of proposals into viable projects, competing in five strategic categories to win a prize: their actual implementation. In addition to the usual categories of 'Quality and Safety', 'Customization and Growth', 'Geek and Internal Customer', and 'Best of the Best', the category of 'Sustainability and Accessibility' was added as a novelty.

From AI and machine learning applications to improvements in infrastructure, security or user experience, through innovations in mobile applications or data analytics solutions, the projects presented were distinguished by their technical depth and attempted to respond to challenges such as cost reduction, operational efficiency, sustainability measures or user experience. We will not reveal the winning projects, but we do know that many of the ideas submitted are moving towards production implementation.

Explorers is one of Cabify's bets to help us grow and improve, to boost the team's talent, optimize our platform and move towards the urban mobility of the future.

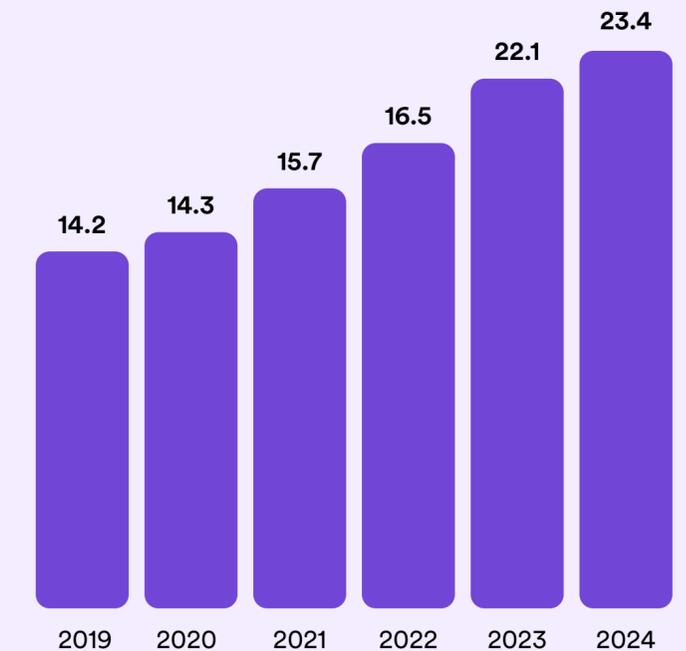
Great things happen together



Innovation + talent = evolution

In 2024, Cabify's investment in R&D amounts to €23.4 million, an increase of 5.8% compared to 2023.

R&D&I INVESTMENT (MILLIONS OF EUROS)



€ 62 million invested in R&D&I since 2022

Cabify's commitment to innovation goes beyond goals. We set out to invest 40 million euros in R&D&I between 2022 and 2025, but by 2024 we have already exceeded this figure by 22 million.

This is how we contribute to economic development

The reason we develop technology is so that people have better mobility alternatives. We have seen that technological innovation can be used to add wealth and employment and generate a positive footprint in cities. That is why we want to continue building a mobility ecosystem that, when it grows, benefits everyone.

2024 has been a year marked by more stable demand than others, largely due to economic factors that have affected purchasing power in the markets where we operate. This has made it more complex to remain competitive in an industry full of challenges, such as differentiation -a key factor in the choice between mobility platforms-, and the shortage of drivers. In addition, the industry has become increasingly commoditized, so it is essential to make great efforts to build user loyalty.

At Cabify, we constantly review our value proposition to ensure our competitiveness, while continuing to provide the best possible service. At the same time, we have placed a strong focus on efficiency, optimizing our processes to improve profitability. We are not alone in this: the market shows a clear tendency to prioritize financial sustainability.

ECONOMIC VALUE GENERATED

Cabify's Financial Statements are audited by a globally recognized professional services firm which involves a process of evaluating our governance and control. Cabify's activity in Spain in 2024 generated a Net Turnover of €262 million. Gross operating income amounted to 5.7 million euros, which represents a margin of 2.2% in relation to net sales. In 2024 we received a grant of €1,534,411 as part of the MOVES Fleets Program.

ECONOMIC VALUE DISTRIBUTED

Cabify's tax policy is characterized by its commitment to compliance with tax obligations in all jurisdictions where it operates and is fiscally established. Our tax operations are aligned with international standards and respect the following principles:

- **Compliance with local tax regulations:** our operations comply with the tax laws and regulations in each country or jurisdiction, rigorously applying current tax requirements.

- **Efficient tax management:** at a global level, which implies the optimization of tax burdens within the legal framework, respecting the principles of good faith and responsible tax practices.
- **Attention to best practices:** in tax matters, we ensure that all our tax decisions follow standards of ethics, transparency and corporate responsibility.
- **Adaptation to regulatory changes and administrative/judicial criteria:** our tax policy takes into account developments and changes in tax legislation and conforms to the administrative and judicial criteria applicable in the jurisdictions in which Cabify operates.

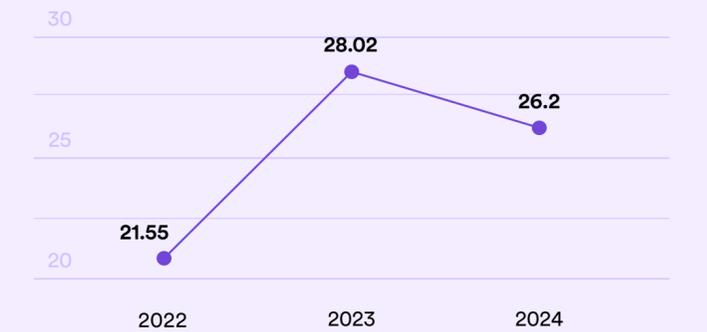


Tax Contribution 2024

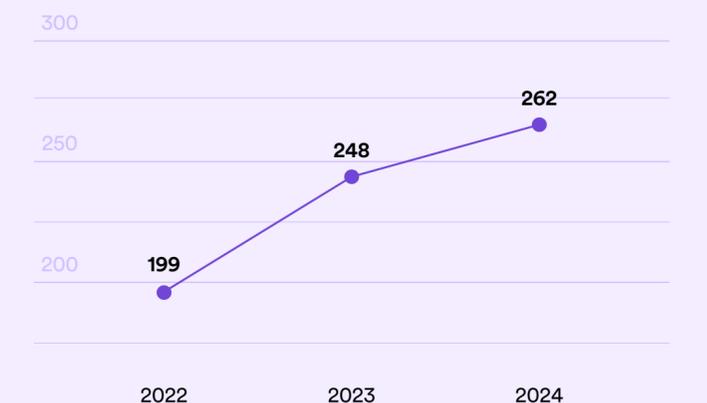
SPAIN (Millions of euros)

Personal Income Tax and Social Security	20.1
Indirect taxes (VAT)	6.1
Direct taxes (IS)	0
TOTAL	26.2

HISTORICAL TAX CONTRIBUTION (Millions of euros)



NET SALES (Millions of euros)



Materiality: listening to understand, consulting to refocus

To identify the sustainability issues most relevant to both Cabify and our stakeholders, we conducted a comprehensive materiality analysis in 2021. This process led to the creation of our Sustainable Business Strategy 2022–2025, focused on generating a positive impact on both society and the environment.

1. Identification of standards

We followed the guidelines of key sustainability methodologies and frameworks, including the Sustainability Accounting Standards Board (SASB), the Global Reporting Initiative (GRI), and the European Financial Reporting Advisory Group (EFRAG). We placed special emphasis on applying an impact-based approach that considered two key dimensions: how sustainability issues affect our business, and how our business affects people and the environment. We also considered the dual nature of our activity, operating within both the technology and transportation sectors.

2. Defining our stakeholders

We identified the key groups with whom we interact in order to better understand their sustainability expectations, needs, and emerging trends.

3. Analyzing Cabify's external impact

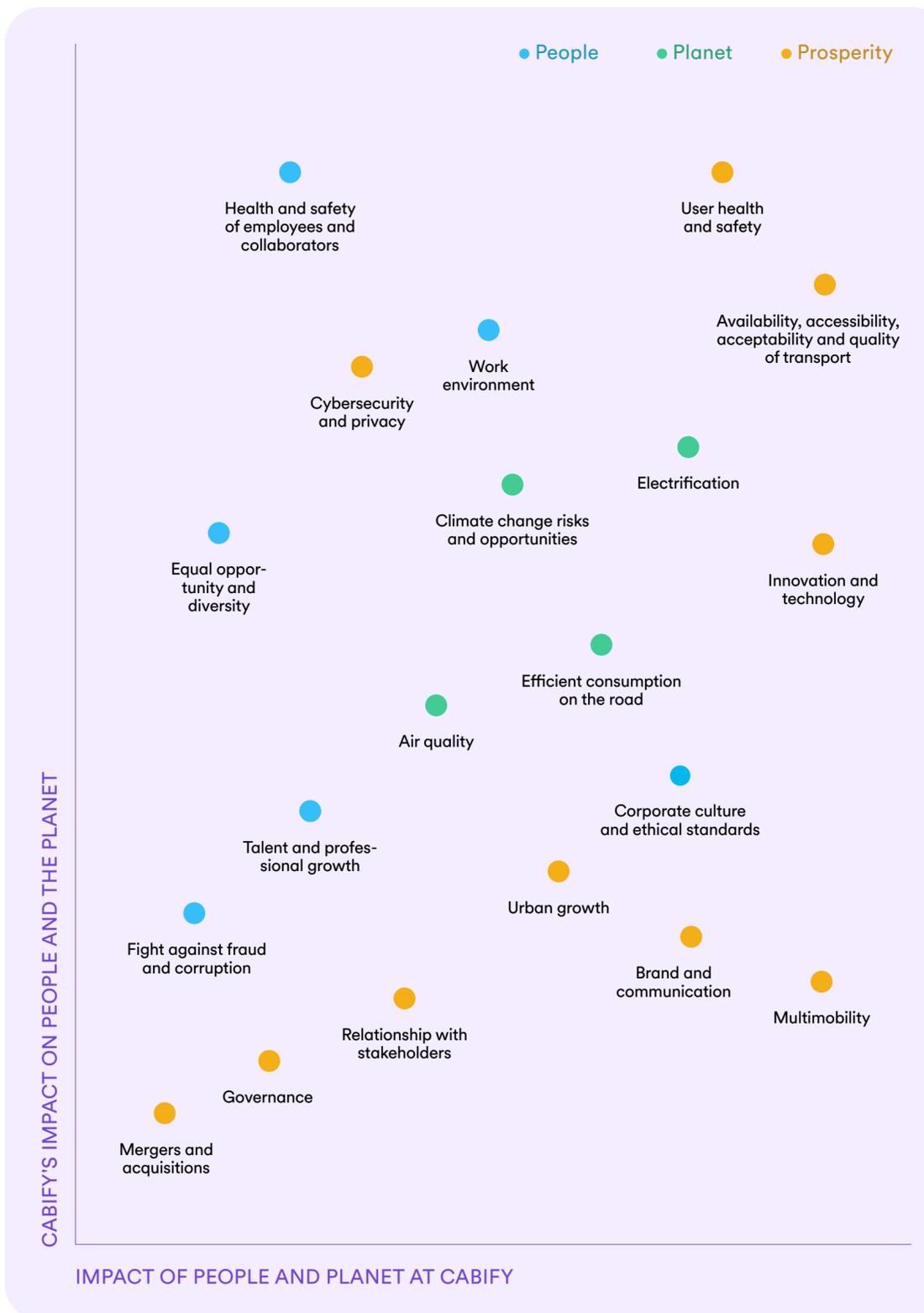
We reviewed 32,066 responses from stakeholders to assess the areas where Cabify has the greatest social and environmental impact. In the final results, we weighted each stakeholder group's input to more accurately reflect their relevance and influence.

4. Analyzing external impact on Cabify

We consulted those who know our company best: the people who make up Cabify. As with the previous step, we applied a weighting to the sources consulted to ensure the results offered an accurate representation of reality.

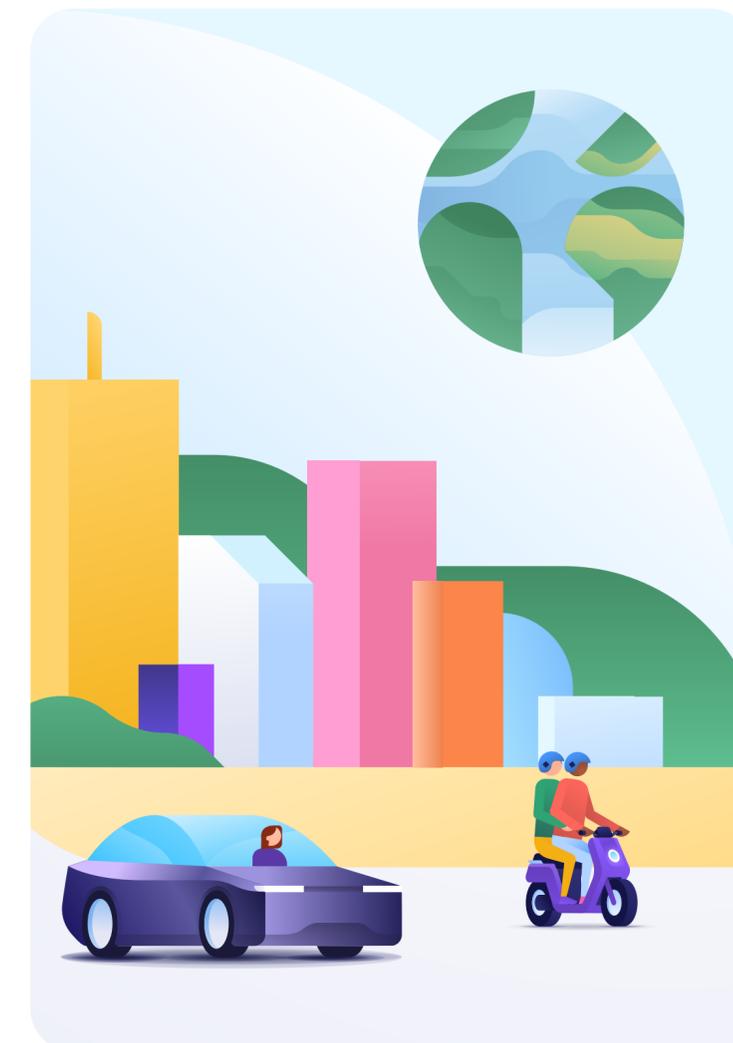
5. Materiality matrix

We developed a materiality matrix that reflects both Cabify's impact on the external world and the external world's impact on Cabify. This process resulted in the identification of 20 prioritized material topics. The materiality analysis was completed at the end of 2021 and was designed to align with the timeframe of Cabify's current Sustainable Business Strategy, covering the period from 2022 to 2025.



New course: Double Materiality

In 2025, in response to the requirements of the Corporate Sustainability Reporting Directive (CSRD), we will conduct a dual materiality analysis that will allow us to update and strengthen our strategy, ensuring that our actions respond to current and future sustainability challenges.



Sustainable Business Strategy 22-25: pillars and objectives

Our sustainability efforts and objectives take shape in the Sustainable Business Strategy 22-25. To create it, we followed the results of our materiality analysis and the current context. The entire Cabify team participates in this process.

SUSTAINABILITY POLICY

Cabify's Sustainability Policy establishes the principles, commitments and general framework assumed by the company to link the exercise of its activity to sustainable development and the requirements of its stakeholders. In it, for example, we adopted a commitment to ensure compliance with the United Nations Guiding Principles on Business and Human Rights.

This policy forms the reference framework for the integration of environmental, social and governance (ESG) issues in all of Cabify's processes, including decision-making, product and service development, or the fulfillment of the objectives of our Sustainable Business Strategy.

Why is risk management important in our strategy?

Every activity has risks associated with it. Cabify's as well. Risk management is an essential component of our sustainability strategy in order not to deviate from our objectives, to be able to manage risks effectively, and even to anticipate potential challenges. We work with a proactive and comprehensive approach and are oriented to identify, evaluate and mitigate those risks that could impact our operations, the environment and the communities in which we are present. In short, on our reputation.

Our risk management strategy is based on a continuous monitoring system. Through data analysis, the implementation of preventive and corrective measures or the activation of mitigation protocols, we ensure regulatory compliance in all our operations, align our decisions and processes with sustainability standards, and promote an organizational culture focused on responsibility and ethics.

PROSPERITY

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



- Mergers and acquisitions
- Governance
- Multimobility
- Urban growth
- Availability, accessibility, acceptability and quality of transport
- User health and safety
- Offer at least 4 sustainable mobility alternatives in Cabify's app by 2025.
- 25% of the team participates in volunteer actions by 2025.
- To reach 750,000 people positively impacted annually through our services with a social component and/or social initiatives in local communities.
- 40 million euros of investment in R&D&I from 2022 to 2025.

PEOPLE

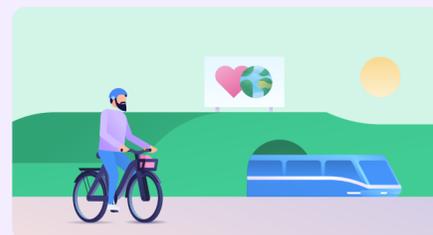
To take care of what surrounds us, the first thing to do is to take care of our own: the people who make Cabify move.



- Corporate culture and ethical standards
- Fight against fraud and corruption
- Work environment
- Equal opportunity and diversity
- Health and safety of the people who make Cabify possible
- Talent and professional growth
- 100% of the workforce sensitized to sustainability and ethics by 2025.
- 75% of suppliers accept our supplier code of conduct by 2025.
- Workforce gender diversity between 40-50% by 2025.
- Facilitate access to the labor market for 100,000 people belonging to social segments with greater employability difficulties by 2025.

PLANET

Taking care of our home is paramount. Therefore, we take into account the impact of our decisions on the planet.



- Air quality
- Efficient consumption on the road
- Electrification
- Climate change risks and opportunities
- 100% of our office electricity will come from renewable sources by 2025.
- 100% of trips with Cabify in electric or decarbonized vehicles by 2025 in Spain and 2030 in Latin America.

By talking (and listening), we understand people.

Since 2011, at Cabify we have been working in Spain and Latin America with the goal of transforming cities into better places to live through mobility. It is precisely mobility that allows people to connect more meaningfully when they are close to one another. That is why at Cabify we created Tech Mobility and integrated it into cities, making them more sustainable, accessible, and human.

CLOSE TO OUR COMMUNITIES

It is logical that in order to transform cities into better living spaces we need to understand what the people who live in them want to achieve. It is for that reason that at Cabify we firmly believe in dialogue with our communities and stakeholders as a necessary tool to be true to our purpose.

With this objective in mind, we work with consistency and humility with our team, with the millions of people who want to move and who are not stopped by anything, with the companies that trust us to move around the city or with those who get behind the wheel of the car that give wheels to our day to day life, to understand their concerns and needs and the impact we have on them. And so, with determination and courage, we can all work together to achieve a more sustainable, accessible and humane mobility.

GROUP OF INTEREST							
	WORKFORCE	PEOPLE WHO DRIVE USING THE APP <small>(Individuals, cab drivers or fleets)</small>	PEOPLE WHO USE THE APP SEND ITEMS <small>(Individuals or companies)</small>	SOCIETY	INVESTORS, FINANCIERS AND ANALYSTS	REGULATORS AND SUPERVISORS	SUPPLIERS
COMMUNICATION CHANNEL	<ul style="list-style-type: none">  All Hands (our global meetings)  Email  Explore (our intranet)  Surveys  Slack  Zoom 	<ul style="list-style-type: none">  App  Telephone (SMS, WhatsApp, calls)  Email  Surveys  Web  Office support  RRSS  Interviews  Focus groups 	<ul style="list-style-type: none">  App  Telephone (SMS, WhatsApp, calls)  Email  Surveys  Web  Office support  RRSS  Interviews  Focus groups 	<ul style="list-style-type: none">  App  Campaigns  Social networks  Web 	<ul style="list-style-type: none">  Email  Face-to-face meetings and videoconferences  Phone 	<ul style="list-style-type: none">  Collaboration with local and international business associations  Meetings with Public Administrations (Public Companies and Parliaments) 	<ul style="list-style-type: none">  Email  Face-to-face meetings and videoconferences  Phone



1. Planet

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Planet - Achievements 2024

Measure



We verified our carbon footprint

in accordance with the GHG Protocol and ISO 14064-1:2018



We registered our 2023 carbon footprint with MITECO

because we value transparency



Reduce



94% of km traveled in Spain were in electric or hybrid vehicles

Fleet emissions index

Spain

-12% vs 2022, our baseline year

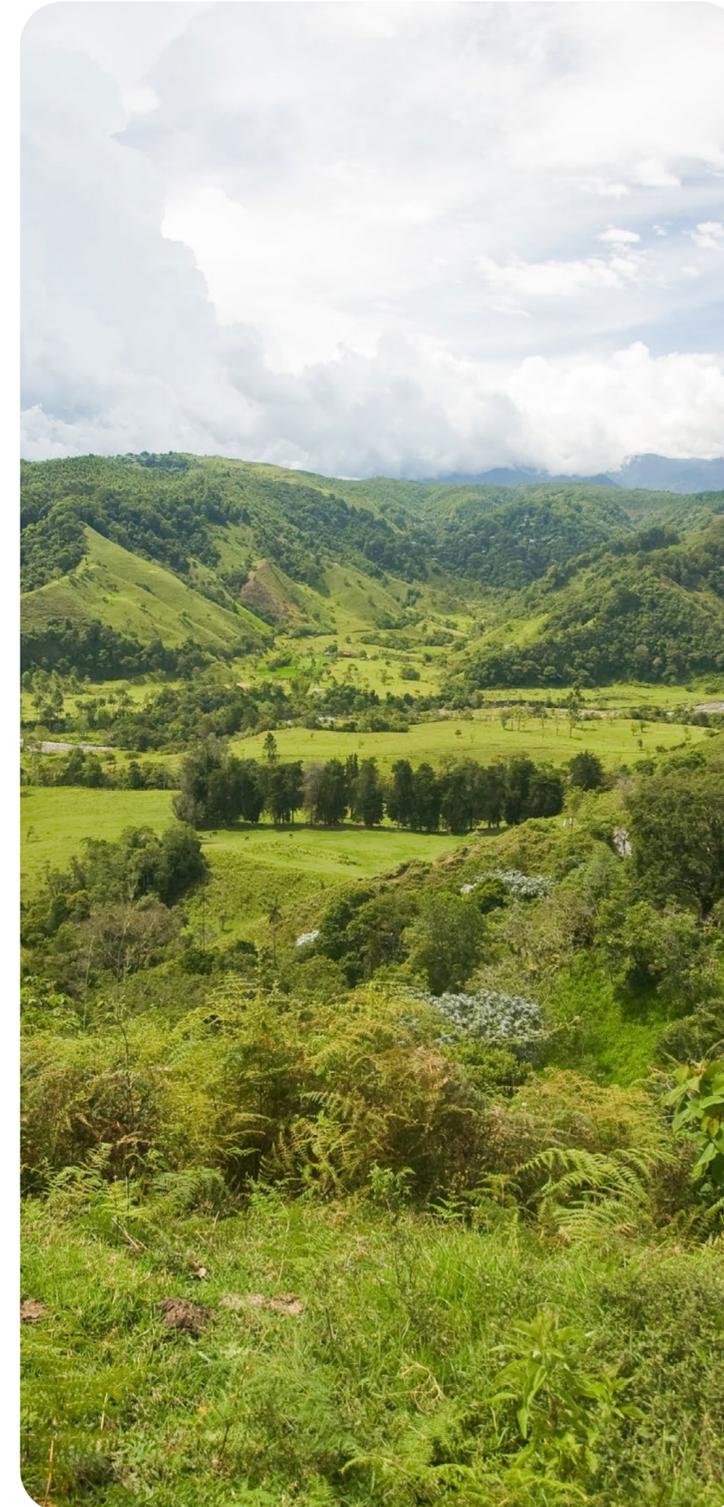
Our CO₂ footprint per km is **51%** lower than the average for the Spanish vehicle fleet¹⁸

Latin America

-0.4% vs 2022

3,982 tnCO₂e avoided

1. We optimize journeys through technological innovation
2. We generate fewer emissions thanks to the decarbonization of our fleet
3. We provide electric micromobility solutions in Spain



Offset

We're carbon neutral



The only company in the sector to offset and verify 100% of its emissions in accordance with PAS2060



125,544 tnCO₂e offset

= CO₂ absorbed in one year by a 462 km² forest

All-in against climate change

Keeping our feet on the ground means thinking about the effect that every step we take has on the earth. We know that, as a company and as citizens, we owe a debt to the planet. That is why we are aware of the impact we have on it, work to minimize it and look beyond it to protect our environment.

