



**Report
Social Impact**

2022

Updated March 15, 2023





Julián Fernández Rodes
Metropistas CEO

— Message from the CEO

Metropistas is composed of a group of people committed not just to doing a good job, but also to creating a positive impact in everything they do. That is what drives us and since 2011 has propelled us to offer an excellent service and to continue finding new ways to contribute to our surroundings beyond the management of infrastructure. Which is why, by actively listening to the communities around us, we constant seek to generate new opportunities that can benefit us all.

Road safety, sustainability and customer service are the pillars of our work. And so, in 2014, the first free highway assistance service was born, and it has managed to impact tens of thousands of Puerto Ricans when they were vulnerable, offering them safety and support. In 2022 alone, over 7,000 assistance services were provided. Over the past nine years, we have managed to reduce accidents with victims on the PR-22 and PR-5 highways by approximately 75%.

Our job does not end there. Aware that many car crashes are related to tire conditions, we have invested in air pumps to offer our customers an additional alternative. Likewise, we have sought to offer them other services such as renovated bathrooms and recycling collection points at all of our stations.

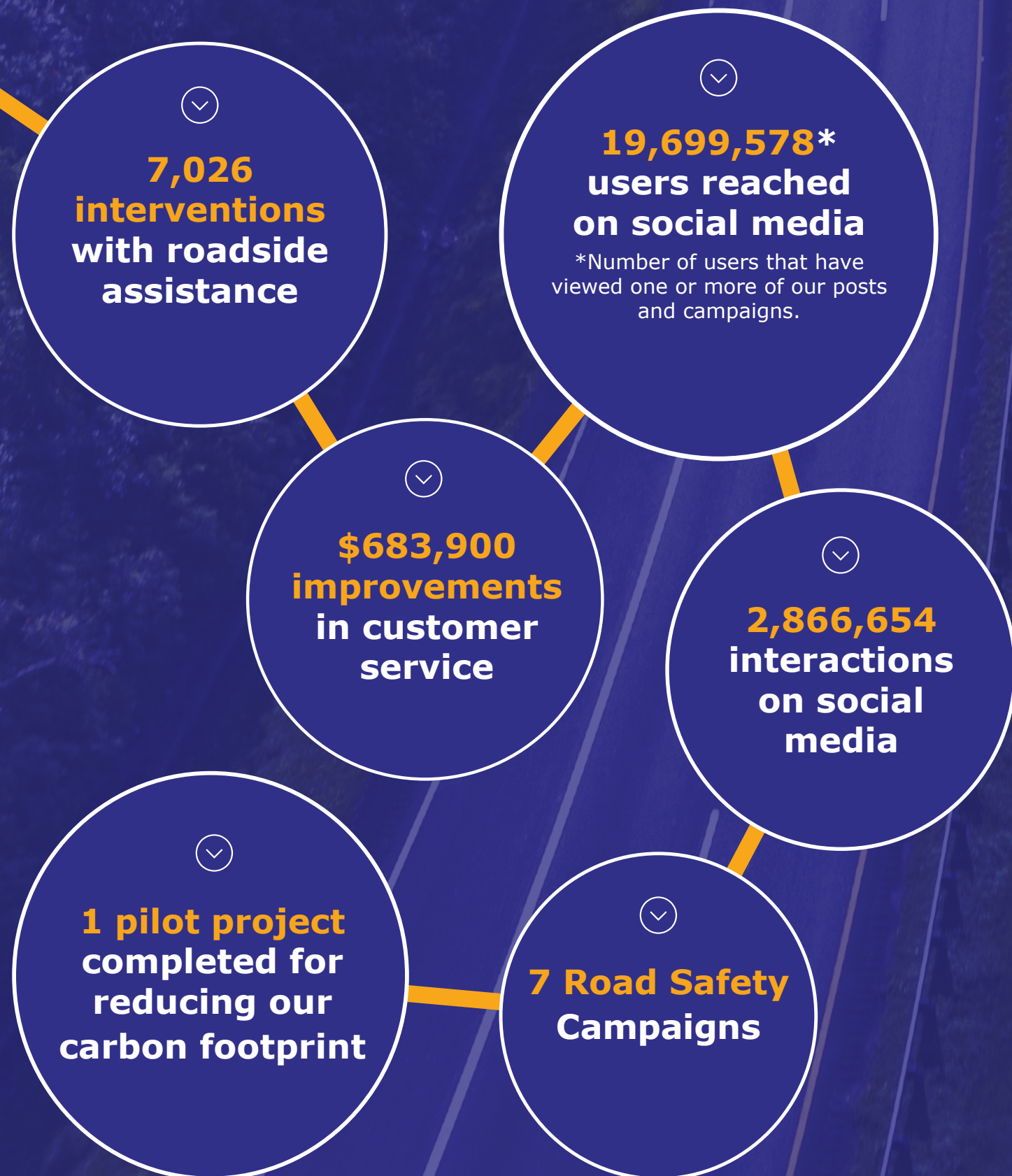
Beyond our management and the service that we offer, we are interested in the communities around us. In this regard, we have identified strategic alliances with non-profit organizations to reach these communities. We offer financial support through the Red Cross to help victims of natural disasters. This year we struck up a collaboration to support the rehabilitation unit of the Puerto Rico Trauma Center, where the majority of victims of serious car crashes go.

Likewise, we are committed to the environment, in particular to reducing our carbon footprint, and we have therefore expanded our program for recycling construction waste. We created an alliance with Para la Naturaleza to promote reforestation and we are moving towards the consumption of green energy, allowing us to become more efficient and resilient.

In this document we share the most significant results of our social, environmental and customer-service management during 2022. We hope to continue expanding our efforts for the benefit of all of Puerto Rico.