CLIMATE CRISIS: WHERE ARE WE?

The European Union has set an ambitious goal: to reduce greenhouse gas emissions from transport by 90% by 2050, compared to 1990 levels. But little progress has been made toward achieving that goal.

Data from the European Environment Agency (EEA) shows that transport is the only major economic sector in the EU where greenhouse gas emissions have increased over the past 30 years.

This trend is confirmed globally by the International Energy Agency (IEA), which estimates that transport emissions grew at an average annual rate of 1.7% between 1990 and 2022, faster than any other end-use sector. It is also confirmed by Spain's Ministry for the Ecological Transition and the Demographic Challenge (MITECO), which reports that transport is one of the main sectors where emissions increased, with a rise of 5.8% compared to 2021. Of this increase, road transport was responsible for 4.2%.

Transport has become more efficient in recent years. Today, many cars, trucks, ships, and airplanes generate less carbon dioxide per kilometer thanks to more advanced engines and the partial use of biofuels. However, these improvements have not been enough to offset the sector's overall growth. According to estimates from the International Energy Agency (IEA), transport still depends on petroleum products for more than 90% of its final energy use, a reduction of just 3.5 percentage points since the early 1970s. We travel more, move larger volumes of goods, and take more flights for both business and leisure. As a result, total transport emissions continue to rise.

Currently, transport is responsible for nearly one-quarter of total greenhouse gas emissions in the EU. Within this sector, almost 75% of emissions come from road transport, and more than half of those are from passenger cars.

Reducing the environmental impact of passenger and freight transport, including decarbonization, is a major challenge. Digitalization has the potential to make mobility systems more sustainable and to encourage positive behavioral change, fair business models, and the optimization of the entire system.

Although cities contribute significantly to climate change due to their rapid growth and high emissions, they are also spaces for innovation and solutions. In fact, urban areas offer great opportunities to implement sustainable practices and reduce greenhouse gas emissions.

At Cabify, we believe in this potential. Our Sustainable Business Strategy is based on three pillars: People, Prosperity, and Planet, and it serves as the guiding framework for all our actions. It has been approved by our governing and management bodies and is implemented across all teams to keep everyone aligned with our sustainability goals and working together toward them.

We are a Tech Mobility company that aims to transform cities into better places to live through mobility. We develop technology by and for people, seeking to improve how citizens, businesses, and professional drivers connect, while staying committed to sustainability, safety, and quality. Cabify is included in the EU benchmark indices aligned with the Paris Agreement.



Globally, urban areas are responsible for about 60% of GHG emissions¹⁹

Transportation accounted for 15% of GHG emissions worldwide²⁰

Of which 11% corresponds to road transportation.

The sector with the highest level of GHG emissions in Spain is transportation, with 32.6%²¹

Road transport alone accounts for 30.1% of total emissions.

The main source of GHG emissions in Latin America and the Caribbean is transportation, which accounts for almost 39% of total GHG emissions²²

With 36% coming from road transportation.²³

Destination: zero emissions

We want to lead the decarbonization of transportation in the Tech Mobility sector. At Cabify, we understand the fight against climate change as a global issue in which we are all stakeholders, so that co-responsibility and joining forces is the only way forward.

For these reasons, we have drawn up a plan whose objectives are that 100% of trips with Cabify will be made in decarbonized vehicles by 2030, and that 100% of the electricity in all our offices will come from renewable sources by 2025.

The Science-Based Targets Initiative (SBTi) has validated our goals for reducing greenhouse gas emissions. At Cabify, we have set out major changes, taking 2019 as a benchmark: to decrease scope 1 and 2 GHG emissions by 96% by 2030, to move from 0% to 100% renewable electricity by 2025, and to reduce scope 3 GHG emissions by 90% by 2030. On the road to a more sustainable future, our commitment is unwavering.

Our efforts are primarily aimed at reducing emissions, although since 2018 we have been offsetting 100% of the emissions that we are not able to avoid, making us the first and only app in the sector in Europe and Latin America to do so.

All of this is reflected in our [Sustainability Policy](#), led by the Stakeholder Relations area and approved by the C-Level in 2024, whose objective is to establish the principles, commitments and general framework of action that Cabify assumes to link the exercise of its activity to sustainable development and the requirements of its stakeholders.

It is applicable and mandatory for the entire workforce and for all persons holding managerial positions in any of the territories in which Cabify is present.

The major milestones of our journey

2011

- Cabify is born with the mission to make cities better places to live.

2018

- We are carbon neutral. We became the first and only app in our sector to offset 100% of its carbon footprint.
- We adhere to the UN Global Compact.

2019

- Destination: zero carbon. We make public our commitment to decarbonization by 2025 in Spain and 2030 in Latin America.

2020

- We create carbon offset certificates for corporate clients.

2021

- We commit to the Science Based Targets initiative (SBTi).
- 100% renewable energy in the Madrid offices.

2022

- Zero-carbon takeoff. We received a loan from the EIB -European Investment Bank- to incorporate 1,400 electric vehicles in the coming years.
- Launch of the ECO category in Spain.
- Transparency: we register our carbon footprint with the Spanish Climate Change Office.

2023

- SBTi validates our decarbonization objectives.
- The first electric vehicles from the EIB loan arrive and we facilitate access to 100% renewable public recharging with Iberdrola.
- We are making progress with our alliances in Latin America.

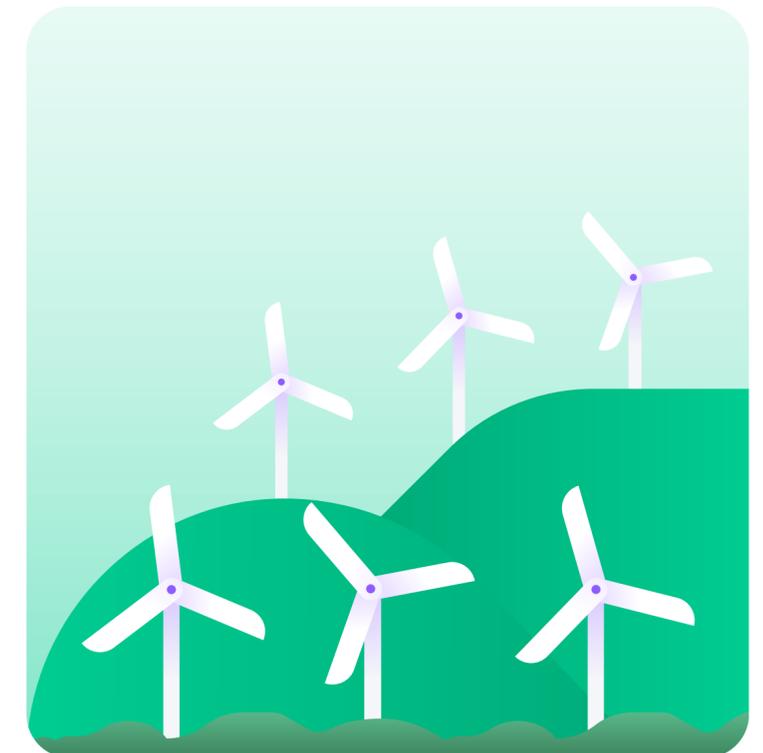
2024

- You are in the perfect place to find out!

Cabify Target 2030: 100% of trips in decarbonized vehicles

1st company in the sector validated by SBTi!

In 2023, the Science Based Target initiative validated our decarbonization targets, indicating that they are consistent with the requirements of the Paris Agreement, whose main objective is to limit global temperature increase to below 2°C above pre-industrial levels.



Measures to reduce our footprint

There is nothing more important in the fight against climate change than reducing carbon emissions. In mobility, the focus is on making vehicles more efficient in their travels and on the transition to zero or less polluting technologies.

99% of Cabify's carbon footprint is Scope 3, so we focus our efforts on three areas: technological innovation, low-carbon mobility alternatives and decarbonization of the collaborating fleet.

TECHNOLOGICAL INNOVATION

Using technology, we optimize routes so that vehicles travel as few kilometers as possible without people on board and so that the people behind the wheel get the best value for money.

Every year we introduce advances to reduce empty kilometers. Our advanced management systems saved 1.4 million kilometers per month with a consequent lower fuel consumption, which in turn avoids the emission of 2,320 tnCO₂e each year.

The year 2024 has highlighted these new initiatives:

- For the first time, we were able to estimate with a high degree of certainty the idling times that a vehicle can expect on each street in the city in which it operates. We began integrating this information into our pricing and trip allocation systems to optimize travel. This allows us to encourage vehicles to drive to high-demand areas, where they are more likely to find a new route quickly or even chain trips consecutively. In this way, we continue to move towards greater efficiency and vehicle occupancy.
- With the new "wait and save" system, people who need to move have the option of getting a vehicle within 15 minutes at a reduced price. This increase in the time interval for searching and assigning vehicles allows us to guarantee shorter pickups, a greater number of linked trips, optimize the effective occupancy of vehicles and, consequently, increase the efficiency of our platform. Despite the fact that more than 90% of rides are assigned in less than a minute, Cabify is no longer just a platform of immediacy.

LOW-CARBON MOBILITY ALTERNATIVES

Micromobility is an excellent alternative for certain trips and is gaining in popularity day by day. For this reason, in Spain we offer the possibility of moving around with Cabify electric motorcycles, and we have agreements with third parties to integrate other options, such as Cooltra electric motorcycles. In addition, we promote carsharing with Wible.

By sharing 100% electric motorcycles in Spain, we have avoided the emission of 259 tnCO₂e.

DECARBONIZATION OF THE COLLABORATING FLEET

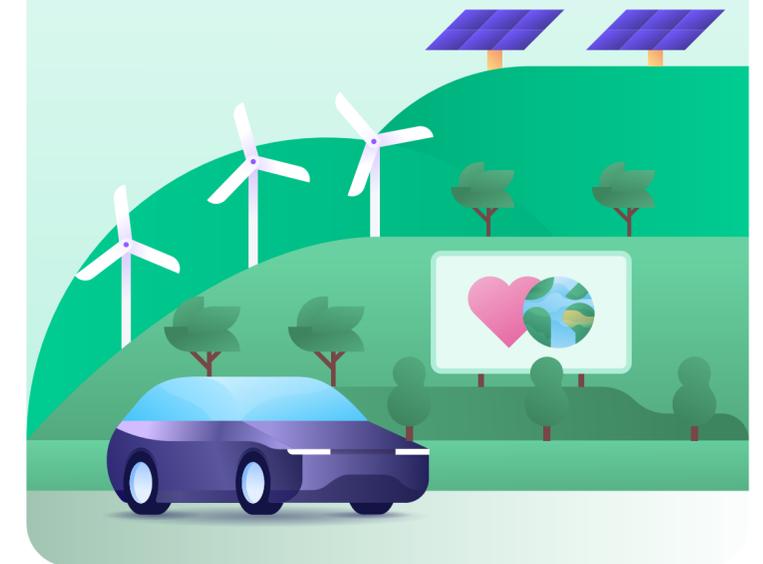
We work hand in hand with the people who use the Cabify app to drive with the goal that all trips made through our platform will be zero carbon by 2025 in Spain and by 2030 in Latin America. And we are accelerating this fleet transition to electric vehicles through partnerships and commercial agreements.

Every year, we celebrate new developments. The CO₂ emissions index (gCO₂e/km) of people trips and parcel deliveries in trips made with the Cabify app is the most representative indicator of the evolution of our commitment against climate change. Thanks to our achievements in the progressive decarbonization of the fleet, we have avoided 1,270 tnCO₂e in 2024.

OTHER EFFORTS

- In our offices: the energy we consume at our headquarters (Madrid) comes from sources with a 100% renewable origin guarantee, certified by the National Markets and Competition Commission. In addition to LED lights and presence detectors for automatic switching on and off. Renewable energy has saved 133 tnCO₂e from being emitted.
- Business travel: we prioritize online meetings over face-to-face meetings, even if we are in the same city. For projects that are best worked on in person, travel is done on the basis of the mode of transportation. Proof of the efficiency of these measures is the 72% decrease in the volume of business travel compared to the previous year.
- Commuting our team to the office At Cabify, our employees receive a monthly voucher, Journeys for All, which we can use to move around the city using the sustainable mobility ecosystem offered on the platform. At the same time, we provide feedback on the service with a more refined and analytical perspective.

3,982
tnCO₂e avoided



Decarbonization of the collaborating fleet

Spain:

- 85.4 gCO₂e/km
- -12% vs. 2022, our base year.
- Our CO₂ footprint per km is 51% lower than that of the Spanish vehicle fleet²⁴

Latin America:

- 148.9 gCO₂e/km
- -0.4% vs 2022

Our successes in 2024

CHILE

We launched the Cabify Eco category during the 'Mobility with Impact' event, which included the participation of Radio Pauta's Clíma De Cambio program. Being aware that our corporate clients need partners to help them reduce their carbon footprint, we group all low-emission vehicles operating within our platform in Chile under the Cabify Eco category.

SPAIN

Incorporation of electric vehicles

In 2022 we obtained a loan from the European Investment Bank (EIB) for €40 million to support our plan to incorporate 1,400 electric cars, as well as the development of the technology and fast charging infrastructure necessary for their operation. In 2023, we incorporated 196 Tesla, Kia, Citroën and Hyundai vehicles; in 2024, there have been 240 BYD, Nissan, Kia and Polestar vehicles.

The MOVES Fleets Program recognizes our commitment to electrification

Our ambitious electrification project received the largest funding granted by this program, with an allocation of € 1,534,411.

Agreements with partners for electrification We maintained agreements with partners such as Polestar, Aways and Tesla. In the latter case, the alliance aims to promote access to electric vehicles for people who drive using Cabify's app, offering them a Wall Connector charger for private charging when they purchase a Tesla.

We facilitate access to public recharging with Iberdrola

Through a strategic agreement with Iberdrola, we facilitate access to its public recharging infrastructure for members and partner drivers. This alliance allows them to enjoy discounts of 25% at more than 2,200 100% renewable electricity recharging points throughout the country, in addition to special conditions on the price for the purchase of private recharging equipment.

Vector: 100% of recharging with renewable energy

All recharging of our own fleet, Vector, is done with green energy.

Cabify Eco

Our corporate customers in Alicante, Barcelona, Madrid, Seville and Valencia can choose to strengthen their environmental commitment and reduce their carbon footprint by moving with our category of electrified vehicles. 38% of corporate trips in Spain are made in the Cabify Eco category.

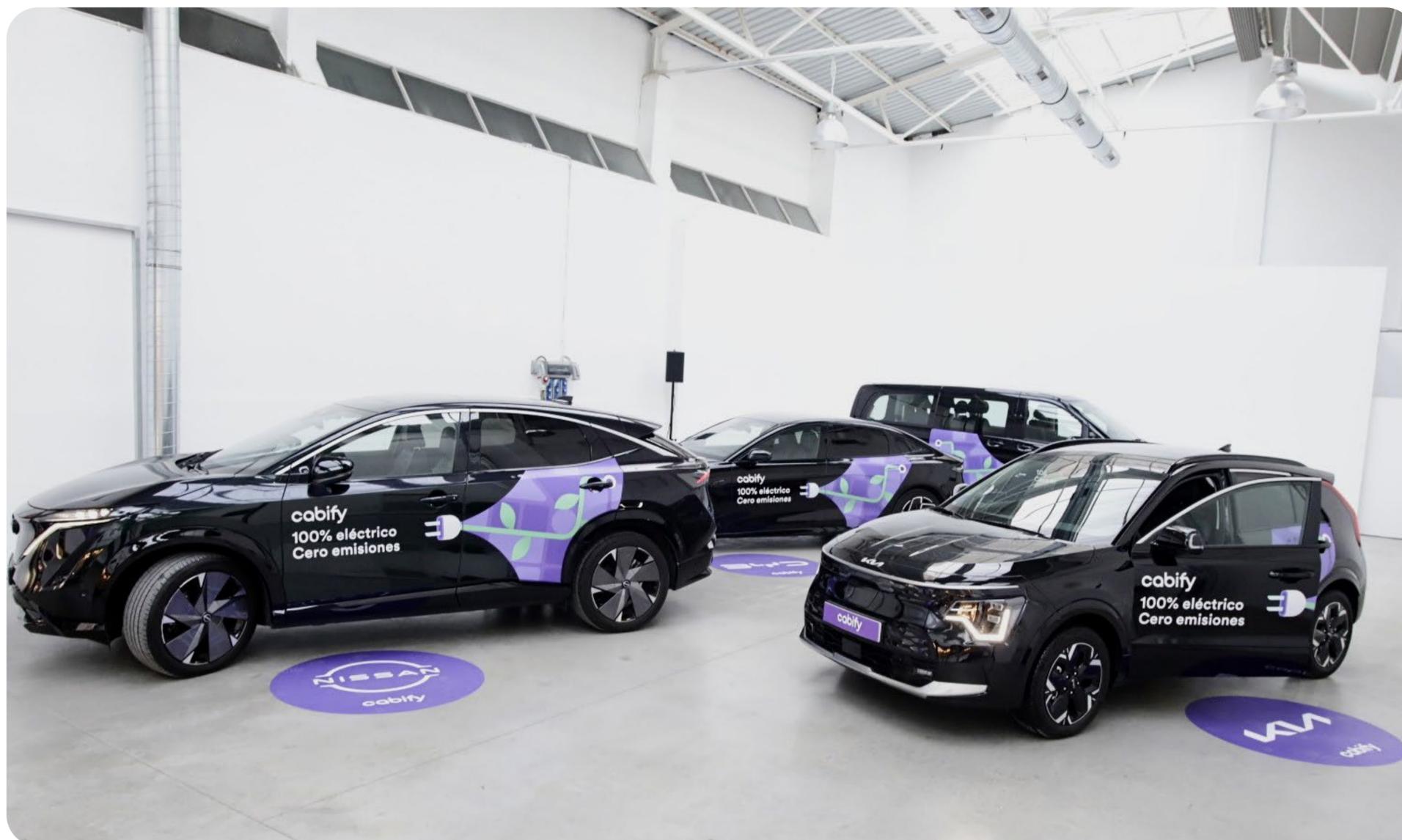
URUGUAY

Thanks to government incentives and our focus on electrification, Uruguay has consolidated its position as the country with the highest percentage of kilometers driven in electric vehicles, 23%, of all the countries in which we operate.

This year, we partnered with EVE, a charging network app, to support energy efficiency certification. As a result, individuals who have switched from a combustion vehicle to an electric one receive a bonus payment proportional to the number of kilometers driven during their first year of zero-emission travel.

94% of the kilometers driven in Spain were in electric and hybrid vehicles

The number of km covered in zero-emission vehicles grew by 234% in Spain and 61% in Latin America during 2024.



Cabify's carbon footprint and energy consumption

To reduce our emissions of polluting gases or compensate for those that we are unable to avoid, it is essential to measure what we emit. We do this on a global basis, that is, in all the countries in which we are present, applying an operational control approach.

We mapped our carbon emission sources based on the 5 principles established by GHG Protocol, selecting those emission sources in Cabify with greater representativeness, impact and contribution to climate change, especially for Scope 3, measuring and reporting carbon emissions according to the guidelines established by GHG Protocol and ISO 14064-1:2018 and with a specific external verification of such footprint.



METHODOLOGY

			tnCO ₂ E 2024		
			TOTAL	SPAIN	LATAM
SCOPE 1	Category 1: Direct GHG emissions	CO ₂ emissions from generator	0.2	0.2	
		CH ₄ emissions from generator	0.0	0.0	
		N ₂ O emissions from generator	0.0	0.0	
		Fugitive emissions from generator gases	8.8		8.8
		TOTAL GHG EMISSIONS SCOPE 1	9.0	0.2	8.8
SCOPE 2	Category 2: GHG emissions from imported energy	Office electricity consumption (market base)	0.0	0.0	
		Office electricity consumption (base location)	192.6	132.7	59.9
		TOTAL GHG EMISSIONS SCOPE 2 (MARKET BASE)	59.9	0.0	59.9
		TOTAL GHG EMISSIONS SCOPE 2 (LOCATION BASE)	192.6	132.7	59.9
SCOPE 3	C1 C5 Category 4: GHG emissions caused by products and services used by the organization.	Servers	27.3	5.8	21.5
		Water	1.0	0.2	0.7
		Waste	17.0	0.3	16.7
	C6 C7 Category 3: GHG emissions from transportation	Employee business travel	208.8	134.1	74.8
		Employee commuting to and from work	1,024.3	108.8	915.5
	C11 Category 5: Indirect GHG emissions associated with the use of the organization's products.	Cabify's partners' trips for users, users' trips on motorcycles and trips for transporting goods	124,196.4	15,253.0	108,943.4
	TOTAL GHG EMISSIONS SCOPE 3			125,474.9	15,502.3
TOTAL GHG EMISSIONS (LOCATION BASE)			125,676.5	15,635.2	110,041.3
TOTAL GEI EMISSIONS (MARKET BASE)			125,543.8	15,502.5	110,041.3

We verify our carbon footprint according to GHG Protocol and ISO 14064-1:2018

We value transparency



Registration of our carbon footprint 2023 with MITECO

Energy consumption (Kwh)

GLOBAL	Purchased from renewable sources	510.385
	Purchased from fossil sources	205.790
SPAIN	Purchased from renewable sources	510.385
	Acquired from fossil sources	750
LATAM	Purchased from fossil sources	205.040



● Global
71% Renewable energy

*Diesel: 10Kwh/l

Offsetting pays off

We are part of an exclusive group of companies: those that offset all their carbon emissions. Being the first to do so makes us proud, but our greater goal is to see more companies join this movement. Because together, we go further.

Zero Carbon is our next destination. Until we reach it, we continue to offset 100% of our carbon footprint through local initiatives.

WE ARE CARBON NEUTRAL' PROGRAM

- Since 2018, we have been the first and only company in our sector across Europe and Latin America to offset 100% of the emissions we generate.
- We offset 100% of our carbon footprint in the countries where we operate.
- We select high-value projects that follow internationally recognized standards and are certified by organizations such as the International Carbon Reduction and Offset Alliance (ICROA) or national frameworks like Spain's MITERD.
- We rely on partners who carry out due diligence processes to ensure the quality and continuity of the projects.
- We prioritize projects that deliver both environmental and social benefits, helping to combat climate change, create jobs, and improve the well-being of local communities.
- We verify our carbon neutrality through the PAS 2060 standard, ensuring rigor and transparency.

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



**First and only company
in the sector to be
carbon neutral**

Our neutrality is verified by PAS 2060

**We have offset 125.544
tnCO₂ equivalent!**



● Reduction
projects
87%

● Elimination
projects
13%

**100% of our corporate
customers receive their
carbon neutral mobility
certificate annually**

Our offsetting projects



CHILE - CABO LEONES WIND FARM

Clean energy generation in Huasco

The objective of the Cabo Leones Wind Farm is to generate renewable electric energy with wind technology in Chile. The project has a total installed capacity of 175.5 MW. The electricity generated by the project supplies the National Electric System (SEN).

The project activity increases the percentage of energy from renewable sources in Chilean grids, promoting the growth of renewable capacity and diversifying the Chilean generation mix, contributing significantly to the sustainable development of the region. Each year, it generates more than 400 GWh of renewable electricity.

This represents a very important solution, as the electricity generation mix of the SIC (Central Interconnected System) was weighted mainly towards fossil fuels.

Project verified under the Gold Standard.



COLOMBIA – A GRATEFUL PLANET WITH THE INDIGENOUS RESERVE OF LOWER RÍO GUAINÍA AND RÍO NEGRO

Reforestation and dignified employment

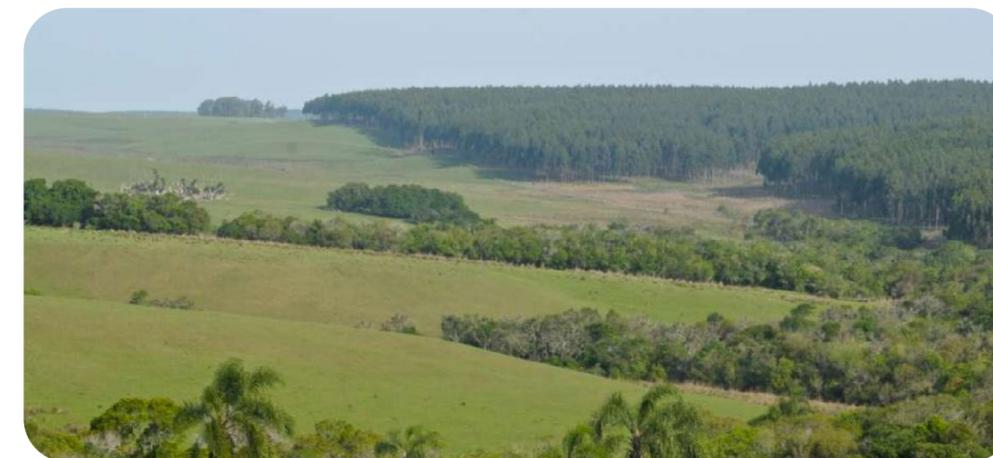
The REDD+ project “A Grateful Planet with the Indigenous Reserve of Lower Río Guainía and Río Negro” has been active since 2018, with a central goal: to combat greenhouse gas emissions caused by deforestation and forest degradation, while also generating benefits for the community.

In full alignment with our belief that this region is a vital lung for the planet, the project involves 29 communities made up of 382 families committed to preserving 465,250 hectares across the Aquió, Tomo, and Negro river basins.

With a long-term, 40-year vision, the project has enabled the reserve to access dignified employment and achieve sustainable economic growth that supports overall well-being.

Participating communities benefit from several initiatives. These include financial incentives to support a dignified life, job opportunities within the project, access to seed funding for launching productive ventures, and participation in 15 specialized programs focused on education, childcare, and technology. All of these efforts aim to improve quality of life in the region.

Project verified under the Cercarbon standard.



URUGUAY – GUANARÉ FOREST PLANTATIONS

Restoration of land degraded by extensive grazing

The project comprises a total of 21,298 hectares of land, previously dedicated to extensive cattle grazing, on which forest plantations are established to obtain high-value, long-lived timber products and to sequester large amounts of carbon dioxide from the atmosphere.

Although the main objective of the project is to counteract the consequences of grazing, its development also favors the generation of social benefits such as the creation of employment and opportunities for the communities settled in rural areas of the zone, in order to reverse the process of internal migration to large cities.

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

Project verified under the Verified Carbon Standard (VCS).

Our compensation projects



PERU - EVIO KUIÑAJI ESE EJA CUANA

Biodiversity protection and opportunity creation

Located in Madre de Dios, which is the Biodiversity Capital of Peru, the project activity helps the local community to combat accelerated forest degradation and abrupt land use change caused by the construction of the Interoceánica Sur highway, which increased immigration to the region, and the advance of illegal gold mining.

The project aims to protect the exceptional biodiversity of this strip of land, which is home to endangered species such as the black caiman, harpy eagle and giant otter, and to promote sustainable economic activities for 34 families living in its forests through the establishment of conservation agreements in the 1,800 hectares of protected land it covers.

The native communities lead this project whose main objective is to prevent the expansion of agriculture, establishing coordination and permanent alliances with institutions that carry out conservation activities in the area.

Project verified under the Verified Carbon Standard (VCS).



ARGENTINA - GENNEIA WIND PROJECTS

Clean energy generation in the provinces of Chubut, Río Negro and Buenos Aires.

The project has a total installed capacity of 247.38 MW - distributed in several wind farms in different regions of Argentina - and is connected to the Argentine Interconnection System (SADI), avoiding part of the electricity generated by the power plants connected to the grid. In this way, it will contribute to sustainability by increasing the share of renewable energies and reducing GHG emissions.

A total of 71 wind turbines guarantee the generation of 1,094 GWh of renewable electricity per year, contributing to energy security.

Project verified under the Verified Carbon Standard (VCS).



SPAIN - GALICIA FOREST I

Forest repopulation and ecological restoration in Galicia

This reforestation project in the municipality of Avión (Ourense) aims to achieve the ecological restoration of the area, helping to mitigate the effects of climate change through carbon capture and storage.

The newly established forest area will play a key role in protecting the soil by reducing the risk of water erosion and improving soil infiltration conditions, which will increase nutrient levels for the benefit of plants and organisms in the ecosystem.

In addition, the establishment of this forest will encourage the colonization of the area by a wide variety of native plant and animal species.

The mix of species used in the repopulation, covering an intervention area of 99 hectares, will help break the horizontal continuity of tree canopies that is typical of plantations and often contributes to the spread of wildfires.

Project verified under the MITERD standard.

Circular economy to rethink the city

The circular economy in transportation is key to reducing environmental impact, optimizing the use of resources and making mobility more efficient. The benefits, in addition to economic, are environmental and social.

Within our [Sustainability Policy](#), one of our commitments and principles of action to protect the environment is to improve efficiency in the consumption of resources and incorporate circular economy principles through the responsible management of waste and products at the end of their useful life.

If mobility is shared, people would no longer depend on private vehicles. This not only reduces the need for new vehicles, but also optimizes the use and useful life of existing vehicles. That's why we bet on it at Cabify.

A private vehicle remains stationary 95% of the time, occupying streets and garages. The vehicles that move through Cabify -from its fleet or from third parties connected to the app- are on the road and busy 60-70% of the time, replacing multiple private vehicles. We are also reducing our carbon footprint per kilometer driven, thanks to our commitment to electrification.

TOWARDS A CIRCULAR OFFICE MODEL

We have launched a new community in all our offices that allows the Cabify team to sell, buy or donate products. In this way, we promote a more responsible and collaborative consumption culture.

In addition, our "There is a plan C" guide shows us the steps to follow in our offices to try to reduce the use of paper, cups, cutlery and to sort waste correctly for recycling.

In Spain, Acicla is the company that manages our waste, taking care of its collection, sorting and destruction, both hazardous and non-hazardous. The material is sent to authorized waste managers subject to ISO 9001 and ISO 14001 standards, where it is treated in accordance with current Waste Management legislation.²⁵

The restaurant at the Madrid offices is managed by the Fundación Juan XXIII, The restaurant at the Madrid offices is managed by the Juan XXIII Foundation, which has its own food waste reuse measures.

Since our business model is based on offering technology for mobility, it has been determined that the consumption of raw materials is not material for our company, as our activity does not depend significantly on these resources.



We save 1.4 million empty kilometers per month

thanks to our advanced management systems.

Waste

(KG of non-hazardous waste)

- Landfill
- Recycling

SPAIN

45 KG

14,178 KG

LATAM

6,068 KG

Water

(M³ water consumed in offices)

SPAIN

1,404 m³

LATAM

4,133 m³

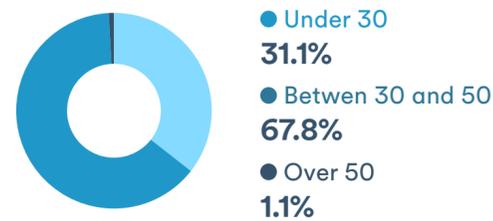
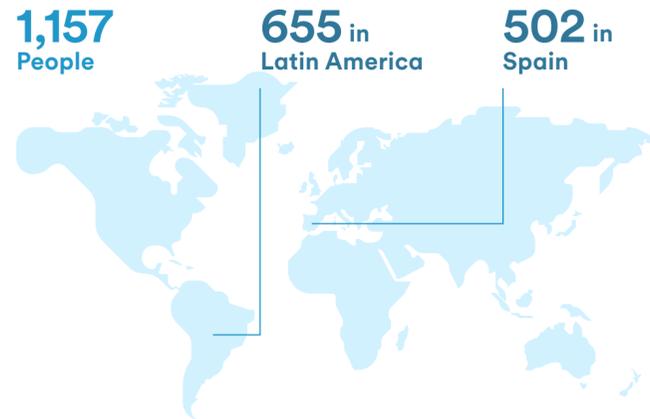
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People - Achievements 2024

Cabify Team



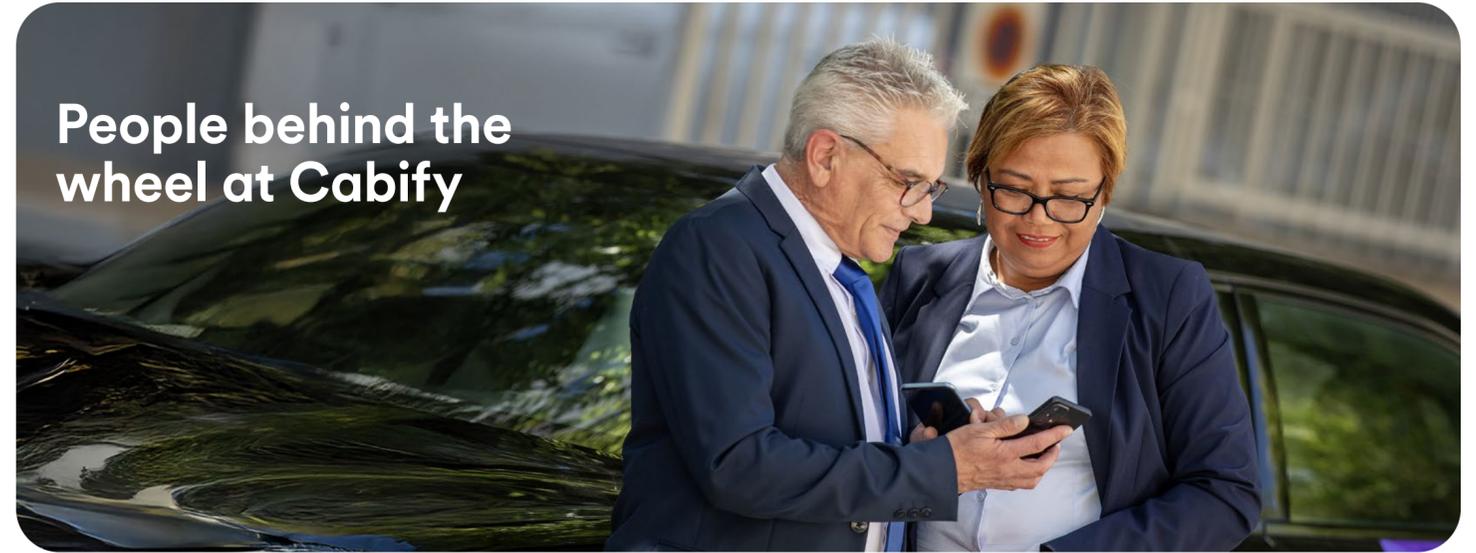
+10,500 hours invested in training

Certification
TOP DIVERSITY COMPANY



88% of the team took part in performance evaluations focused on their professional growth

People behind the wheel at Cabify



Sustainable Business Strategy Goal 22-25: Facilitate access to the job market for 100,000 people from social groups facing greater barriers to employment.

Target met

2022-2024

+190,000 people

2024

+129,000 people

46.8% belong to these groups

+38% female drivers vs 2023

Improving their experience every day

7.6/10 Cabify Stars satisfaction rate among users who surpass the Bronze level in our loyalty program

88% feeling safe while driving with Cabify²⁶



This is how our team moves

Cabify is what it is because of its people. People working together for the purpose of improving cities. And when you work towards such an inspiring goal, everything falls into place. This is our way of doing things.

More than 1,100 people work every day to achieve a very ambitious challenge, because at Cabify we are brave. But this is only possible if we are united by the same values, and at Cabify this is the case because we are consistent with our principles. With this foundation, no matter what obstacles we encounter, we will find a way to move forward, because we are unstoppable. However, we understand that, in order to move forward, we must first listen to the environment, because we are humble. And that listening starts with the people who make up our own workforce.

Our guiding principles



HUMILIES:
TO MOVE FORWARD,
LISTEN



COHERENT:
THAT'S HOW WE THINK,
THAT'S HOW WE ACT



BRAVE:
DARE TO GO FURTHER



UNSTOPPABLE:
YOUR ENERGY MOVES
MOUNTAINS

COLLABORATIVE AND EFFECTIVE WORK

As we know that collaboration stimulates productivity and efficiency and improves the relationship between people in the team, we are committed to it as a pillar to advance towards our purpose. We work in a participatory environment where ideas are welcome and we are invited to propose, give our opinion and share our talent and skills. And we are always accompanied so that we all walk together.

The Cabify team accompaniment model is based on the generation of bonds of trust, constant care and a deep knowledge of the business. Through a personalized and recurrent coach, the People Business Partner is in charge of ensuring that the needs of each of the team members are met, guaranteeing their daily development and support.

To help achieve this, we ask teams about different aspects of our human resources management to find out if we are meeting their expectations and to learn about all perceptions. We have formal mechanisms for active listening such as the eNPS²⁷, a tool that measures the degree of satisfaction and allows us to identify areas for improvement at the labor level, as well as strategic aspects for the company. Because at Cabify we are a company of people and we understand that every person adds up.

The continuous and direct accompaniment of each person takes the form of 1:1 meetings, group and telematic, and is complemented weekly through the Naited pulse platform and quarterly with the eNPS. In addition, People Business Partners hold monthly meetings with the managers of the different teams they support, and at least one meeting per quarter with each employee.

The data collected is available to the CEO and Top Management at all times. The results obtained from the answers given by employees through the formal collaboration tools eNPS and Pulse are delivered every quarter to both management and the People team, to whom the concerns, inputs and conclusions arising from the meetings that each team manager holds every six months with his or her People Business Partner are also passed on.

Maintaining active listening and fluid communication between the company and the people who work in it allows us to implement initiatives that improve the work environment and ensure mutual trust.

Global policies

Given that we seek to fulfill our commitments and objectives, and that Cabify is distinguished by its good practices, we have global policies that ensure the correct development of our activity.

- [Anti-Corruption and Fraud Policy](#)
- [Diversity, Equity and Inclusion Policy](#)
- [Conflicts of Interest Policy](#)
- [Data Protection and Cybersecurity Policy](#)
- [Health and Safety Policy](#)
- [Sustainability Policy](#)
- [Quality Policy](#)
- [Digital Disconnection Policy](#)
- [National and international mobility policy: Relocation package](#)
- [Internal Movement Policy](#)
- [Stock Option Plan Policy](#)
- [Salary Review Policy](#)

All Cabify policies are hosted on Explora, our Intranet, a channel that we also use to inform the entire workforce of any updates to these policies, and are also available for consultation and download [on our website](#).

eNPS: active listening

Q1	Q2	Q3	Q4	Average 2024
35.11	36.09	41.2	42.7	38.77

Taking care of ourselves to care for others

Because we want to have the best team, our priority is to offer quality, stable jobs. It is not enough to find talent; retaining it is key. That is why we continuously improve our benefits and flexibility.

DIGITAL DISCONNECTION POLICY

Since 2022, this policy formally recognizes our team's right to disconnect from work-related digital communications and sets out the necessary mechanisms for effective implementation. Measures include limiting the use of digital tools and exposure to constant connectivity, respecting working hours and rest periods, improving time management, and taking health precautions. These actions contribute to greater workplace well-being by reducing fatigue and stress, while also having a positive impact on the work environment, job quality, and care for the people who work at Cabify.

This policy complies with legal requirements in Spain, including the LOPDGDD, the Workers' Statute, and the Remote Work Law. It also applies to our entire team in Latin America, regardless of whether their work is performed in person or remotely.

WORK ORGANIZATION AND SCHEDULING POLICY

One of our top priorities in Spain is to offer flexible working hours and as much freedom as possible to help our team balance work and personal life. This policy allows each employee to plan their schedule and workflow in coordination with their direct manager. If they meet their objectives, show commitment, and maintain productivity, they have our full support and trust.

Collective bargaining and social dialogue

At Cabify, we do not currently have formal employee representation, but we are committed to matching or exceeding the minimum standards set by applicable collective agreements for all employees in the countries where we operate. In Spain, 100 percent of employment relationships are governed by the collective agreements specific to each sector and province, depending on the activity performed. During 2021 and 2022, we negotiated our current Equality Plan with Spain's most representative unions (CCOO and UGT). We will do so again when negotiating the Equality Plan for the LGTBIQA+ community.

Advantages for a better life

Team is no coincidence. Workplace well-being and motivation are the result of many factors, including the benefits we enjoy. Here are just a few of them.



RECHARGE DAY

On the third Friday of every month our computers are shut down and all our offices are plunged into absolute silence so that we can enjoy a longer weekend.



HYBRID MODEL

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



JOURNEYS FOR ALL

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

SPAIN

- Remote from home 6 weeks/year.
- Flexible compensation program (restaurant vouchers, childcare, transportation, etc.).
- Early Friday and intensive workday for a month during the summer.

COLOMBIA

- 7 extra vacation days (including Transnational Colombia).
- Early Friday.

ARGENTINA

- Advance of up to 50% of base salary.
- Loan up to base salary.

PERU

- Loan up to base salary.
- Early Friday.

CHILE

- Advance of up to 50% of base salary.
- Loan up to base salary.
- Early Friday.

URUGUAY

- Discounts and promotions in local companies.

Work-life balance and family

We want our team to enjoy their work as much as their family, and that is why we offer them a range of facilities. At Cabify we have always been committed to an effective work-life balance.

CO-RESPONSIBILITY POLICY

To favor the balanced distribution of household chores and family responsibilities, promoting a more equitable society in which women and men can fairly distribute their time in life and reach their maximum potential at work and personal levels. And we made it happen by adopting this policy in 2023.

CHILDBIRTH AND CHILD CARE LEAVE

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

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

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

Support for work-life balance

We remain strongly committed to helping our team balance their personal and family lives. Parents on our team are offered flexible working hours after their parental leave to help them manage family responsibilities. This measure is complemented by additional policies implemented in each country. Throughout 2024, we continued to provide this support:

SPAIN

- One additional week of parental leave.
- Half day off for your own birthday and your children's birthdays
- Detail by birth.
- Marriage leave for domestic partners, special leave for serious illness, and petspace in the office.

CHILE

- Schooling grants for sons and daughters in the amount of \$100,000 per tuition per year.
- Wage supplement in the event of maternity to equalize salary during maternity leave.
- Half day off for your own birthday and your children's birthdays
- Gift for birth of a child

PERU

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

ARGENTINA

- We improved paternity leave for fathers - the law covers two days, we extended it to eighteen - and we offer mothers the possibility to opt for reduced working hours during the first year.
- Detail by birth.
- Half day off for own birthday.

COLOMBIA

- Half day off for own and children's birthdays in Colombia and Transnational Colombia.
- At Colombia Transnational, through 'Family Day' we offer an extra day off each semester to fathers and mothers.

URUGUAY

- Half day off for own birthday.

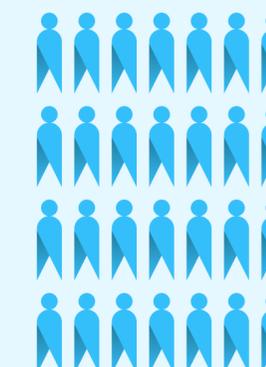
100% of our employees in Spain are entitled to parental leave

Number of parental leaves

SPAIN

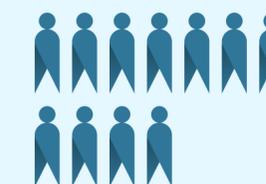
● Men

33



● Women

11



Percentage of employees who took parental leaves

SPAIN

● Men

10.2%

● Women

6.1%

● Total

8.8%

Training and professional development

Talent is essential to building a brilliant team, which is why we make sure motivation stays high. To encourage people to keep growing and pushing their limits, we have an Annual Training Plan as well as specific programs for learning, development, and performance.

EXPAT GUIDE

This guide provides useful information to help employees who relocate to another country for work at Cabify make a smooth transition. What better welcome than saving hours of online searching, for example, when looking for housing?

NATIONAL AND INTERNATIONAL MOBILITY POLICY: RELOCATION PACKAGE

This policy outlines the criteria for our team to grow professionally in other cities or countries, ensuring that every transfer is carried out in compliance with local laws and with maximum support from Cabify.

INTERNAL MOBILITY POLICY

This policy creates opportunities for team members to apply for internal openings and continue growing within the company.

PROMOTION PROCESS

Another way for team members to grow at Cabify is through internal promotions. This document defines the timelines and requirements for achieving them.

SALARY REVIEW POLICY

This policy establishes the criteria for reviewing salary bands, as well as the departments responsible for determining each employee's level and salary.

Constantly evolving

Our PAF - Annual Training Plan - establishes the tools and training programs aimed at ensuring that everyone working at Cabify is qualified to perform the duties of their position, based on their qualifications, skills and experience. In this way, we promote staff training, both in terms of performance and development, with the aim of having an impact on the company's strategic objectives. In 2024, we continue to encourage training actions to update knowledge and progress together.

Global Ride

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

Endeavor Scholarships

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

Global Compact Academy

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

Coaching

Awarded this year to 16 members of the team based on criteria of weighting and/or need, this tool allows them to develop and strengthen their skills for 3 months in order to generate a greater impact on the business from their role and area.

Scholarships for study assistance

To facilitate learning new skills and knowledge related to your current position and/or career plan, Cabify offers 5 scholarships per year of up to 4,000 USD that are allocated to interested individuals under weighting criteria.

Coursera

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

Reforge

Platform based on the exchange of information and knowledge to seek new market approaches and work methodologies that drive Cabify's growth.

EF-Twenix

Tool aimed at supporting people who, because of their role, need fluency in spoken, written and read English.

Number of training hours



Average hours of training



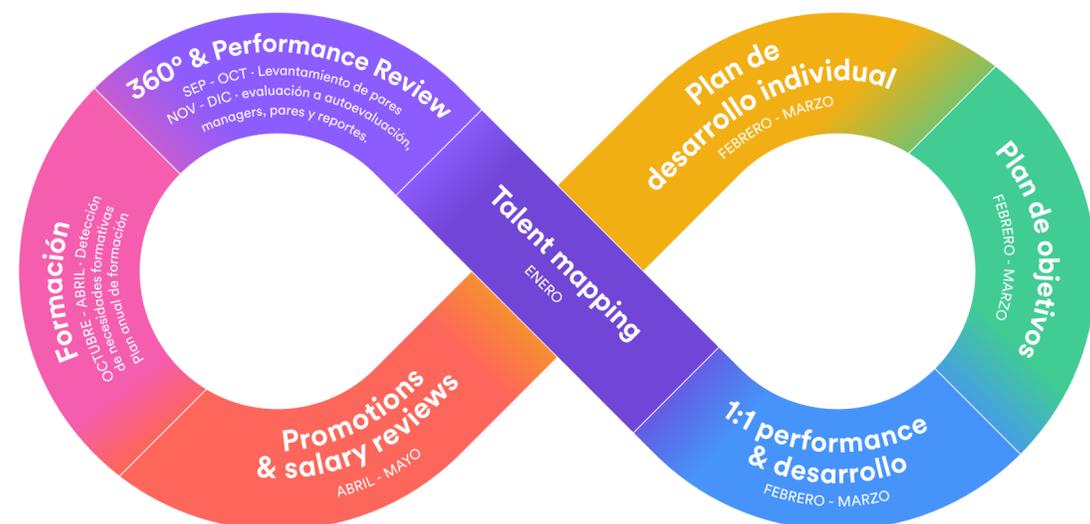
+10,500 hours dedicated to the training of our team

Talent assessment

The first step to improvement is to know what to improve. We have processes in place that focus on how each person is doing to grow their talent and potential year on year.

EMPLOYEE CYCLE

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



Performance evaluation system

A fundamental tool for managing the talent of our team and its efficiency, it is structured in two parts:

- **360 Review:** qualitative inputs or reports from the employee, your peers, that allow your manager to complete a more in-depth and objective Performance Review.
- **Performance Review:** evaluation carried out by the manager, taking into account the aforementioned inputs, to assess the degree to which the employee's activity is in line with his or her level and the details of his or her Career Plan, as well as the achievements he or she has obtained throughout the year.

Talent Mapping

This is the name of our internal talent location process, a 9-box matrix that allows us to annually evaluate the capacity and potential of each person in the team, in calibration sessions based on:

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

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

After the sessions, the employee receives a report and feedback from his or her manager; business and team expectations are aligned with action plans and individual objectives for the following year; and the foundations are laid for continuous monitoring of his or her progress.

Percentage of salaried employees who participated in performance evaluations

SPAIN

Men
89%



Women
93%



Total
91%



LATIN AMERICA

Men
84%



Women
84%



Total
84%



TOTAL

Men
87%



Women
88%



Total
88%



Diversity and inclusion

Differences make us stronger and are an engine for innovation and collective growth. This is why we have policies to protect diversity, zero tolerance for any act of discrimination or harassment, and an Equality Plan to promote gender equity.

DIVERSITY, EQUITY AND INCLUSION POLICY

In 2024 we renewed our [Diversity, Equity and Inclusion Policy](#), reinforcing our commitments to protect people's individuality, the recognition of their heterogeneity and the elimination of any exclusionary and discriminatory behavior. At Cabify, it is a fundamental pillar for the development of the labor relations we defend, based on fundamental human rights and, of course, in accordance with the local regulations of each country in which we have a presence. We consider diversity, understanding and appreciating human differences, as a value that enriches us, and it is precisely in this policy where we are committed to having an action plan for equality, non-discrimination and harassment.

Approved by the directors of C-Level, it is applicable and mandatory for all Cabify staff and guarantees the development of labor relations based on equal opportunities, non-discrimination (by gender, sexual orientation, gender identity and/or expression, racial or ethnic origin, religion or beliefs, disability and/or age, nationality, economic position or any other personal/social condition or circumstance), respect for diversity and zero tolerance of harassment.

NON-VIOLENCE POLICY

At Cabify we completely reject any type of violence, in any environment. In this document we express this rejection, and at the same time we offer information on the different ways to get help and get out of a situation of violence. In addition to publishing the policy internally, in each of our offices there are QR codes located in different physical spaces, with specific local information on the agencies that provide assistance or how to apply for assistance in each country.

HARASSMENT PREVENTION POLICY

At Cabify we reject any manifestation of harassment and offensive or violent behavior, and we believe that we are all jointly responsible for achieving safe environments based on the duty of mutual respect. This policy establishes a procedure and mechanisms for action to comprehensively and effectively address the prevention and treatment of any signs of sexual and gender-based harassment in the workplace.

Scope of application

It is valid indefinitely and applies to the entire workforce of the company, regardless of the work center to which they belong, the location from which they perform their functions or the form of contracting. It also applies, where appropriate, to those persons who, although they do not have an employment relationship with Cabify, provide services or collaborate with the organization.

Against what does it prevent?

- Sexual harassment: Verbal or physical behavior of a sexual nature that is intended to or has the effect of violating the dignity of a person, in particular when it creates an intimidating, degrading or offensive environment.
- Harassment based on gender, sexual orientation, gender identity and/or expression, racial or ethnic origin, religion or belief, disability and/or age: Behavior carried out with the objective of violating the dignity of the person, thus creating an intimidating, degrading or offensive environment.

Procedure for action

The policy establishes and describes a three-step procedure from receipt of the complaint to investigation of the facts, culminating in a final report. The idea is that each person on the team or who collaborates with us is clear not only on how to act, but also on how Cabify will proceed in this type of situation.

EQUALITY PLAN 2022 - 2026

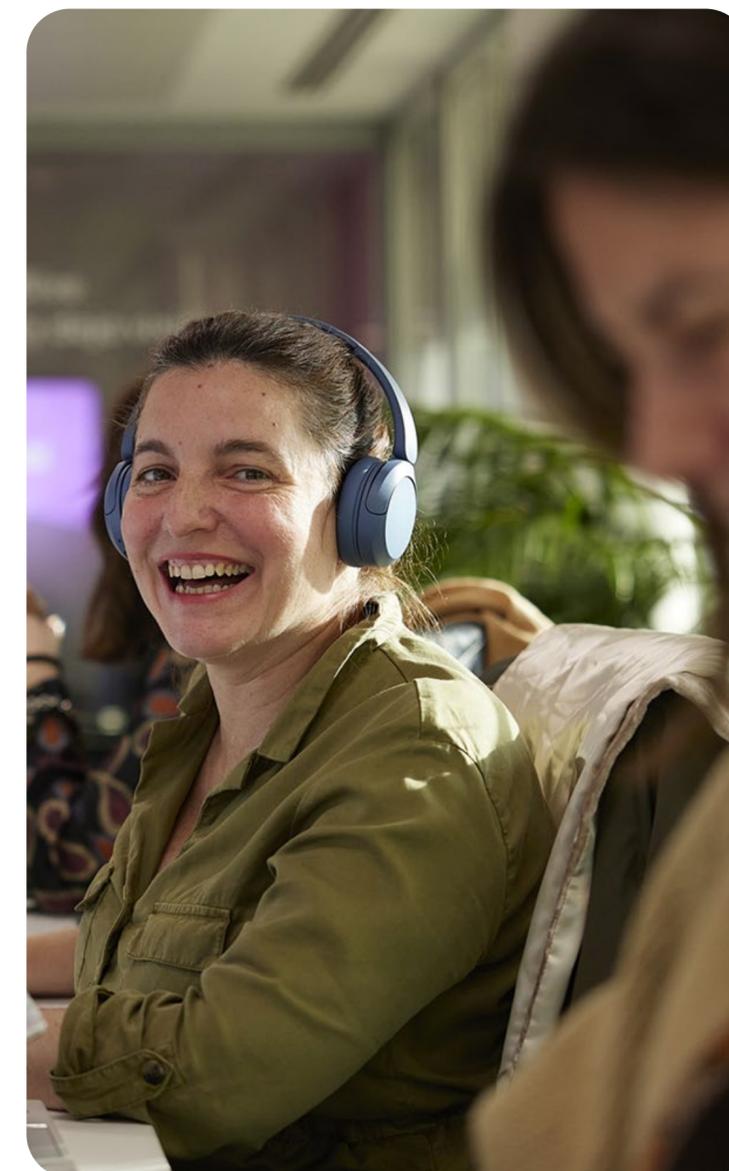
Our Equality Plan reflects criteria on equality in communication, selection, hiring, training, promotion and professional classification, remuneration, under-representation of women, co-responsible exercise of personal, family and work life rights, and prevention of sexual and gender-based harassment -prevention that we have established and developed through a protocol-; and includes action measures aimed at reinforcing the achievement of its objectives. Although the Equality Plan is a legal requirement in Spain, we analyze and, where appropriate, apply the set of measures in the Latin American countries where we are present.

BARRIER-FREE OFFICES

All our offices incorporate measures and elements to guarantee accessibility for people. For example, they are equipped with elevators equipped with voice and Braille buttons for the visually impaired or with access ramps and doors of adapted width for people with reduced mobility.

LGTBIQA+ Equality Plan

In 2024, in Spain, we started working to build the first Equality Plan for the LGTBI collective, mandatory for all companies with more than 50 employees.



Diversity Committee

Diversity not only makes us different, but also better: it enriches us and broadens our horizons. At Cabify, we have a Diversity Committee to defend its value and make visible the variety of groups and views that make up our workforce, ensuring their representation and inclusion.

Our Diversity Committee started rolling in 2021 and is a reflection of the city we envision: one in which all of our constituent communities feel represented, heard, and included in decision-making. Therefore, we reinforce our commitment to diversity, equity and inclusion by creating a space where all people and their different points of view have a place. In 2024, the Diversity Committee has continued to consolidate itself as a body with its own entity, with a budget and a team of 8 people.

One plan, five areas of action

Since 2023, we have an action plan that outlines the path to follow in terms of diversity, as we need the joint effort of the entire team to make it happen. Our plan is structured in different areas and topics that focus our attention.



CULTURE

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



GENDER EQUALITY

It works to ensure equal rights, responsibilities and opportunities for women, men, girls and boys.



DISABILITY DIVERSITY

It pursues a pluralistic world where it is valued that what makes each person different also makes him or her a unique talent.



GENERATIONAL DIVERSITY

It seeks to ensure that age is not a reason for discrimination in the workplace.



LGTBIQA+

It defends the rights of people regardless of their affective-sexual orientation, gender identity, gender expression or sexual characteristics.

Key initiatives in 2024

In the area of disability diversity and in collaboration with Fundación Once del Perro Guía (FOPG), we held an awareness day on visual impairment in our Madrid office, focusing on the challenges that urban mobility presents for people with blindness or visual impairment, and the importance of guide dog accompaniment. In addition, we conducted a session with a blind person from our team to understand the main barriers that visually impaired people face in their spatial perception or when using technology.

To promote equality and employment among women, we created a team within the Diversity Committee whose task is to propose measures to achieve real equality, and we devised a dashboard with data on the gap and representativeness, broken down by country and occupation levels in the company, which we update quarterly to monitor our progress. In addition, we celebrated the third edition of Women Tech Dating, a woman-to-woman mentoring event around professional projection in the technology sector.

Alliances for diversity

On the road to change, we travel in company. We have joined different associations and networks, acquiring commitments that help us find the best way to achieve our purpose.



GENERATES

An initiative that offers training and research tools to successfully manage generational diversity.



RED ECDI

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



DIVERSITY FOUNDATION

It certifies that we comply with current regulations on equal opportunities and non-discrimination, a commitment we have made by signing and assuming the 10 principles of its Diversity Charter.



WEPS

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



EMIDIS

We strengthened our position in support of LGTBQIA+ equality, thanks to their guidance and a joint assessment of our related policies.



RED!

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

TOP DIVERSITY COMPANY Certification

INTRAMA has awarded us the TOP DIVERSITY COMPANY Certification, which endorses the 50 companies with the best practices in Diversity and Inclusion in Spain. It is the most prestigious recognition at the national level and accredits Cabify's transversal perspective and leadership in this area.

Diversity Landing Page and Community

We reflect our commitment to diversity and inclusion through concrete and accessible actions, such as the dedicated section on Explora, our internal platform.

In 2024, we launched a project to update and relaunch this section, which also features a Diversity Community. This community provides an open space for sharing ideas, proposals, and initiatives that help us continue fostering a more inclusive and respectful work environment that embraces diversity.

Health and safety

Keeping our team in good health has always been at the top of our priorities. We promote policies to ensure their well-being and implement initiatives such as access to private health insurance and activities that promote a balanced life.

HEALTH AND SAFETY POLICY

This policy, which recognizes the right to work in a safe and healthy environment and Cabify's responsibility to provide such an environment, is mandatory for all staff. Among others, it establishes as principles compliance with current legislation and best practices in this area in each country in which the company operates, or the promotion of the active participation of team members in the identification and prevention of occupational hazards, understanding that occupational health and safety are shared responsibilities.

PREVENTION OF OCCUPATIONAL HAZARDS

Our occupational health and safety management system complies with the legal requirements and recognized standards of the countries in which we operate, and applies to both full-time and part-time employees.

In Spain, we have a profile specialized in Occupational Risk Prevention -PRL- within our staff. We arrange our PRL services with external companies with the highest quality certifications, which carry out evaluations of each center and workplace, as well as recommendations to identify, minimize or eliminate hazards and risks. In addition, all people with hybrid or remote contracts receive specific training on risk prevention in teleworking.

People who provide services at our work centers through an external contract -security, cleaning, gardening, etc.- have their own occupational health and safety management systems evaluated and approved by Cabify.

HEALTH AND SAFETY COMMITTEE

This internal participation body was created in 2021 and is composed of company representatives -whom we call Prevention Delegates- trained in emergency action, fire extinction or first aid, through whom we can notify situations of occupational hazard that we have identified in our daily routine. The objective of this committee is to ensure the health and safety of the entire team, periodically evaluating whether our actions in risk prevention comply with the good practices that characterize us.

100% of our workforce in Spain is covered by the health and safety management system

Occupational risk assessment

Throughout the year and with the help of our ORP provider, at Cabify Spain we continue to develop the process implemented last year to periodically deepen each of the risks referred to in our head office in Pradillo.

Hazard identification

- Office inspection to identify potential physical, chemical, biological or ergonomic hazards.
- Mailbox (prl@cabify.es) for employees to communicate their concerns or suggestions about potential hazards in the workplace -also available confidentially through the Ethics Channel.
- Daily review of the occupational health and safety regulations applicable to the sector in which we operate.

Incident investigation

- We verify that, to date, no incidents have occurred at our head office.

Risk assessment

- On a weekly basis, we assess the probability of an incident or accident occurring related to the identified hazards.
- Through a prevention methodology, we carry out a qualification of each risk, based on its probability and severity, in order to prioritize them according to their level and to take appropriate control measures.

Emergency drill

- We implemented the areas of improvement that we identified during the simulation conducted in 2023, such as automatic winch opening or elevator locking.

In Latin America, we adapt to the local regulations in force in each country in which we operate.

	Men	Women	Total
Accidents at workplace	1	1	2
Accident rate	0	0	0
Severity index ²⁸	0'01	0'20	0
Frequency index ²⁹	1'39	2'38	1'76
Number of deaths	0	0	0
Number of cases of recordable work-related health problems (occupational diseases)	0	0	0
Number of days lost due to work-related injuries and fatalities	—	—	90
Number of hours of absence	1,670	2,261	3,931
Absenteeism rate	1,34	3	—

Will you join us?

More opportunities are needed in the technology sector, and we want to be the ones to create them. We are looking for more equipment to fulfill our purpose and continue transforming urban mobility. We are inspired that more people can join us on this journey.

INTERNAL MOVEMENTS

We know that the perfect person for a role might already be sitting in one of our offices. That's why we created a Talent community and portal on Explora (our intranet), where we regularly post available positions so that everyone can view them and, of course, apply.

DIVERSITY

Through partners specialized in diversity -Inserta, Generación SAVIA and Eurofirms-, we sensitize our People team, adapt our processes to different types of candidates and publish our job opportunities on their portals to attract diverse talent, especially women and people over 45 years old in the Technology area and women at middle management level in other areas where we have a higher gender gap rate.

EMPLOYER BRANDING

-  In our onair podcast 'Talent on Wheels' we offer insights into the different stages of an employee in any corporate environment.
-  Some of the most representative people of our company attend different interviews to talk about their area of expertise and Cabify.
-  We participate in events and webinars at business schools, universities and technology conferences where we tell how we work at Cabify and what kind of profiles we are looking for.
-  Through RRSS, we periodically publish our new hires and open vacancies on LinkedIn through different formats, and we show the real face of Cabify on Instagram and TikTok, sharing our values and what our employees appreciate most about their work so that people who do not know us can discover what we offer.

PUBLICATION OF VACANCIES

If there is an opening on the team, we will post it on [Cabify Careers](#), LinkedIn and our internal portal, so that the offer can reach different places and receive applications of all kinds.

Hop in, we've got you

We support our people from the moment they come on board and accompany them through their first months. This is the onboarding process we use to welcome new joiners across all the countries where Cabify operates.

Pre-Onboarding

New joiners receive support during the weeks leading up to their first day. We share information about the company, the team they'll be joining, their Business Partner, and their assigned buddy.

Welcome

A Cabify picks them up and brings them to the office, where they receive a welcome pack and their work equipment.

Local/Global People Intro

Our People team provides both a local and global introduction to Cabify, covering our mission, vision, principles, history, benefits, how the company operates, and the different departments.

Business intro

Managers explain how Cabify works and how each area operates, through pre-scheduled one-on-one meetings.

Sustainability Call

New team members attend a session focused on sustainability, where we share Cabify's commitments and related projects.

Driver Experience

New joiners take part in a virtual reality experience that simulates what it's like to drive using the Cabify app.

Buddy Program

From day one and throughout the first month, each new team member is paired with a buddy who helps them get familiar with our culture and teams.

Onboarding Checklist

On their first day, new joiners receive a checklist of tasks to complete during their first few weeks, along with all necessary policy information and documentation.

Onboarding Training

A learning path made up of short, focused training modules on key topics to help new joiners adapt to their role.

CEO Call

Juan de Antonio, our CEO, welcomes new joiners with a talk about Cabify and its story.

CTO Call

A specific session for Technology profiles.

Hiring by principles

Our selection process is based on what we call principled hiring. What does this mean? Throughout their development, we assess whether candidates fit with our internal guiding principles, and we make the qualifications, skills and experience of candidates the basis for hiring.



Sustainability & ESG

One of the objectives of our Sustainable Development Strategy is that the entire workforce should be sensitized to sustainability issues by 2025. For this reason, people who start working at Cabify receive training during their first weeks, which addresses the importance of sustainability in the current context; the major challenges globally and in our sector in particular; Cabify's main milestones in this field; as well as tips so that they can link their activity in the company with the subject matter.

Sharing the road with those who get behind the wheel

One of our objectives is to bring people together, to connect them. Because nothing is worth as much as experiencing it in person. And in this, those who go are as important as those who carry. At Cabify, the people who drive are self-employed, are part of fleets or belong to the cab sector.

People who bring people together

In 2024 alone, +275 thousand professionals behind the wheel have connected with us in the six countries where we operate to bring people from one place to another, to move the things they need, or to provide the new last-mile logistics service for companies. Thanks to them, hundreds of thousands of people and packages have arrived safely at their destination every day. Cabify's app is the meeting point for this entire community, and our role is to develop the solutions needed to make every trip, every journey, a positive experience.

We know that each person who begins to collaborate with Cabify has different needs and therefore we seek to listen to them and respond to their expectations, consulting progressively for their satisfaction. At Cabify, we try to develop avenues of growth for the people who drive and choose us every day. We want to be your primary option to generate profits tailored to your needs, while continuing to professionalize the industry.

Fleets: the service providers closest to you

At Cabify, we have another fundamental ally for our value proposition: fleets. In a more organized and stable way, these service providers cover an important part of our demand with their vehicles and drivers, and work closely with Cabify, being key to guarantee the quality standards that define us. The Vecttor fleet, a subsidiary of the Cabify group, provides its services exclusively on our app.

DRIVES US TO OFFER YOU THE BEST

Are people who grow up behind the wheel with Cabify satisfied with our app? What is most important to them when choosing us? Through these tools, we better understand how the people who collaborate with us are and focus our work to constantly improve our platform.

Global Survey Drivers

We have an internal tool, called Global Survey, to cover the information needs of different areas of the company on a regular basis. In the case of drivers and cab drivers, both those who collaborate with Cabify and those who collaborate with our competitors, it allows us to understand how they perceive our value proposition and whether it responds to their needs. This allows us to make decisions based on knowledge and experience in a measurable and continuous manner over time. Because only by understanding how they see our brand, we can align what we offer them with their expectations.

Drivers Comms

This is the name of the research project we designed with the aim of improving our communication with people who use the Cabify app to drive. What information or content do they demand? Through which channels? What are the best times to communicate? Are we getting our value proposition across well? To get answers, the best thing to do is to ask.

Midlow Drivers

Our Cabify Stars loyalty program enhances our value proposition for the most loyal and active drivers, but not for those who remained at the initial level of the program, which we call midlow. This research allowed us to design a value proposition that was also attractive to them, responding to their needs and expectations.

Spain: perception of profits, safety and waiting times

After having made improvements in the flow of communications related to earnings or security, we measured what impact they had had on the perception of the people collaborating from Spain. We also conducted a survey to better understand their experience of the gains they made when waiting for passengers.

275,310 thanks for moving cities with Cabify!

By offering their services in partnership with the Cabify app, the more than 275,000 people behind the wheel are the human engine of every journey in our mobility ecosystem.

Objective achieved

Our Sustainable Business Strategy set the goal of facilitating, between 2022 and 2025, access to the labor market for 100,000 people belonging to social segments with greater employability difficulties. In 2024 alone, more than 129,000 people from vulnerable groups began driving with Cabify. We achieved the goal, we want to double it.

2022

74.301

2022 - 2023

138.485

2022 -2024

191.895

Closer support

We may not be behind the wheel, but we are present in every ride completed through our app. We want everyone who chooses our platform to drive to feel comfortable and supported.

The well-being of those who collaborate with us is one of our top priorities. We are committed to providing a safe and efficient work environment where every driver feels backed and supported in their role. We have established clear processes to manage incidents and claims, ensuring that support is available at all times.

To handle any issue promptly and effectively, our channels are designed to respond to critical situations. We want drivers to feel confident reaching out, knowing they will receive immediate and personalized assistance. Claims management is a central part of our approach because listening to and understanding driver concerns is key to continuous improvement.

We also create tailored processes for specific situations to ensure fast and effective responses to emergencies, safety issues, incidents, or claims. Our commitment goes beyond simply resolving issues—we aim to take care of those who collaborate with us, safeguard their well-being, and build the trust they deserve in our service.

When it comes to fleets, which we consider a vital part of delivering our services, we work to boost their operational efficiency on our platform. By providing dedicated assistance and support, we ensure every fleet has the tools and information needed to operate smoothly.

We are always present

We strongly believe in the importance of facilitating open and accessible communication for all members of our value chain. For this reason, we have implemented multiple channels so that they can express their concerns, incidents and complaints regarding the provision of the service through the application in an efficient manner. For people who collaborate with us as drivers, we have these communication channels available:



Telephone: we have direct lines so that you can communicate with our customer service team in any situation that requires urgent assistance.



Chat: through the application, you can chat in real time with our support to solve doubts or report incidents.

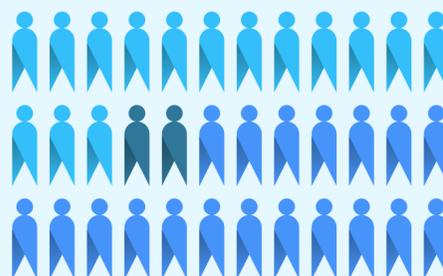


Ticket: they have the option to open tickets through the application or the website, allowing them to formally document their requirements or complaints and track their status.

This set of channels is designed to guarantee access to fast and efficient assistance, but our commitment is to continue improving its operation to optimize response time, as well as the seriousness and attention that each concern deserves.

Spain

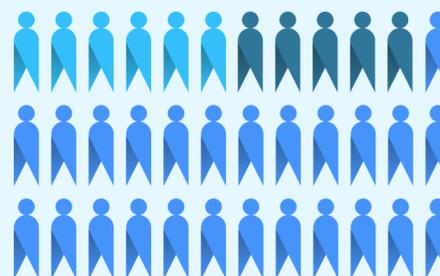
221,307 tickets
1.2 Index Tickets / DOs



● Phone: **42.4%**
● Chat: **4.1%**
● Tickets: **53.5%**

Latin America

1,570,489 tickets
1.9 Index Tickets / DOs



● Phone: **16.8%**
● Chat: **15.8%**
● Tickets: **67.4%**

We strive for excellence

To ensure the effectiveness of these channels, follow up on concerns raised through them, and encourage stakeholder participation, we rely on the following indicators:

- **Service Level Objectives:** specific criteria allow us to measure the performance and effectiveness of the service we provide, such as response or incident resolution time.
- **Net Promoter Score:** marker that helps us to know the degree of satisfaction and loyalty towards our service.
- **Indicator Tracking:** monitors various performance indicators to ensure the quality standards of our channels and the assistance we provide in them.
- **Audits:** are performed periodically to evaluate our customer service processes.

These actions are fundamental to identify areas that allow us to improve our support, as well as to involve stakeholders in the process, ensuring that their voice is an essential part of our best practices and continuous improvement.

In addition, to ensure that this entire community is fully informed and to assess whether they trust the structures and processes we make available to channel their concerns or needs, we analyze the data provided by the Net Promote Score and conduct satisfaction surveys that include specific questions on perception and trust.

Cabify Stars

Professionalism behind the wheel is rewarded with Cabify Stars, the loyalty program that recognizes commitment and loyalty when using our platform. We want to be the mobility app that offers the best earning opportunities and access to exclusive benefits.

Available in all the countries where we operate and structured in levels - Bronze, Silver, Gold and Platinum - the program offers people who collaborate with Cabify advantages to increase their income and tools to maximize their earnings, as well as access to discounts and benefits with third parties that complement or add value to their work. We want the time they spend every day behind the wheel to allow them to live better lives.

The more trips completed and the better the service, the higher the score and the higher the level. The points balance is reset to zero each month, and the benefits are enjoyed the following month, depending on the accumulated score and the level reached.

In 2024 we have incorporated some new features to make it even easier for users of our platform:

Priority at airports: those with the best level have priority in the queue to pick up customers, which translates into a double benefit: reduced waiting time and easier access to one of the most valued trips on our platform.



Cabify Stars makes the difference

The level of recognition of the loyalty program is over 80%.

Cabify Stars differentiates us from other apps

according to 1 in 2 people who use Cabify for driving services.

Approximately half believe that **Cabify Stars is the main reason to choose us.**

7.6/10 Degree of satisfaction

with Cabify Stars for those who reach the Silver, Gold and Platinum levels.

Behind the wheel of a safe trip

We ensure the protection of the people who work with Cabify so that their only concern is to earn more at the wheel. We are committed to safety as a differential aspect and we integrate it in everything we do, transferring our technology and innovation to the road.

PREVENT TO STRENGTHEN

We work on incidents and accidents in four main areas: identification, prevention, evaluation and investigation of risks. The main safety hazards faced by any person behind the wheel are related to the driving itself, whether due to human or external factors.

From Cabify, we provide regular and updated information to people who drive using our app, with recommendations to reinforce caution at the wheel, accident prevention, assistance to people with special accessibility needs or the correct use of their vehicles. And we rely on technology to continue incorporating into our platform elements that strengthen passive and active safety, also developing tools to be able to help them in case the danger comes from aggressive or violent behavior of the people they are transferring, such as the Secret Signal or the Safety Button, to which we will continue to incorporate improvements in 2024.

ACCIDENT PROTOCOL

If the worst-case scenario occurs, we are also prepared and execute a measured action protocol. At Cabify we have an emergency care team to respond as quickly as possible, assessing each situation according to the characteristics of the incident: its severity, the condition of all the people on board the accident vehicle, the need to refer the case to the emergency services... and, once the most immediate assistance is offered, making a personalized follow-up of each event.

INITIATIVES TO ENSURE SAFETY ON BOARD

Operating zone limits: analyzes and, if necessary, limits routes where on-board safety may be compromised.

Real-time path monitoring: to detect unusual aspects of the path and strange areas of operation.

Trusted contact: allows you to share all trip information with people you trust.

Voice of the Customer System: performs an optimized classification of the tickets that reach us through the app, allowing us to improve communication and the service we offer.

Masked call: during a call, protects personal data and prevents access to phone numbers.

Cancel trip en route: in case of possible road incidents, it allows you to cancel a trip while we assign another service to the traveler.

Harvey tool: streamlines the management of possible harassment cases, objectifying their analysis and improving their follow-up.

DRIVING SAFETY INITIATIVES

Identity validation by selfie: by means of biometric technology and facial recognition, validates the identity by selfie of the people traveling on board, contrasting it with their official documentation. In the case of those who drive, check if it is the person registered in the platform.

Inappropriate profile system: if the customer profile includes offensive data or words, you can choose not to offer them your service.

Secret signal: if the driver feels insecure during a service and uses the signal, we immediately make a call. By activating the hands-free function, the passenger also hears our message, in which we try to dissuade him from misbehaving.

Blocking after a bad experience: prevents the assignment of people on board with whom the person driving has had a bad experience.

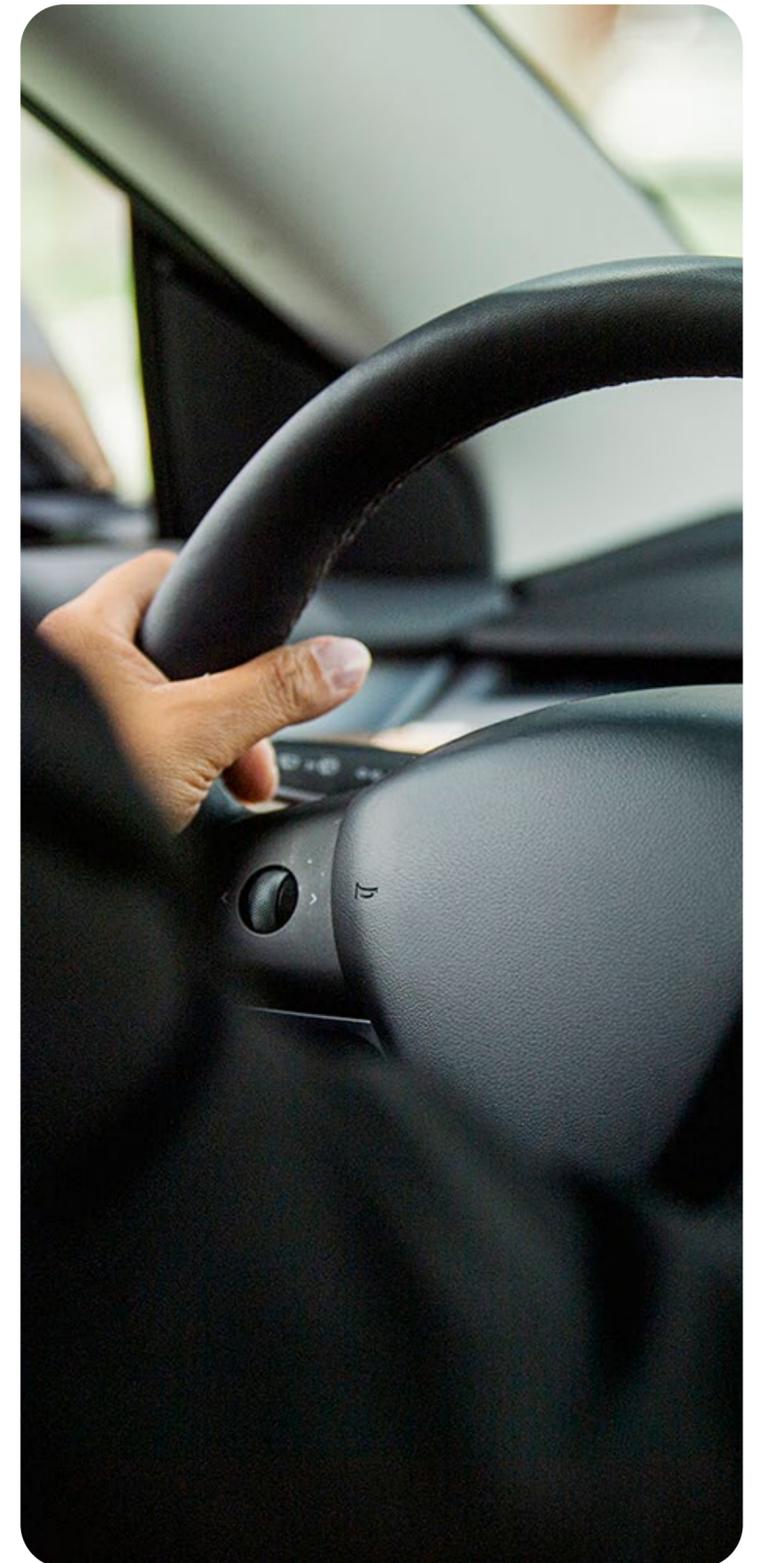
Information and/or blocking of activity in areas at risk of non-payment of cash.

Travel and risk behaviors: machine learning technology automatically analyzes risk patterns to prevent security incidents. Is there a high risk? We request additional measures from the service requestor, such as the initial use of an electronic payment method.

Safety button: allows you to contact Cabify or emergency services directly through the app.

Partner rating system: drivers can rate the people they transfer, including a feature that allows them to signal a negative experience and reduce the possibility of being matched again.

Dark mode: allows you to switch the application interface to night mode to increase visibility and safety.





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Prosperity - Achievements 2024

Positive impact on local communities



10 awards and recognitions for achievements in sustainability, user experience, and corporate reputation



We're driven by purpose

136 volunteers (+116% vs 2023)

9 volunteer projects



9,262 people benefited from our local initiatives (+76% vs 2023)



People who travel with Cabify

+100 million journeys completed

8.7 Average rating from riders

+8% Cabify for Business Growth in the number of people using our corporate mobility service

92.25% of objective achieved

Sustainable Business Strategy Goal 22-25: 750,000 people positively impacted each year through our services with a social component and/or social initiatives in local communities.

691,861 people benefited in 2024

Enabling mobility for all

+670,000 have used accessibility features when traveling with Cabify

We partner with:



Cities for community building

For Cabify, getting around is much more than just getting from an origin to a destination. We seek to transform cities while offering a differential mobility alternative to the people who live in them. For this reason, we broadened the scope of our impact with social action initiatives and the work of Fundación Cabify.

We are convinced that, through mobility, we can make cities evolve towards more sustainable, accessible and humane models. And that is why we engage with stakeholders who do not have a direct impact on our business, but are part of a community to whose progress and well-being we want to contribute by generating a positive impact. We do this by promoting local actions such as the 1% initiative in Colombia or the +Mujeres Program in Argentina, or with the work carried out by Fundación Cabify, the first in our sector. Created in 2023 with the aim of transforming urban space and improving the way we live in our cities, the Foundation has launched several projects for the transformation, renovation or preservation of metropolitan environments.

This commitment to the communities where we operate is reflected in our Sustainability Policy, where we assume the duty to generate a positive social impact and promote initiatives that add value to local communities, especially the most vulnerable groups.

WE MOVE WITH PURPOSE

This is the name of Cabify's volunteer program, in which we invite our team to get involved in the social impact and commitment that is an integral part of our essence. During 2024, 15% of the workforce participated in different volunteer actions, dedicating their time to social causes such as planting trees, accompanying the elderly, cleaning beaches or supporting children's education.



TECHNOLOGY AT THE SERVICE OF SOCIETY

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

Cabify's multiplier effect

After publishing in 2022 the report '[Mapping Spain's Tech Sector](#)', in which Cabify stood out as the 3rd most influential tech company in Spain for its impact on the ecosystem, Endeavor Insight conducted in 2023 a new study to analyze Cabify's impact on the creation of new companies: '[Cabify Alumni](#)'.

In addition to confirming its multiplier effect - for Endeavor, it is the influence and inspiration that a successful founder can have on other entrepreneurs through advice, mentoring or investment - the term Cabify Alumni also serves to name the global factory of entrepreneurs that has emerged from its ranks.

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

Woman Tech Dating

The existing gender gap in STEM careers is far from closed. For this reason, at Cabify we are launching a new edition of Women Tech Dating, an event focused on sharing knowledge among women in the technology sector and achieving parity in an industry where they represent 28.2% of the workforce. Because if we want to change the world, we have to start doing it from within.

The main objectives of this global initiative are to promote equal opportunities and foster the inclusion and professional growth of women in technology, reduce barriers to access and development, and give visibility to women leaders who inspire more women to become part of the tech sector.

Between October 28 and December 4, 25 Cabify volunteers connected with women from around the world through private mentoring during the third edition of [Women Tech Dating](#) which, as a novelty, incorporated a product challenge in which participants from around the world solved a real Cabify case. The edition, which had the collaboration of [Female Startup Leaders](#) and [The Hero Camp](#), ended with Cabify Inspire, a day to reflect on the role of women in the technology industry.

Social Investment

	Investment (Euro - Dollar)	People benefited
Spain	€ 17,527	1,447
Latin America	\$ 29,041	7,815

Our Alliances

Global

Global Compact

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

SMPs

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

America Latina

BLAO & BID Invest

Since 2019, Blue like an Orange Sustainable Capital and BID Invest, in their commitment to initiatives with positive impact, support us in our sustainable expansion.

ULAC

Since 2024, we have signed a collaboration agreement with the Latin American Union of the Blind (ULAC) to promote improvements in accessibility services in all Latin American countries where Cabify operates.

Building community in Argentina

Diversity, inclusion or gender equality are more than just nice sounding words. These are the pillars on which our social actions are based. We want to create an environment where people can grow by being themselves.

WE MOVE WITH PURPOSE

Dreams Fulfilled Program - River Foundation

A visit to the River Plate stadium. It is the unfulfilled dream of children and young people who are going through difficult contexts such as social vulnerability, oncological diseases or situations of violence. This solidarity initiative makes that dream come true, offering the possibility of visiting the Monumental Stadium and the River Museum. A Cabify volunteer team of 16 people, in alliance with Fundación River, accompanied groups of these groups, such as the Escuelita de Fútbol de Rosario, the Casa de Abrigo Municipal de La Plata or the Programa Envión de la Municipalidad José C. Paz- to make their visits during the months of October and November, giving them support and support to make their tour an experience full of emotion.

Christmas - Manos Abiertas Foundation

Everyone deserves a warm Christmas. We joined forces with Manos Abiertas, which accompanies and assists vulnerable people by strengthening family ties and community networks, to assemble and decorate 50 Christmas boxes with products purchased by Cabify for families in an educational center managed by the foundation.



+WOMEN PROGRAM

For the fourth consecutive year we continued working with Mujeres al volante, the largest female mobility community in Argentina, to reduce the gender gap and encourage more women to collaborate with Cabify.

As part of this collaboration, we launched the third edition of the +Mujeres program, an initiative to raise awareness of our platform as a viable alternative for women to earn income by managing their time and needs. We did this through five videos distributed on social networks, in which Ingrid, Marcela, Rosa, Lorena and Carolina shared their experience as driving partners and the possibilities that using our app offered them.

As a novelty in this edition, we made available to women who wanted to join Cabify access to a vehicle in case they did not have one, and we began to prepare a training program with content on first aid, simple mechanics or personal finance.

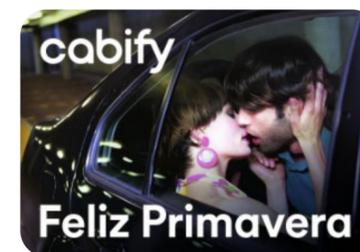
CABIFY IS SPRING AND LOVE

During Spring Day we celebrated love in all its forms by taking to the streets with a campaign. The streets of Buenos Aires dawned on September 21 with posters showing romantic moments between different couples aboard cars. We wanted to give a nod to the people who travel in Cabify, making visible different expressions of love as a sign of our commitment to inclusion and social openness. Because diversity makes us better.

AWARDS AND RECOGNITIONS

Merco Ranking 2024

This year we have been included for the third time in the Merco Ranking of Companies in Argentina, obtaining the 2nd position in the category of Passenger Transport, and we have climbed three positions in the Merco Talent Ranking, occupying the 93rd place as one of the best companies in attracting and retaining talent in this country.



488 people benefited by social initiatives

+64% women drivers in Argentina

+64% women drivers in Buenos Aires

% OF WOMEN DRIVERS IN ARGENTINA



OUR ALLIANCES



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

Building community in Chile

We are at the side of those who need it most, such as the elderly or the population affected by emergencies, and we support actions linked to technological innovation, startups or digital talent, drivers of the change we are pursuing.

WE MOVE WITH PURPOSE

Home for the Elderly - ELEM Network

A home for the elderly in Santiago required maintenance to improve its premises. We collaborated with the ELEM Network by providing them with a team of volunteers who were in charge of making the necessary structural improvements to improve the quality of life of their residents.

Súbete al Trineo y Apadrina una Carta Program - Correos de Chile

We helped the Santa Claus -that's how Santa Claus is known in Chile- so that all children could experience the magic of Christmas. From Cabify, we sponsored the letters of six children, attended to their wishes and personally delivered their Christmas gifts.

AYUDAMOS A LA V

The 'Ayudemos a la V' category, in support of the population affected by the fires that ravaged the Valparaíso Region, allowed people who traveled in Cabify during the month of February to donate an extra \$500 CLP to the value of their trip. The money raised, along with Cabify's own donation, went to the TECHO-Chile Foundation, which focuses on the construction of emergency housing in the region.



ETMDAY 2024

We attended the fourth edition of the International Meeting of Innovation, Entrepreneurship and Investment, known as EtMday, one of the largest networking events of Latin America. With the idea of connecting unlikely peers and fostering interaction among entrepreneurs, startups and large companies, it brought together more than 45,000 people.

Over the course of three days, from our Cabify for Business booth, we presented our corporate transportation services, people from our team offered B2B mentoring to entrepreneurs, and we provided exclusive discounts to attendees to arrive or leave the event in a safe and sustainable way.

MOBILITY WITH IMPACT

Festival Yo Puedo - America Solidaria Foundation

School coexistence, environment or physical activity... were some of the topics addressed by more than 200 children and adolescents from different regions of the country who gathered at this festival that celebrates youth leadership focused on change, inspired by the Design for Change program. And to ensure that their projects and ideas reached their destination perfectly, Cabify supported them by covering their transfers.

The Creators Contest - KODEA Foundation

Kodea, a foundation that works for technological inclusion and the digital empowerment of young people, promotes the Los Creadores initiative every year in partnership with the newspaper El Mercurio, the TV channel TVN and Regional Media. This contest, which celebrated its eighth edition in 2024, promotes the digital talent of young schoolchildren by encouraging them to present innovative ideas on various topics, culminating in a Grand Final held in the city of Santiago during the month of December. Cabify joined the event, transporting 54 people from the airport, including schoolchildren and teachers.

AWARDS AND RECOGNITIONS

CEOs Change Makers 100

For the second consecutive year our Country Manager, Álvaro Pasquez, was highlighted in the CEOs Change Makers ranking in Chile, improving his position to 55th place among the 100 most disruptive business leaders in the country. Based on Big Data, the ranking included as a novelty the measurement of the 100 Most Disruptive Companies, with Cabify being No. 50.

Ranking Merco 2024

We occupy 18th place in the Merco ESG sector ranking, which highlights the most responsible companies in the environmental, social and corporate governance areas.

296 people benefited
by social initiatives

OUR ALLIANCES



CCS

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



CAMACOE

The Official Spanish Chamber of Commerce in Chile promotes the commercial development of Spanish and Chilean companies, representing their economic, social and cultural interests.



Alianza In (CH)

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

Building community in Colombia

Our commitment to sustainability and local communities becomes real through volunteer actions and donations made through The 1% Initiative, which started rolling out in 2021 and has already gone a long way.

WE MOVE WITH PURPOSE

Recovery of the Eastern Hills - Fundación Cerros de Bogotá

In June, and linked to the funds raised during Water Day through our 1% initiative, we made a donation to recover the Cerros Orientales de Bogotá, in which 30 volunteers from our team also participated.

Construction of a house - TECHO Colombia

We used part of the proceeds from the Day of Love and Friendship to build emergency housing for Aracely and her family. With the support of 12 Cabify volunteers, we were able to give them a new home after a weekend of work.

THE 1% INITIATIVE

Each year, we donate 1% of the amount of the trips made during special dates to projects that improve the quality of life of local communities in different cities around the country.

Q1: Water Day - Cerros del Bogotá Foundation

One percent of the trips made during March 22 went to sponsor 50 endemic plant species to reforest areas affected by the fires that occurred earlier this year in the Cerros Orientales that border the eastern part of Bogotá, protect water bodies, combat erosion, prevent fires, promote carbon sequestration and improve air quality and life in this ecosystem of vital importance to the city.

Q2: LGBTIQ+ Pride Day - Corporación Más Que Tres Letras

Más Que Tres Letras, an organization dedicated to educate and provide comprehensive support to people living with HIV, received 1% of all sales made by Cabify Colombia during June 28. In support of the promotion of diversity and inclusion, which is also a pillar for Cabify, the funds were used to support informative actions, through free counseling or support groups, carried out in the city of Medellín.

Q3: Day of Love and Friendship - TECHO Colombia

On September 21, we transformed our solidarity into action by supporting TECHO Colombia's work in the construction of emergency housing for communities in poverty. By choosing this date for our initiative, we wanted to celebrate not only the ties that unite us but also our commitment to collective well-being, demonstrating that sustainable mobility can be a driver of social change.

Q4: World Day of Persons with Disabilities - CONALIVI

The Coordinadora Nacional de Organizaciones de Personas con Limitación Visual was the recipient of 1% of the proceeds we raised on December 3, in support of their 'Digital Education' program. Implemented throughout the country to improve the connectivity of visually impaired people, it facilitates their access to new technologies through the provision of mobile devices and training workshops.

AWARDS AND RECOGNITIONS

Best Ride Hailing Platform

Cabify has been recognized as the highest scoring ride hailing platform in the Fairwork 2023 Study, conducted by the University of Oxford. This analysis evaluates the fair labor conditions of digital platforms, and highlights those that demonstrate a real commitment to the well-being of the people who rely on them to generate income. The results, presented in June 2024, reinforce Cabify's leadership in the industry for its value proposition for people who drive.

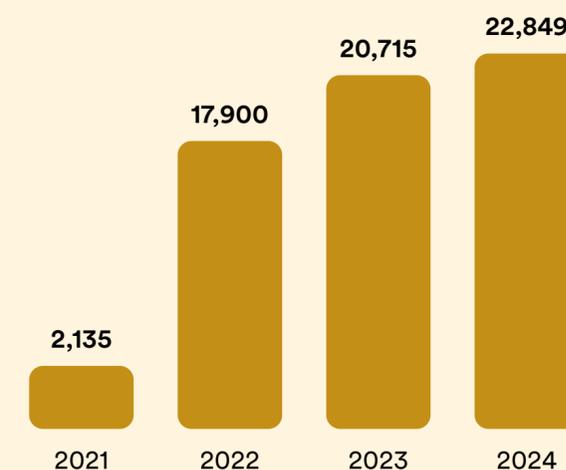
"Silver Seal" in Road Safety

Cabify for Companies was distinguished with this seal by the Secretariat of Mobility of Bogota in recognition of our commitment and good practices in road safety and well-being on board, highlighting us as a benchmark within corporate mobility.



2,134 people benefited by social initiatives

+22,000 people benefiting from the 1% Initiative since its inception in 2021



OUR ALLIANCES

ALIANZA
Gremio de aplicaciones e innovación

Alianza In (CO)

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

AWARDS AND RECOGNITIONS

Merco Ranking 2024

In Merco, the world's first audited business monitor and the benchmark corporate reputation monitor, we are among the top 100 companies in the Merco Business Ranking, which recognizes the companies with the best corporate reputation in Spain, ranking No. 1 in the Mobility, services and technology sector. Juan de Antonio, CEO of Cabify, is ranked No. 92 in Merco Líderes.

Top 30 most valuable Spanish brands

For the second time, Cabify appears in this ranking conducted each year by Kantar Brandz based on market capitalization and the value given by consumers. We occupy the 30th position.

Madrid Open City Awards

Cabify was awarded in the Entrepreneurship category at the II Edition of the Madrid Open City Awards for its positive impact on the international positioning of Madrid.

Spanish Innovation Index

Cabify was recognized in the second edition of the Spanish Innovation Index, which evaluates 120 brands based on consumer perception, as one of the five leading innovation companies in Spain.

OUR ALLIANCES



Adigital

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



AEGVE

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



MOBILITY CITY

Mobility City

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



Fundación ONCE Perro Guía (FOPG)

Provides services to people with blindness or severe visual impairment throughout Spain, through the breeding and training of guide dogs that contribute to the improvement of their autonomy and the safety of their movements.



ASEVAL

A business association of car rental with and without driver in Madrid.



Impulsa Igualdad Association

An association that works to improve the quality of life and the rights of people with physical disabilities.



Madrid in Motion Initiative

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



APD

The Association for the Advancement of Management is an independent organization and a global community with more than 3,900 member companies and more than 60,000 associated executives.



España Tech (EsTech)

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



Foment del Treball

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



Cercle d'EconomiaCivic association

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



MOVEA CV

The Professional Mobility Association of the Valencian Community is an associative project to defend the rights of VTC license holders in the region.



Endeavor Spain

Endeavor is the leading global community for High Impact Entrepreneurs, with a presence in more than 40 countries. In Spain, it has a network of 90 entrepreneurs leading 56 fast-growing companies. The relationship between Cabify and Endeavor dates back to 2015, when Juan de Antonio was selected as an Endeavor Entrepreneur.

Building community in Peru

Solidarity translates into accompaniment. From sheltering those facing harsh winters, to ensuring access to education, to supporting people overcoming day-to-day barriers such as visual impairment or hospitalization.

WE MOVE WITH PURPOSE

Cold weather campaign - Kantaya

We collaborated with the NGO Kantaya, which transforms lives through education, to help families in vulnerable situations and collect 60 warm clothes to help their sons and daughters cope with the winter cold. In addition to achieving the goal, our volunteer team spent an afternoon with them, sharing activities, snacks and learning about their life stories. The collaboration with this organization was completed with the donation of Lenovo laptops to support its After School program, which seeks to develop socioemotional and technological skills in children between the ages of 5 and 12.

Hospital Classroom Support - Aprendo Contigo

The Aprendo Contigo recreational-educational program brings school closer to children who, for health reasons, cannot attend school. At the INEN Children's Hospital in Lima, we accompanied the work of the hospital classroom, supporting 40 children between the ages of 3 months and 16 years, and their families, with activities full of joy, hope and closeness. In addition, we provided them with gifts and school supplies to contribute to their emotional and educational well-being.

MOBILITY WITH IMPACT

IX ULAC Congress

Organized by the Latin American Union of the Blind (ULAC), it is the most relevant event in the continent regarding visual impairment. We participated in its ninth edition, which gathered in Lima more than 200 leaders of Latin American organizations dedicated to blindness and low vision, presenting the accessibility tools of our app, designed to offer an inclusive and accessible mobility experience to people from these groups.

AWARDS AND RECOGNITIONS

Ranking CXI Index 2024

In the fourth edition of the CXI Index Ranking, prepared in conjunction with CES UAI of the Adolfo Ibáñez University of Chile, we were once again recognized as one of the leading Peruvian companies in customer experience management. For the third consecutive year, we were awarded first place in the 'Mobility Applications' category, which recognizes us as the best sector app in user experience.



340 people benefited
by social initiatives

OUR ALLIANCES



COMEX

The Foreign Trade Society is a business association that seeks to contribute, through public policy proposals, to generate employment, create opportunities and improve the quality of life of citizens.

Cabify Foundation

We believe in a city with better spaces for all people. So in 2023 we launched the Cabify Foundation to give a new dimension to our purpose and raison d'être and drive the change we pursue through direct action.

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

In this context, the Cabify Foundation was created to alleviate the effects of urbanization in Spain and Latin America, by promoting projects of environmental impact and improvement of public space, commitment to environments of high environmental value, and the application of technological knowledge.

Since its establishment in November 2023, the foundation has been working to transform urban space and improve the way we live in our cities. We promote projects to make the city of the future an ally of the well-being of people and the planet.

WHAT DO WE DO?

Reclaiming cities for people

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



WE PROTECT WHAT WE HOLD MOST DEAR

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



REVITALIZING CITIES

We promote the renovation of common spaces to foster life and relationships. We grow with the city, especially with young people and the most vulnerable. We seek tangible improvements in neighborhoods and nearby environments.



OPEN DOORS TO INNOVATION

Technology and innovation are key tools for the cities of the future. We will create open collaborative environments to find new solutions to old problems.

PROJECTS

We deserve more active, welcoming and healthy spaces.

We want to generate a positive impact beyond mobility. Through the foundation's own work and the support of other projects, we seek to generate a sustainable change over time that will improve the way in which people live in cities, as well as our relationship with the urban and rural environment.

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

GOVERNING BOARD

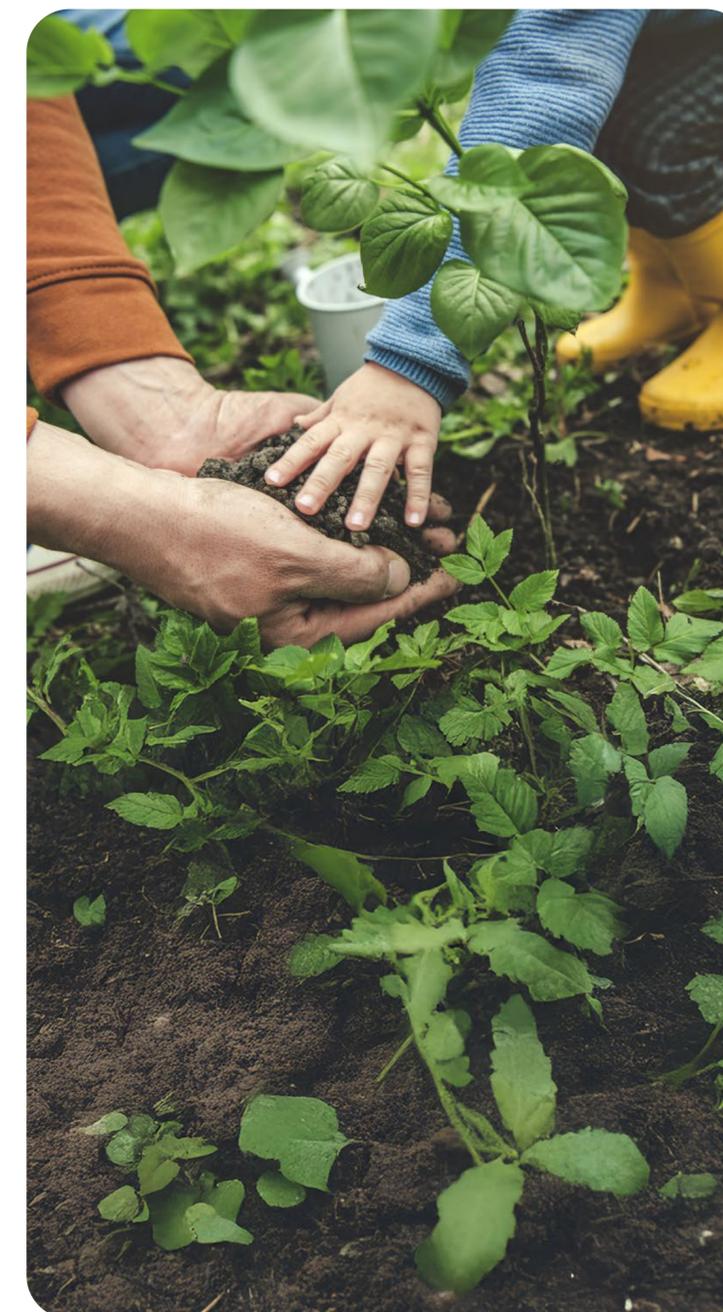
We understand the realities of cities, and we work to improve them.

"With the Cabify Foundation we will bring our commitment to cities, their inhabitants and the environment around us closer. We want to protect the environment and boost life and relationships in cities" - Juan de Antonio, Founder of Cabify

"We want to make cities better for the people who live in them and achieve this not only through mobility. With Cabify Foundation we want to create positive change where life is lived" - David Perez, Senior VP Stakeholder Relations

"Cities change and we want to help them grow in the best possible way. That is why, at the Cabify Foundation, we want to collaborate with different entities to make the change permanent" - Vicente Pascual, VP of Logistics

Learn more about
[Cabify Foundation](#)



Cabify: cities at people's fingertips

We work so that people can get safely and with quality service to the places they want to be. In order to make every trip a positive experience, we develop technology to optimize routes and improve access to our app.

Cabify wants to make cities better places to live. And that is precisely what we seek with each route: that citizens can live them, feel them and share them. The urban world offers endless possibilities and we, at Cabify, want you to experience them up close and personal.

Every time a person opens our app, we have a new opportunity to bring someone closer to what they want or need. Whether it's visiting relatives, attending an event, being close to someone or going to a business meeting. That is why we offer specific solutions for individuals and companies, seeking to meet their mobility needs at all times.

KNOWING WHO WE MOVE MAKES US BETTER

We want people who travel with Cabify to recognize our service as superior and highlight our safety, quality, comfort and the attention received. To know if our proposal is aligned with what is expected of it, we have a series of tools that allow us to make decisions based on knowledge, reorient our compass and always go hand in hand with your expectations.

Global Survey

This study is conducted annually to respond to the demand for information from different areas of our company in a measurable and continuous manner over time. Through what people who ride Cabify answer, we can understand how they perceive our value proposition, what their experience is when using our app and align our service to their needs.

Rider help experience

Tool focused on knowing and evaluating the experience when contacting Cabify. We use it to understand whether our customer service is on the right track and, of course, to be able to improve where necessary.

Global Brand Campaign Survey

We want to know how people who use our services for leisure activities feel. By researching their emotions, Cabify's PR team can better respond to what they are looking for when devising the overall marketing campaign, which aims to reach the largest number of people and have a wide reach in both media and social media.

Cabify Club profiling

To improve the visibility and performance of our new loyalty program, what better than to ask the people for whom it is intended. With this research, we have cleared up unknowns that will allow us to improve the next phase of the program.

Rider no show

As there are a relevant number of situations in which a trip is requested but the person does not show up, we launched this project to understand the reasons and try to reduce this rate. We found responses by conducting online interviews with 407 people who had taken this action in the previous days.

Rider checkout evolution

Putting ourselves in the place of the person who is going to request a vehicle, anticipating the information they need, or how and when they need it, allows us to simplify the checkout screen and organize the elements to encourage the request to be made.

New rider early engagement

In our sector there is a high turnover of users because they are very sensitive to factors such as waiting time, price or the variety of transportation alternatives offered by the different ride hailing operators. We launched research to understand the context of people new to our platform and to better meet their needs and expectations.

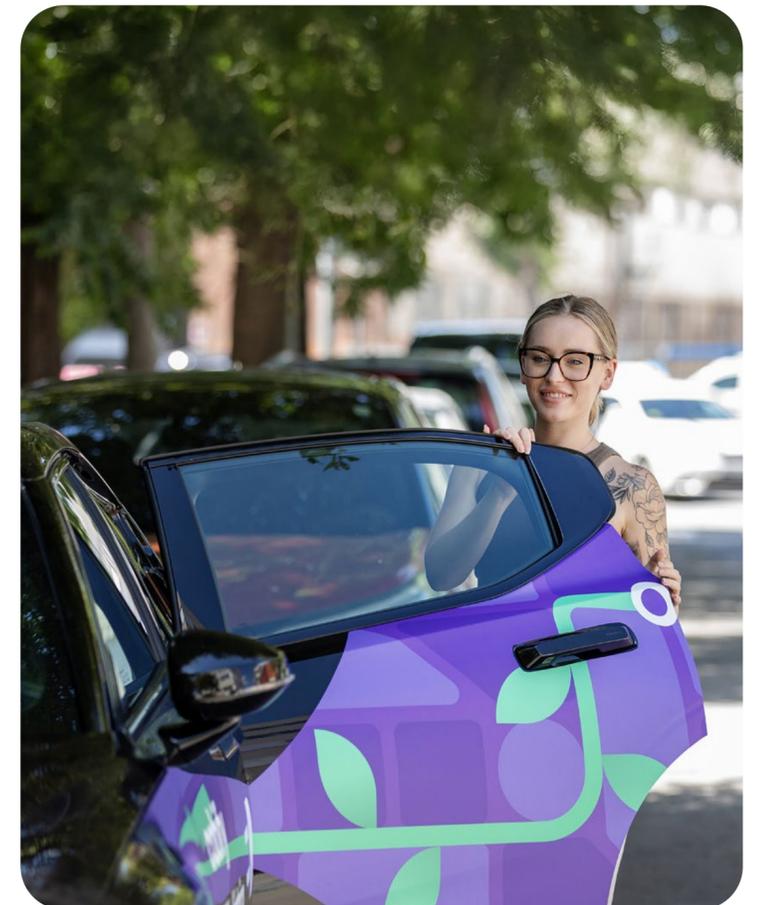
Decrease in rider demand

If we detect that some people have substantially lowered their frequency of use compared to previous months, we analyze the reasons in search of an explanation.

+100 million
of trips made

98/100
Of the trips concluded
without claim tickets

96%
Of the trips have been
rated as excellent



Knowing, listening and guiding travelers

In order to make each trip a positive experience, we establish clear and accessible processes that allow us to listen and accompany each person.

We want people who ride Cabify to arrive at their destination safely and enjoy their trip. And also that they can tell us everything that is important to them and that can make us improve.

Our travel community includes very different people -from individuals, companies or customers of our logistics service- so our attention is always adapted to their profile, to the concerns they share with us and to the treatment required for each situation.

In order to offer you the best support, we have several contact channels, as well as clear processes to manage incidents and claims, ensuring that you have the necessary support at all times and in the shortest possible time.

In addition, we have different mechanisms and resources that allow us to be alert at times that require our full attention and priority resolution, for example, if there is inappropriate behavior during the journey by any person on board or if people are in a critical situation such as an emergency.

People who use our platform to meet their mobility needs also have a rating system to evaluate their satisfaction with the service. The ratings are systematically collected and the feedback is analyzed in order to implement improvements to our app or service.

We are available 24/7

Facilitating open communication with the Cabify community is vital. We know that offering a quality service does not end when you arrive at your destination. For this reason, we have several contact channels so that you can communicate with us and ask questions, resolve doubts and incidents or express concerns and complaints.



Telephone: our customer service is available through dedicated telephone lines for direct and quick resolution.



Chat: available from our app, we attend in real time your needs of attention or assistance...

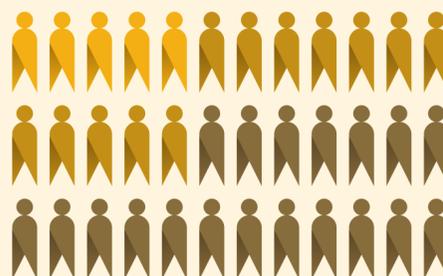


Ticket: from the app or our website, it allows you to document and register requests and complaints, as well as follow up on them.

The maxim of our customer service is to offer fast, efficient and satisfactory answers. Any aspect of our service may be subject to complaint, the most formal means of which is through complaint forms. Our commitment is to continue improving the service we provide, optimizing our response times and surpassing ourselves in quality.

Spain

59,580 tickets
3.1 Tickets / 100 trips



- Phone: 14.4%
- Chat: 32.1%
- Tickets: 5.5%

Latin America

1,319,459 tickets
1.6 Tickets / 100 trips



- Phone: 8.3%
- Chat: 33.1%
- Tickets: 58.6%

Monitoring of channels and mechanisms

The monitoring and efficiency of our processes plays a crucial role in ensuring the satisfaction of Cabify's customers, whether they are individuals or corporate clients, and that their concerns are effectively addressed.

- **Service Level Tracking:** we set targets in our customer service to measure the performance of our operations and monitor indicators such as response times or incident resolution.
- **Audits:** periodically, we conduct audits to evaluate the quality of our service and the effectiveness of the care we provide, confirming that it meets established standards and identifying areas for improvement.
- **Net Promoter Score (NPS) analysis:** this tool measures the loyalty and satisfaction of the people who use our platform, providing us with a clear view of their experience.

Based on the information gathered through these three measures and the monitoring and evaluation system, we establish specific actions aimed at continuous improvement. This proactive approach ensures that we can constantly make adjustments, align our processes to travelers' expectations, and that our operations evolve based on their experiences and suggestions.

TROUBLESHOOTING

We are committed to remediating negative incidents that may affect the people who move with us, so we have implemented a structured approach to effectively address and resolve these situations.

Identification of incidents

If we identify a negative incident of some significance, such as poor service or inappropriate behavior, we follow a clear process to assess what has happened, categorize and prioritize the incident and provide an appropriate response.

Repair processes

- **Immediate attention:** we use our contact channels -phone, chat or ticket- to interact directly with the affected people and offer them imminent and timely attention.
- **Situation assessment:** once the incident is reported, our team thoroughly investigates and assesses the situation and details, including information provided by the driver.
- **Corrective actions:** depending on the nature of the incident, we assess whether it is necessary to implement corrective actions such as compensation, formal apologies or service adjustments such as rescheduling routes.
- **Follow-up of the repair:** after resolving the incident, we follow up to confirm that the actions taken have been effective, which may include satisfaction surveys or direct communication with the affected person.

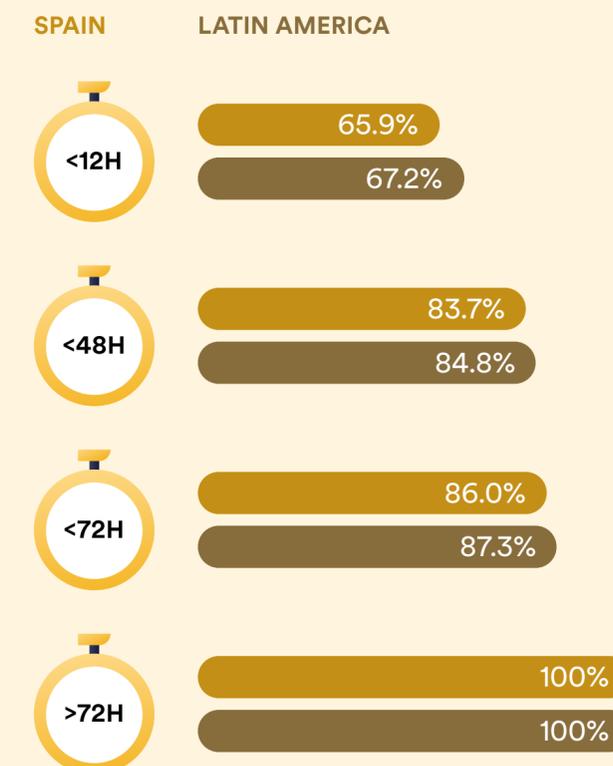
Evaluation of the effectiveness of the repair

Cabify is committed not only to repair the negative incidents that have arisen, but also to learn from them in order to avoid their repetition in the future. With this comprehensive approach and continuous improvement cycle, we guarantee the satisfaction of the people who travel with the app, individuals and corporations. For this reason, we have multiple methods to evaluate the effectiveness of the repairs provided:

- **Feedback analysis:** analyze the opinions and comments we receive through satisfaction surveys and the Net Promoter Score (NPS), which allows us to measure the perception of the quality of our service after an incident.
- **Internal audits:** regularly audits our customer service processes to ensure that corrective actions are effectively implemented and that promised service levels are met.
- **Indicator review:** We monitor key performance indicators related to incident resolution and customer satisfaction, which helps us identify trends and continuously improve.



Incident resolution



We are a safe mobility alternative

At Cabify, we believe in a mobility that cares, protects, respects and welcomes people. We believe that security and tranquility are factors that keep communities together. For this reason, we strive to make travel experiences with guarantees, enriched by technology and innovation.

TECHNOLOGY FOR A SAFE EXPERIENCE

The safety of each and every person who interacts with Cabify to get around is one of our greatest commitments. Your peace of mind is at the center of everything we do and, for this reason, we have concrete and specific measures to which we add new features every year, reinforcing passive and active safety elements. We strive not to have to count a single safety-related incident and, in this respect, we never put on the brakes!

INITIATIVES TO ENSURE SAFETY ON BOARD

Limit operating zones

Analyzes and, if necessary, limits routes where on-board safety may be compromised.

Masked call

Protects the personal data of travelers and carriers and prevents access to their phone numbers.

Real-time path monitoring

For detecting unusual aspects of the path and strange areas of operation.

Trusted contact

Allows you to share all trip information with people you trust.

Cancel trip on route

In case of possible road incidents, the driver can disengage from the trip while we assign another driver to the traveler.

Harvey Tool

Speeds up the management of possible harassment cases, objectifying their analysis and improving their follow-up.

Voice of the Customer System

Performs an optimized classification of the tickets that reach us through the app, allowing us to improve communication and the service we offer.

TRAVEL SAFETY INITIATIVES

Driver's public profile

The profile of the people who drive -we try to include their photo in 100% of the cases-, is visible in the users' app, with information about their seniority in the platform, their travel history or the percentage of positive ratings.

Driver members, driver members and cab drivers

Validation of personal and vehicle documentation; psychometric tests; and criminal background check.

Rider rating system

Through rider ratings, riders become aware of their performance and deliver a superior experience.

Selfie authentication of driver members, driver members and cab drivers

Biometric validation system that guarantees that the person using the account as a driver is the person registered on the platform.

Blocking after a bad experience

After a negative rating due to a bad experience, prevents the assignment of the driver on future trips.

Security section in the app

A through the application menu, this section displays all the resources and functionalities that can be selected, as well as context on existing local security measures.

SECURITY AS A STRENGTH

Safety is one of the decisive aspects for users when choosing a mobility app. Depending on the geographical area, it is perceived differently: in Latin America it is associated with physical issues and in Spain with elements such as reliability and trustworthiness. What is common in both cases is that safety is one of the values most associated with Cabify.

Bureau Veritas

One of the aspects most valued by those who use Cabify, especially in Latin America, is how we ensure their safety. As of July 2022 in Peru, we consolidated our position as one of the most reliable mobility platforms in the market by entrusting Bureau Veritas with the audit and verification of the safety standards of our registration process for driver members, driver members and cab drivers. After carefully examining each stage and its strict filters - psycho-technical evaluations, criminal and police background checks, identity and documentation verification of applicants or vehicle re-inspection - Bureau Veritas verified compliance with our process, reaffirming that we are the best alternative for travelers in terms of security.



At Cabify we all fit in

We have an ongoing commitment to universal accessibility. Cities must be built using technology to construct spaces that cater to the different mobility realities of all people. Because a city only progresses when all its inhabitants can fully participate in it.

We make travel more accessible to everyone who uses our platform, both those who ride and those who take them, through these intuitive features and functions in the Cabify app, applying digital accessibility criteria to ensure that no one is left behind.

FOR THOSE WHO TRAVEL

Travel Accessibility Menu

Allows you to indicate if you have any specific needs, especially for people who are deaf, blind, elderly, cognitively impaired or have attention deficits. With this information, the service provider can adapt to the requirement and offer a more satisfactory travel experience for both parties. There are 3 options:

- **Boarding assistance:** activates the need for an escort to reach and board the vehicle. The driver receives a personalized notification informing him/her of the possibility that the person he/she is going to pick up may be accompanied by a guide dog, so that he/she can adapt his/her service with foresight.
- **Chat instead of calls:** disables the possibility of receiving phone calls.
- **Important voice prompts:** allows you to listen to prompts with details about your trip.

Taxi Access

Particularly suitable for people with reduced mobility.³⁰

Accessibility landing page for riders

We are working to make Cabify increasingly accessible and to support the right to move freely and independently.. This [landing](#) page brings together all the accessibility solutions available to help everyone travel easily with Cabify, along with insights from experts we collaborate with to take accessibility beyond our app.

Support products

Our app is compatible with more than 13 accessibility support products, including:

- **Use of simple language:** simplify texts so that elderly or cognitively impaired people can easily use the app.
- **Homogeneous visual design:** the app controls have a more homogeneous visual appearance and color contrasts more appropriate for people with low vision.
- **Text To Speak:** this function, indicated for people with reading difficulties, allows the phone to read aloud the notifications sent during the trip.
- **Voice control on iOS:** the app can be used by voice thanks to this feature available on iPhone.

FOR THOSE WHO DRIVE

Sound settings

Allows you to adjust the sounds and vibrations in the application and adapt them to your preferences. If driving is easier and more comfortable for them, it will have a positive impact on the quality of the service offered and on their safety.

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

Accessibility landing page for drivers

On our path toward universal accessibility, driver partners and collaborating taxi drivers play a fundamental role. This landing page outlines the key points for providing the best possible service to riders who have enabled any accessibility option in their app menu. It also explains how to activate the features available for drivers with hearing disabilities.

During 2024 we have implemented improvements that have allowed us to quantify the number of people who, thanks to the compatibility of our app with 13 accessibility support products, can make use of Cabify and travel:

+670,000 people
have used accessibility
features when moving
around with Cabify

Accessibility, key to our social progress

One of the objectives of our Sustainable Business Strategy is to improve the lives of 750,000 people every year until 2025, through our social services and initiatives in local communities. By 2024, we have reached 693,479 people and there is one key factor in meeting this goal: accessibility.



Cabify Club

Now there are more reasons than ever to travel or ship in Cabify. Cabify Club is a loyalty program, with exclusive benefits, discounts and special promotions, which rewards the loyalty and trust of the people who use our platform to cover their mobility needs.

We want to offer more to those who support us the most. To those who are always there and choose us every time they need to move or move something in their city. From this idea was born Cabify Club, a program of benefits that has seen the light this year and with which we reward trust and loyalty.

In addition to traveling and shipping in a comfortable, safe and more sustainable way, you can now access benefits to get the most out of the city. Discounts or special promotions that add value to our platform.

The program is simple. Each traveler is assigned a level - Bronze, Silver or Gold - according to the number of trips made in the last month. Each country and market defines its own levels and challenges, ensuring a more personalized experience. The greater the number of trips and the greater the continuity, the higher the level and the greater the rewards.

Among the advantages available is the possibility of accumulating credit or discounts for trips, having priority when finding a vehicle or accessing customer services, as well as enjoying offers and promotions with allied brands such as Avios, Just Eat, Booking, Latam Pass or Fitness Park, among others.

Cabify's commitment to sustainability and the promotion of a more responsible mobility model is also present in the Club. Opting for the most ecological and efficient categories of the app not only helps us to reduce CO₂ emissions and environmental impact, but also adds cashback to each person's balance so that they can enjoy discounts on their next trips.

With Cabify Club, we have taken another step forward in our premise of offering the best and making every trip count, differentiating our offer in the market and ensuring that people who regularly use our app see Cabify not only as their preferred mobility solution, but as a comprehensive experience that encompasses other areas of their life in the city, for example, leisure or gastronomic options. We bring companies closer to their destination



We bring companies closer to their destination

People are not the only ones with mobility needs; companies have them as well. That is why Cabify develops solutions to help businesses meet those needs with ease, whether it is getting to a meeting, sending packages, offering a mobility plan for their teams, or simply rewarding employees or clients with credit for free rides.

MUCH MORE THAN A CORPORATE SERVICE

Every business moves differently. That is why we design corporate mobility strategies tailored to each company. In order to better understand the needs of the companies that trust us to move, we have several processes in place to always remain attentive and confirm if our proposal fits what they require.

- **Premium Service:** to be able to size the potential of developing a premium mobility service for certain corporate users, we conducted a study to find out their expectations and identify what elements we should include.
- **CSAT:** we conduct this recurring study every four months in order to track the satisfaction levels of our corporate clients and identify those factors that may have a negative impact on them, assessing the perception of two profiles: corporate travel platform administrators and travelers.
- **Drivers Corp:** as an essential profile for corporate mobility, we analyze their figure through a disaggregated study according to the context of each country, categorizing their local situation, characteristics, requirements and particularities.

WE TAKE COMPANIES ON THE BEST PATH

And in order to do so, we accompany them 24/7. All our communication channels and processes are available to express concerns or incidents, but because we recognize that your needs are different when moving, we offer you specific treatment to meet your requirements and provide you with exceptional service.

- **Personalized service levels:** they use our services in their work environment, and that requires faster response times and more demanding, efficient and effective attention and assistance.

- **Proactive actions:** in order to minimize them, we anticipate possible incidents that may arise in the transportation of our corporate clients and monitor all services, ensuring a smooth and seamless transportation experience.
- **Direct communication:** maintains a preferential and immediate line of communication with the managers of our B2B clients to build solid and lasting relationships.

CABIFY CORPORATE MOBILITY SOLUTIONS

With a focus on quality and safety, our corporate services seek to improve the efficiency in mobility and transportation of companies and support the welfare of their staff, adapting to their needs to optimize their productivity. We articulate our offer around three axes:

- **Corporate mobility solutions:** business travel in comfort, safety and punctuality. We have private vehicles with driver or cabs for employees or partners, customers and suppliers, and the possibility of making journeys in a sustainable way through the Eco category, with electrified vehicles - hybrid, plug-in hybrid and electric - to reduce the carbon footprint.
- **On-demand vehicle rental:** allows companies to move at their own pace in sustainable options such as electric motorcycles (0 CO₂ emissions) or plug-in hybrid cars.³¹
- **Corporate shipping and last-mile logistics solutions:** whether for inter-office parcels or deliveries to end customers, we offer last-mile shipping and logistics solutions customized to each company's needs.

FOR THOSE TRAVELING IN THE COMPANY

- **Travel without worries:** private vehicles with driver or cabs to move in a comfortable, safe, punctual and practical way, and in the category that best suits the need of the moment: Eco, for sustainable travel; Group, if up to six people are traveling; or Extra Comfort, for travel in spacious vehicles.
- **Priority reservations:** in corporate mobility, punctuality is essential, especially in transfers to stations or airports. This service monitors each trip in real time to anticipate and resolve unforeseen events, ensuring on-time arrival at the destination with peace of mind.
- **Cabify by the hour:** allows you to have an exclusive vehicle, with unlimited stops, without waiting or multiple reservations, and knowing the rate in advance.

2024 vs. 2023

+8% people who move with Cabify for Companies

+10% corporate routes

Corporate mobility barometer

What do people who use digital mobility apps in the corporate environment value most?

+82 %
security and peace of mind in your travels

+45 %
your company makes it easy for them to work

+40 %
flexibility and conciliation

Cabify Grouping

+30,000 rides on optimized routes

37 tnCO₂ avoided

FOR ADMINISTRATORS AND CORPORATE MOBILITY MANAGERS

- **Cabify as a benefit for the workforce:** of the possibility of offering employees a reliable and easy-to-use corporate mobility solution, with centralized payment.
- **Cabify Grouping:** allows employees to commute from their home to their workplace in a comfortable, safe, punctual and sustainable way on optimized routes, shared with other people with nearby departure and destination points and compatible schedules.
- **Request rides for others:** instantly request rides for customers or guests, without the need for them to have a Cabify account. The company only needs to provide a cell phone number to receive by SMS all the necessary notifications for a comfortable and satisfactory trip. 2024 vs. 2023
- **Vouchers and Cabify Balance:** these redeemable codes allow companies to offer credit or discounts on trips -either as a detail for customers or a benefit for their teams-, being able to customize their schedule, location or use: cover transfers to the office or events, complement an offer of services and products...
- **Cabify for events:** we take care of organizing all the mobility required for the occasion; we offer flexible packages with options such as transportation vouchers, group transfers or customized codes, adapted to the needs of the event, so that the company only has to focus on making sure everything goes perfectly.
- **Tailor-made mobility solutions:** knows that every travel plan is unique, so we are available to provide the support companies need to meet any requirement.
- **Cabify Assistance:** we offer immediate transfers and other mobility resources to insurance companies and roadside assistance, health and travel providers to accompany their customers after an incident or in their medical transfers.

TO KEEP CORPORATE MOBILITY UNDER CONTROL

- **Corporate platform:** allows companies to manage their corporate account in a simple and personalized way, assigning administrators, permissions and different user groups, and establishing travel policies, with limits and restrictions, according to the transportation needs of each employee.
- **Travel policies:** travel policies allow the person managing a corporate account in Cabify to establish spending rules for the people in the workforce, defining parameters individually or by groups, establishing travel zones or assigning products by time ranges or days of the week.

- **Flexibility in payment and billing:** with our customizable payment method, the company can opt for a single payment method for the entire team or assign an individual one to each user, choosing between paying after each trip or at the end of the month. Invoicing management is automated, allowing the downloading of invoices, the receipt of a unified monthly summary and the creation of cost centers. In addition, detailed reports can be generated to monitor consumption, access trip history and tag journeys, facilitating more effective control and tracking.
- **Automated registration:** is a completely anonymous registration option for new customers, which does not require contact with an agent and allows you to start traveling once completed.
- **Integration of API:** we offer this possibility for the company to manage corporate mobility efficiently, from a unified platform and connected with existing systems.
- **Exclusive support service for companies:** with expert agents and a team dedicated exclusively to personally attend to any need or setback, supervise the pre-assignment or assignment of drivers, monitor trips in real time or resolve administrative issues. And of course, multichannel so that the company can solve queries, doubts and incidents by choosing the preferred way to contact us.



Sustainability as an added value

Many companies choose the Cabify Eco category because they want transportation in line with their ideas and share our commitment to improving cities. In this way, they cover their trips in electrified vehicles (hybrid, plug-in hybrid and electric) and minimize their environmental impact by reducing their carbon footprint. In addition, our mobility platform increasingly offers zero-carbon options for our corporate customers, such as electric scooters.

Carbon neutral travel, with offset certificate

We neutralize the CO₂ emitted on all corporate routes. We are pioneers in providing companies with certificates that certify that 100% of their carbon emissions have been offset.

The certificate includes the exact amount of CO₂ generated and therefore offset, as well as the environmental projects in which we have invested that year to become carbon neutral. Thanks to the companies that move in Cabify, we fight together against climate change, supporting initiatives that promote reforestation, forest conservation and renewable energies.

Cabify Logistics, a trusted partner for business

Logistics is not just about moving shipments. It also drives business forward. We become a strategic partner to help companies reach their goals and open new opportunities.

Just as Cabify helps people get where they need to be, Cabify Logistics ensures deliveries arrive exactly where and when they are expected. Logistics is built on trust. That is why we guarantee deliveries that are accurate, fast, high-quality, and sustainable.

Quality and assurance: peace of mind with every delivery

We understand that the last mile of a business is just as important as everything that comes before. We provide exceptional service, safeguarding shipments with the highest standards of security and reliability. Businesses can rest easy knowing their products are in good hands.

Technology and logistics: the perfect match for efficiency and control

In the logistics world, efficiency means time, and time means money. That is why we use our tech capabilities to deliver innovative solutions that enhance shipment management. We are constantly developing new features to optimize and improve operational efficiency..

Always available: agility and personalization

We know that every situation requires a different type of support. That is why we offer multiple contact channels and remain available at any time, from any place, through any platform. We aim to provide fast and responsive service that delivers the information our clients need.

Simple, easy logistics: hassle-free management

Turning complex logistics into a simple process starts with simplifying management. That is why we rely on intuitive tools that make handling and tracking shipments easy and straightforward.

Comprehensive, versatile logistics: tailored solutions

The goal of logistics is to get shipments to their final destination. How that happens is as unique as each business. Our end-to-end logistics solutions are flexible and adapted to the specific needs and challenges of each delivery, always supported by expert guidance.

Sustainable commitment: responsible logistics

Efficiency alone is not enough—logistics must also be responsible. We are committed to minimizing environmental impact through clean technologies and sustainable practices, such as route optimization and the use of electric vehicles. Every delivery we manage is a chance to reduce carbon emissions and contribute to a better future.

Technology: taking logistics to the next level

Our corporate logistics services are powered by innovative, tech-based tools and platforms:

- Business API
- Integrations with leading e-commerce platforms
- Driver app tailored to the needs of logistics services
- Logistics Engine, an algorithm that automatically finds the best available option for the client
- Delivery Management System, our web-based product for shipment management



Corporate culture based on integrity

At Cabify we have made a commitment, as a company and as a team, that moves us every day. At both the corporate and personal level, we need to create an environment of enrichment and respect where everyone in our community, and those around us, are winners.

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

We have a Code of Ethics that establishes the rules that should govern the behavior and actions of our team and the relationship with third parties, as well as different global policies that favor the development of our activity. This regulation has the supervision and approval of the company's C-Level, is always available to us through our intranet, Explora, and is also accessible on [our website](#). During 2024, we have revised and updated it to adapt it to the changing reality we live in.

Channel and Ethics Committee

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

This channel is aligned with the EU Whistleblower Directive, which seeks to protect all persons who disclose unethical conduct, and allows you to provide information, include images, add voice notes and documents detailing the case, always with the possibility of doing so anonymously. When a case is received through the channel, the appropriate inquiries are made and the corresponding decisions are taken with the areas involved.

In 2024, the Ethics Committee handled a total of eight cases -four of them in Spain- reported through the channel: two related to harassment -one was dismissed, another was a minor offense-, four cases of fraud -two dismissed, two cases of dismissal-, and two cases of improper dismissal, both of which were dismissed. None of these cases has involved a violation of human rights.

FIGHT AGAINST FRAUD AND CORRUPTION

We adopt internal and external measures to prevent corruption, bribery or money laundering. In this fight, we advocate proactive and early detection so that no one gets off track.

Compliance in our actions

Our approach to fraud and corruption is exemplary compliance with the law and the legal system in all countries where we operate. All of us who form Cabify must obey the legislation and regulations of the places where we exercise our activity. This obligation extends to our own applicable policies - Anti-Corruption and Fraud, Conflicts of Interest and Code of Ethics - which have been reviewed and updated in 2024 to reinforce our commitment.

Beyond regulations

We don't just limit ourselves to being transparent with our community of users. In addition to complying with the European regulation PSD2 (Payment Services Directive)¹, which aims to reinforce payment security and improve consumer protection, we have implemented some improvements in our app to reduce fraud:

- **Authentication of payment methods for high-risk transactions:** selective friction to force authentication based on a risk score, instead of rejecting orders.
- **Two-factor authentication:** to better protect corporate customer accounts and data, we have implemented two-factor authentication in the login process, both in the mobile app and on the web.
- **Reduction of document fraud:** in the registration process of new driver members, driver members and cab drivers, we have forced the uploading of documents and images to be done with photos taken with the camera of the mobile device and not imported from the gallery, thus minimizing document forgery.

Fintech: financial compliance

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

- [Code of Ethics](#)
- [Anti-Corruption and Fraud Policy](#)
- [Conflicts of Interest Policy](#)
- [Data Protection and Cybersecurity Policy](#)



A sustainable value chain

In our sustainable and transparent business model, based on ethics and integrity, suppliers in our value and supply chain play an important role. When selecting them, we looked at their sustainability commitments.

At Cabify, we have a Supplier Code of Conduct that establishes the minimum standards of behavior expected from the suppliers we deal with. It is important to us that they reflect, throughout their value chain, a commitment to respect for human rights, integrity, ethical behavior, environmental protection, safety and transparency of information.

This Code applies to all Cabify companies on a global scale, and is mandatory for all suppliers providing any type of service or collaborating with Cabify, establishing the principles that should govern these relationships. For this reason, we ensure that any supplier with whom a service or product is to be contracted is aware of it.

In addition, Cabify is in the process of implementing a Purchasing Policy that will allow us to improve the management of our relationships with suppliers and ensure fair behavior with all our business partners, including a measurement of their performance.

Our company already incorporates social and environmental criteria in the selection of suppliers. In all bidding processes, their sustainability commitments are evaluated, which include adherence to initiatives such as the United Nations Global Compact or the Science Based Targets Initiative (SBT). We also demand the demonstration of active human rights due diligence policies and the abolition of forced labor, child labor and modern slavery.

Additional points are awarded to those suppliers that carry out audits to verify their commitments in these areas, and certifications obtained in sustainability and human rights issued by accredited entities are valued. Suppliers are evaluated on their ability to measure and report their environmental impact, and must demonstrate a specific action plan for emissions reduction.

Currently, we do not audit our suppliers as there is no significant impact on our supply chain, but we have mapped its implementation for 2026. Our company focuses primarily on technology purchasing, which allows us to maintain strong relationships with our suppliers and effectively manage any issues in our value chain.



We safeguard cybersecurity and privacy

When we say Cabify is a secure app, we also mean in terms of cybersecurity and privacy. We protect data in a comprehensive way, involving everyone on our team.

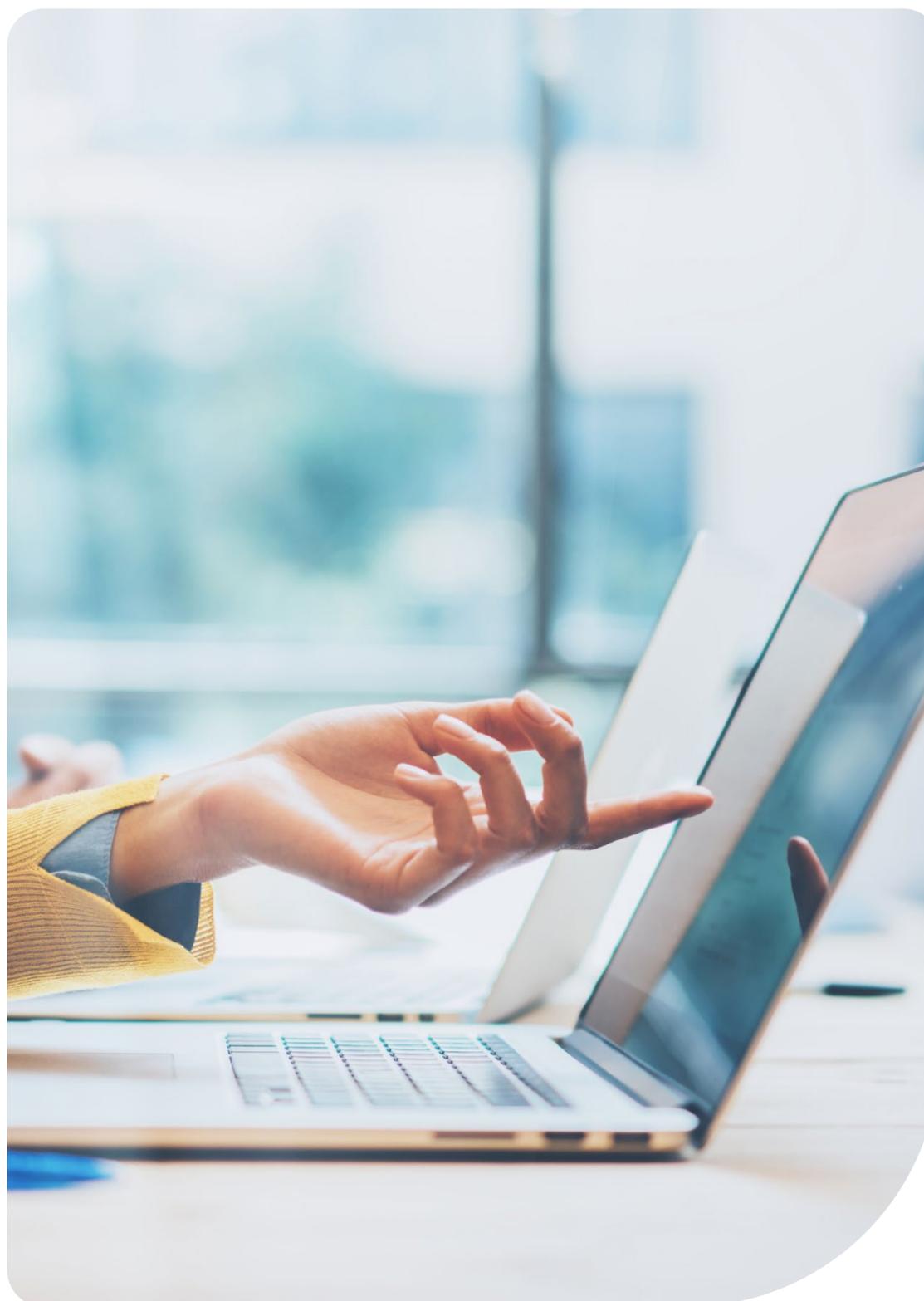
In an increasingly digital world, security takes on a new dimension. To face growing risks, we need constant updates, strong systems, and the ability to adapt quickly. We do not see this as a challenge, but as a commitment. We work on resilience to ensure the long-term success of our security efforts. We have reviewed all our corporate standards and updated our [Data Protection and Cybersecurity Policy](#). This allows us to meet the most rigorous cybersecurity requirements while strengthening the safety and privacy of our platform and all the data it handles.

To stay protected against cyberattacks, we conduct mandatory training for our entire team each year. This helps reduce vulnerabilities and exposure. Awareness is one of the most effective controls for preventing tactics like phishing, one of the most commonly used methods by cybercriminals.

As a new initiative this year, we also implemented a security monitoring process with an external provider in our app and platform development environment. This ensures that any vulnerability is detected and addressed in time, before going live.

In 2024, we maintained the highest rating, Grade A, on Security Scorecard, achieving a score of 97 out of 100. This global leader in cybersecurity ratings scores organizations based on metrics such as network and endpoint security, update speed, and IP reputation. We maintain this score through active management of alerts generated by the tool, allowing us to mitigate risks in advance. This strengthens us against potential vulnerabilities and is key for everyone who uses our platform.

Additionally, for the second year in a row, we certified our Information Security Management System (ISMS) with ISO 27001.



82% of team members trained in cybersecurity

This represents an increase of 25% over the previous year.

ISO 27001 Certification

The certification of our ISMS - Information Security Management System - guarantees the confidentiality, integrity and availability of the information we handle, and represents another milestone in our commitment to being the most secure platform on the market in all the countries where we operate, a commitment that is highly valued, especially in the corporate segment.

Grade A in Security Scorecard

In 2024 we maintained the highest grade in the Security Scorecard, obtaining a score of 97/100.

Advocacy groups: joining forces

Since our goal is to make progress in urban mobility, we cannot do it alone. We collaborate proactively and transparently with institutions that share our goals or common interests, as well as with the public sector.

It is essential that any regulatory initiative has public participation and that the interests of all parties are heard and reflected in a balanced manner. For this reason, at Cabify we maintain an open dialogue with public administrations in all countries where we operate. We offer you our expertise in the field of urban mobility and are involved in the development of policies related to our activity.

MAIN STRATEGIC POSITIONS

- Promoting sustainable and decarbonized mobility
- Defense of free competition
- Public-private collaboration
- Accessibility and inclusion

SUMMARY OF LOBBYING ACTIVITIES

In order to promote sustainable, inclusive and efficient mobility, our advocacy strategy has a proactive approach. We participate in the design and regulation of mobility policies at national, regional and European level, focusing on key issues for Cabify:

Processing of the Sustainable Mobility Act in the Congress of Deputies

To address risks related to market access and consolidate a sustainable mobility model aligned with the 2030 Agenda, we collaborated in the evaluation and proposal of amendments to ensure that this law fosters a balanced framework between innovation, sustainability and free competition. At Cabify, we support legislation that drives decarbonization and allows mobility platforms to play a key role in urban transformation, ensuring equal opportunities between different transportation models.

Participation in the EU mobility working group

We contribute to the European Union Task Force, together with key industry players and institutions, to develop joint strategies for sustainable mobility. We believe that a unified regulatory framework that enhances digital solutions, the use of electric vehicles and the development of charging infrastructure will mitigate transnational regulatory risks and foster the EU's sustainability leadership.

Technical Committees for the Law of the sector in Catalonia

We are committed to a regulation that guarantees the coexistence of cabs and VTC, with a competitive and fair system that is aligned with the expectations of users. For this reason, we are working with the Catalan government and other stakeholders on the new law for the sector. Our objective is to avoid excessive restrictions and to open up opportunities for growth in a reasonably regulated environment.

Collaboration with the Community of Madrid on the VTC Regulation

At Cabify we promote greater integration in urban mobility, ensuring accessibility, opportunities and job creation for all stakeholders. For this reason, we collaborate with the Community of Madrid in the development of the VTC regulation and the search for a model that ensures their economic sustainability.

Commitment to transparency and sustainable development

Cabify is firmly committed to the development of more sustainable cities, ensuring that its political influence activities are transparent and oriented to the common benefit.

Transparency

Cabify provides full information on its activities and commitments related to advocacy, actively participating in transparency registers:

European Union Transparency Register: NO. 776951534394-10

Transparency Registry of the Community of Madrid: NO. 202000168

Registry of Lobbies of the Madrid City Council: Lobby Code 3389

Long-term vision

Cabify collaborates with public policy makers to build an inclusive, efficient and environmentally friendly mobility future.

cabify

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Footnotes

1. In October 2024, we will cease operations in Mexico.
2. The European Union has promoted Directive (EU) 2022/2464 of the European Parliament and of the Council of December 14, 2022 to improve transparency and information on corporate sustainability and to establish common reporting rules and standards for all European countries.
3. This Board of Directors corresponds to Cabify Inc. None of the Board Members receive any remuneration for their position, which is free of charge.
4. Este Consejo de Administración corresponde a la sociedad Cabify Inc. Ninguno de los Consejeros percibe una remuneración por su cargo, siendo el mismo gratuito.
5. Available in Chile, Colombia and Peru.
6. With approved child seats. Available in Spain.
7. Available in Argentina, Peru and Uruguay.
8. Available in Madrid.
9. Available in Mendoza (Argentina) and Montevideo (Uruguay).
10. Hybrid, plug-in hybrid and electric vehicles. Available in Spain and Chile for corporate clients.
11. Available in Bogota (Colombia), Barcelona, Madrid, Valencia and Zaragoza (Spain) and Lima (Peru).
12. Available in Argentina, Chile and Colombia.
13. Available in Barcelona, Madrid, Malaga, Seville and Valencia (Spain).
14. Available in Madrid.
15. The term 'last mile' represents the last part of the order delivery process, i.e. the actions that take place when the product is routed from the distribution point to the end customer.
16. Available in Argentina, Chile, Colombia and Peru.
17. A hackathon is a large gathering of programmers, designers, product managers, researchers, data scientists and data analysts whose goal is collaborative development.
18. Based on data from ANFAC's [Annual Report 2023](#).
19. According to the [United Nations Development Program](#) (UNDP).
20. [Emissions Gap Report 2024](#) by the United Nations Environment Programme (UNEP), of the United Nations Environment Programme (UNEP).
21. According to the information note on [El avance de emisiones GEI en 2023](#) published by MITECO.
22. Data from the United Nations Development Programme (UNDP) on the website of its global initiative [Climate Promise](#).
23. [Transport 2050: The Road to Decarbonization and Climate Resilience in Latin America and the Caribbean](#), of the Inter-American Development Bank (IDB).
24. Based on data from ANFAC's [Annual Report 2023](#).
25. Law 7/2022, of April 8, on waste and contaminated soils for a circular economy, and Royal Decree 553/2020, of June 2, which regulates the transfer of waste within the territory of the State.
26. Conclusion drawn from the Global Survey that we conduct periodically to monitor the opinion of the people who use our app in all markets.
27. Employee Net Promoter Score (eNPS) is a tool to measure loyalty to a company, in this case our employees, by answering the question "How likely are you to recommend the company to a family member or friend?" on a scale of 1 to 10. To obtain the result, the detractors (have scored 6 or less) are subtracted from the promoters (9 or 10 points), and this result is divided by the total number of responses and multiplied by one hundred. The NPS index can be as low as -100 (everyone is a detractor) or as high as 100 (everyone is a promoter). An NPS above 0 is perceived as good and an NPS of 50 is excellent.
28. The Industrial Injury Severity Index (OSI) measures the severity of work-related incidents. It is calculated by dividing the number of days of sick leave by the number of hours worked and multiplying the result by 1000.
29. The occupational accident frequency index (IF) measures the degree of exposure of workers to occupational hazards. It is calculated by dividing the number of accidents by the number of hours worked and multiplying by one million.
30. Available in Madrid
31. Available in Spain.
32. Although we do not comply with the minimum hiring percentage of people with disabilities for companies with more than 50 employees, set at 2%, we compensate through donations to support the activities of Special Employment Centers such as the Juan XIII Foundation or Miton, dedicated to the inclusion of people with disabilities in the labor market.
33. The gender pay gap in our company reflects an aggregate analysis of the entire workforce, composed of diverse profiles and different salary bands. The greater presence of men in areas such as Technology, with higher salaries, and women in departments with lower salaries, such as Finance or Human Resources, influences the result. The observed gap is not the result of a discriminatory policy; we continue to work to balance female representation in all areas and levels.

A closer look at how we work

BREAKDOWN BY PROFESSIONAL CATEGORY (as of year-end 2024)

REGION	PROFESSIONAL CATEGORY	MEN	WOMEN	ANOTHER	TOTAL
Spain	Senior Management	17	4	0	21
	Managers	39	26	0	65
	Middle Management	34	18	0	52
	Operational Positions	233	131	0	364
	Subtotal Spain	323	179	0	502
Latin America	Senior Management	5	0	0	5
	Managers	22	7	0	29
	Middle Management	53	56	0	109
	Operational Positions	209	303	0	512
	Subtotal América Latina	289	366	0	655
Total	Senior Management	22	4	0	26
	Managers	61	33	0	94
	Middle Management	87	74	0	161
	Operational Positions	442	434	0	876
	Total	612	545	0	1,157

BREAKDOWN BY AGE (as of year-end 2024)

REGION	AGE	MEN	WOMEN	ANOTHER	TOTAL
Spain	Under 30	53	43	0	96
	Between 30 and 50	262	131	0	393
	Over 50	8	5	0	13
	Subtotal Spain	323	179	0	502
Latin America	Under 30	108	156	0	264
	Between 30 and 50	181	210	0	391
	Over 50	0	0	0	0
	Subtotal Latam	289	366	0	655
Total	Under 30	161	199	0	360
	Between 30 and 50	443	341	0	784
	Over 50	8	5	0	13
	Total	612	545	0	1,157

CONTRACT TYPE BY REGION (as of year-end 2024)

NUMBER OF PEOPLE	SPAIN	LATIN AMERICA	TOTAL
Salaried	502	655	1157
Permanent salaried employees	502	628	1130
Temporary employees	0	27	27
Salaried employees of non-guaranteed hours	0	0	0
Full-time salaried employees	501	655	1156
Part-time salaried employees	1	0	1

CONTRACT TYPE BY GENDER (as of year-end 2024)

NUMBER OF PEOPLE	SPAIN	LATIN AMERICA	TOTAL
Salaried	612	545	1157
Permanent salaried employees	532	598	1130
Temporary employees	13	14	27
Salaried employees of non-guaranteed hours	0	0	0
Full-time salaried employees	544	612	1156
Part-time salaried employees	1	0	1

AVERAGE ANNUAL NUMBER OF CONTRACT MODALITIES

REGION	BY PROFESSIONAL CATEGORY	PERMANENT CONTRACTS	TEMPORARY CONTRACTS	PART-TIME CONTRACTS
Spain	Senior Management	20	0	0
	Managers	81	0	0
	Middle Management	67	0	0
	Operational Positions	474	0	2
	Subtotal Spain	642	0	2
Latin America	Senior Management	3	2	0
	Managers	31	3	0
	Middle Management	132	10	0
	Operational Positions	631	49	0
	Subtotal América Latina	797	64	0
REGION	BY AGE	PERMANENT CONTRACTS	TEMPORARY CONTRACTS	PART-TIME CONTRACTS
Spain	Under 30	129	0	2
	Between 30 and 50	499	0	0
	Over 50	14	0	0
	Subtotal Spain	642	0	2
	Latin America	Under 30	339	20
Between 30 and 50		445	42	0
Over 50		13	2	0
Subtotal América Latina		797	64	0
REGION	BY GENDER	PERMANENT CONTRACTS	TEMPORARY CONTRACTS	PART-TIME CONTRACTS
Spain	Men	234	0	2
	Women	408	0	0
	Subtotal Spain	642	0	2
Latin America	Men	454	29	0
	Women	343	35	0
	Subtotal América Latina	797	64	0

A closer look at how we work

PEOPLE WITH DISABILITIES

REGION	MAN	WOMAN	TOTAL
Spain	3 (0.93%)	1 (0.56%)	4 (0.80%) ³²
Latin America	-	-	-

NUMBER OF TRAINING HOURS

REGION	PROFESSIONAL CATEGORY	MEN	WOMEN	TOTAL
Spain	Senior Management	226	10	236
	Managers	575	331	906
	Middle Management	1,119	886	2,005
	Operational Positions	1,332	1,186	2,518
	Subtotal Spain	3,252	2,413	5,665
Latin America	Senior Management	18	0	18
	Managers	554	114	668
	Middle Management	1,352	578	1,930
	Operational Positions	1,483	763	2,246
	Subtotal América Latina	3,407	1,455	4,862
Total	Senior Management	244	10	254
	Managers	1,129	445	1,574
	Middle Management	2,471	1,46,	3,935
	Operational Positions	2,815	1,949	4,764
	Total	6,659	3,868	10,527

NUMBER OF PEOPLE WHO HAVE LEFT THE COMPANY

REGION	PROFESSIONAL CATEGORY	MEN	WOMEN	SUBTOTAL
Spain	Senior Management	0	1	1
	Managers	7	11	18
	Middle Management	7	6	13
	Operational Positions	73	44	117
	Subtotal Spain	87	62	149
Latin America	Senior Management	2	0	2
	Managers	4	1	5
	Middle Management	18	17	35
	Operational Positions	86	113	199
	Subtotal América Latina	110	131	241
Total	Senior Management	2	1	3
	Managers	11	12	23
	Middle Management	25	23	48
	Operational Positions	159	157	316
	Total	197	193	390

TURNOVER RATE

REGION	PROFESSIONAL CATEGORY	MEN	WOMEN	SUBTOTAL
Spain	Senior Management	0.0%	25.0%	4.8%
	Managers	12.8%	23.1%	16.9%
	Middle Management	8.8%	11.1%	9.6%
	Operational Positions	18.0%	18.3%	18.1%
	Subtotal Spain	15.5%	18.4%	16.5%
Latin America	Senior Management	40.0%		40.0%
	Managers	18.2%	0.0%	17.2%
	Middle Management	20.8%	15.1%	15.6%
	Operational Positions	21.5%	10.2%	22.9%
	Subtotal América Latina	21.5%	21.6%	21.5%
Total	Senior Management	9.1%	25.0%	11.5%
	Managers	14.8%	21.2%	17.0%
	Middle Management	16.1%	10.8%	13.7%
	Operational Positions	19.7%	22.1%	20.9%
	Total	18.3%	20.6%	19.4%

A closer look at how we work

NUMBER OF DISMISSALS BY GENDER AND AGE

REGION	AGE	MEN	WOMEN	TOTAL
Spain	Under 30	10	5	15
	Between 30 and 50	27	23	50
	Over 50	0	1	1
	Subtotal Spain	37	29	66
Latin America	Under 30	20	22	42
	Between 30 and 50	28	30	58
	Over 50	0		0
	Subtotal Latam	48	52	100
Total	Under 30	30	27	57
	Between 30 and 50	55	53	108
	Over	0	1	1
	Total	85	81	166

NUMBER OF DISMISSALS BY PROFESSIONAL CATEGORY

REGION	PROFESSIONAL CATEGORY	MEN	WOMEN	TOTAL
Spain	Senior Management	0	0	0
	Managers	2	5	7
	Middle Management	4	4	8
	Operational Positions	31	20	51
	Subtotal Spain	37	29	66
Latin America	Senior Management	0	0	0
	Managers	0	0	0
	Middle Management	7	11	18
	Operational Positions	41	41	82
	Subtotal América Latina	48	52	100
Total	Senior Management	0	0	0
	Managers	2	5	7
	Middle Management	11	15	26
	Operational Positions	72	61	133
	Total	85	81	166

REMUNERATION FOR EQUIVALENT ROLES OR COMPANY-WIDE AVERAGE

REGION	MEN	NMW WOMEN	NMW WOMEN
Spain	63,544	50,523	16,636
Argentina	47,748	32,876	3,564
Chile	31,978	32,609	6,120
Colombia	12,692	8,339	3,588
Mexico	30,422	26,636	4,488
Peru	34,334	19,068	3,817
Uruguay	41,430	21,701	6,720

AVERAGE REMUNERATION BROKEN DOWN BY JOB CATEGORY

REGION	PROFESSIONAL CATEGORY	MEN	WOMEN	AVERAGE
Spain	Senior Management	153,482	144,084	151,692
	Managers	86,475	83,812	85,426
	Middle Management	60,350	53,889	58,077
	Operational Positions	53,512	40,494	48,837
	Average Spain	63,566	50,523	58,924
Latin America	Senior Management	133,232		133,232
	Managers	80,241	82,712	80,859
	Middle Management	36,476	28,467	32,361
	Operational Positions	16,154	10,641	12,878
Average Latin America	26,599	14,713	19,923	

AVERAGE REMUNERATION BROKEN DOWN BY AGE

REGION	AGE	MEN	WOMEN	AVERAGE
Spain	Under 30	43,517	36,269	40,271
	Between 30 and 50	68,136	53,505	63,247
	Over 50	46,154	105,312	65,873
	Subtotal Spain	63,566	50,523	58,924
Latin America	Under 30	13,240	10,336	11,515
	Between 30 and 50	34,615	17,991	25,644
	Over 50			
	Subtotal Latam	26,599	14,713	19,923

GENDER PAY GAP³³

REGION	PROFESSIONAL CATEGORY	MEN	WOMEN	SUBTOTAL
Spain	Senior Management	153,482	144,084	6.12%
	Managers	86,475	83,812	3.08%
	Middle Management	60,350	53,889	10.71%
	Operational Positions	53,512	40,494	24.33%
	Subtotal Spain	63,566	50,523	20.52%
Latin America	Senior Management	133,232		100.00%
	Managers	80,241	82,712	-3.08%
	Middle Management	36,476	28,467	2.96%
	Operational Positions	16,154	10,641	34.13%
	Subtotal América Latina	26599	14,713	44.69%

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Verification report

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- SA 8000 (international labour principles and rights in accordance with the ILO (International Labour Organization), the Universal Declaration of Human Rights and the Convention on the Rights of the Child. SAAS Procedure 200)
- Environmental Management System (ISO 14001).
- Social Responsibility Management System, IQNet SR 10 and SAB000 schemes
- Quality Management System (ISO 9001).
- Energy Management System (ISO 50001).
- Occupational Health and Safety Management System (ISO 45001).

Additionally, the criteria and information that have been taken into account as a reference to carry out the Verification Program have been:

- 1) Law 11/2018 of 28 December, which amends the Commercial Code, the revised text of the Companies Act approved by Royal Legislative Decree 1/2010 of 2 July, and Law 22/2015 of 20 July on the Auditing of Accounts, with regard to non-financial information and diversity.
- 2) Directive 2014/95/EU of the European Parliament and Council of 22 October 2014 amending Directive 2013/34/EU as regards the disclosure of non-financial information and diversity reporting by certain large companies and certain groups.
- 3) Communication of the European Commission 2017/C 215/01, Guidelines on non-financial reporting (methodology for non-financial reporting)
- 4) the international standard ISO/IEC 17029:2019 Conformity assessment - General principles and requirements for validation and verification bodies
- 5) The criteria established by the global sustainability reporting initiative in the GRI standards where the organisation has opted for this recognised international framework for disclosure of information relating to its corporate social responsibility performance

AENOR expressly disclaims any liability for decisions, investment or otherwise, based on this Declaration.

During the verification process carried out, under a limited level of assurance, AENOR conducted interviews with the personnel in charge of compiling and preparing the Report and reviewed evidence relating to:

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- Activities, products and services provided by the organization.
- Consistency and traceability of the information provided, including the process followed to collect it, sampling information about the reported.
- Completion and content of the disclosure of non-financial information in order to ensure the completeness, accuracy and veracity of its content.
- Letter of Disclosures from the Administrative Body.

The conclusions are therefore based on the results of this sample process, and do not absolve the Organization of its responsibility for compliance with applicable legislation.

The personnel involved in the verification process, the review of findings and the decision to issue this Disclosure have the knowledge, skills, experience, training, supporting infrastructure and capacity to effectively carry out these activities.

CONCLUSION

Based on the foregoing, in our opinion, there is no evidence to suggest that non-financial information included in the statement titled MEMORIA DE SOSTENIBILIDAD 2024 published as included in annual Financial Directors' report and for information concerning the reporting period, Jan. 1st to Dec. 31st, 2024, does not provide accurate information on the performance of CABIFY ESPAÑA, S.L., in terms of social responsibility content required by Law 11/2018 regarding environmental, social and personnel issues, including the management of equality, non-discrimination and universal accessibility, human rights, the fight against corruption and bribery, and diversity.

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Translation Quality Certificate

CERTIFICATE



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TRANSLATION QUALITY CERTIFICATE

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Certificate: 18/2025

Client: Cabify Spain

Project: Sustainability Report 2024

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Delivery Date: 18/06/2025

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- **Revision:** The translation has been reviewed by an expert reviewer to guarantee its quality and detect any possible errors.
- **Desktop publishing:** The translation has been formatted according to the client's specifications.

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Madrid, June 18, 2025

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