SUMMARY OF SOCIAL IMPACT IN 2022



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Introduction

Autopistas Metropolitanas de Puerto Rico, better known as Metropistas, is the consortium in charge of managing, maintaining and conserving the PR-22 highway (José De Diego Expressway), which runs from San Juan to Hatillo, and a stretch of the PR-5 highway in Bayamón. Since the start of the concession, in 2011, Metropistas' vision has been: "To respond to need for development, rehabilitation and administration of highway infrastructure in Puerto Rico, balancing the **satisfaction of customers, shareholders and employees with the social and economic development of the community**".

Our focus is on customer satisfaction and the socioeconomic development of the communities surrounding the highways that we manage. These two objectives are the cornerstone that drives Metropistas to go the extra mile with projects and programs that have a positive impact, from our services through to humanitarian aid at times of great need.

This **Social Impact Report** presents all the work, projects and programs that were implemented and those that were continued during 2022. For the past 11 years, multiple initiatives have been developed that have a positive impact on society. Nevertheless, this is the first year in which this report has been produced, bringing together all of the endeavors performed during the year in one place. This document does not seek to cover the company's impact during its first decade in operation on the island, and only presents the results of the initiatives carried out in 2022.

In order to make it easier to read, the document has been divided into sections grouping together the wide-ranging efforts and initiatives carried out in 2022. Here you will find the projects performed on road safety, sustainability, community aid, educational and/or cultural events and customer service. Together with this written document, a virtual space is available at metropistas.com/en-ruta-contigo with access to videos and images showing the range of initiatives developed.

 metropistas
an Abertis company

Initiatives for Road Safety

Our mission is to have zero deaths on the road.



360° Road Safety Program

Digital space where important data, information and news about road safety are available.



Campaign: El Salva Vidas

Educational campaign to celebrate the designated driver, better known as the Group's Lifeguard.



Campaign: Dale Casco

Educational campaign together with the 2022/23 road safety ambassador, Nimsi Martínez.



Metropistas at Schools

Metropistas signed an agreement with the MADD organization, to give greater reach to prevention programs.



Truck Park Anniversary

The Truck Park is an area designed for safety and rest for truck drivers.

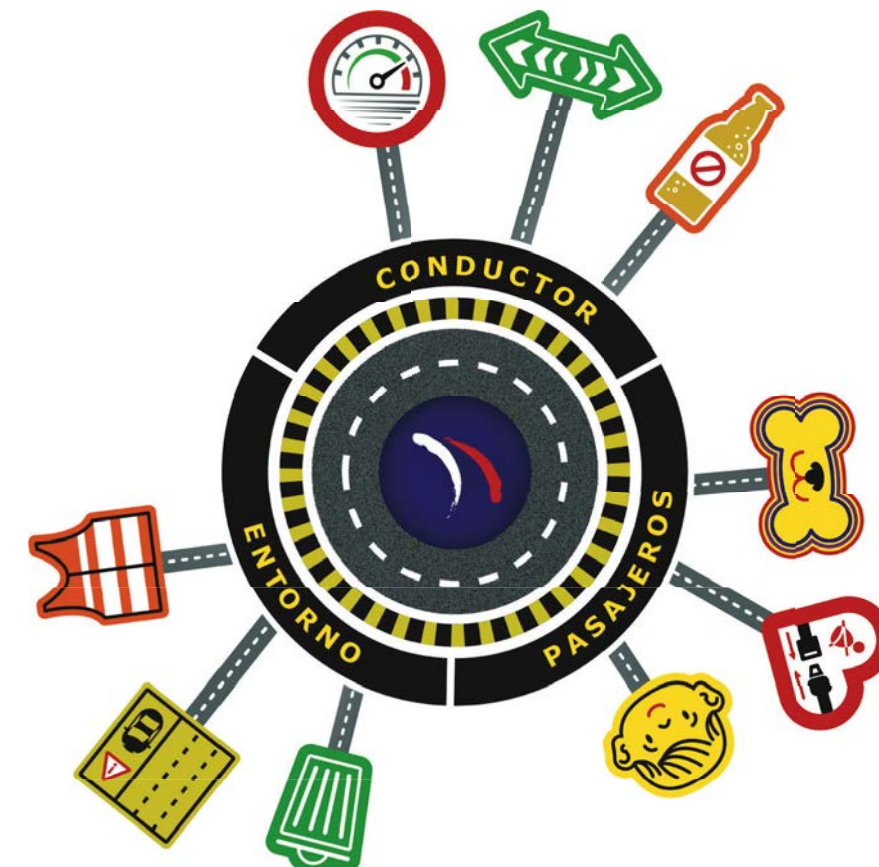
Road Safety 360°

The Metropistas Road Safety Universe.

With initiatives like these, Metropistas seeks to amplify the voice of agencies such as the Department of Transportation and Public Works, the Puerto Rico Highway and Transportation Authority, the Traffic Safety Commission, the Automobile Accident Compensation Administration and the Trauma Center Assistance Foundation, which also run road safety campaigns.

As part of its social responsibility program, Metropistas offers a special virtual space on its website with important data, information and news on road safety. This is carried out on the basis of three main pillars that the company will emphasize in order to cover all important areas of road safety and responsible driving.

This universe is accompanied by icons, graphical elements and easy-to-interpret interactive visuals to grab the attention of social media users and communicate the message at first sight.



OBJECTIVE:

To develop educational initiatives that help to reduce serious accidents in Puerto Rico.



Campaigns: 360° Road Safety

Seven million views in campaigns related to road safety issues.

Each year, Metropistas develops and releases educational campaigns to promote the correct behavior in the community to promote road safety.

During 2022, seven road safety campaigns were published. As a result of these campaigns, we obtained a high number of views and interactions among our target audience.

Objective

To create educational campaigns for promoting a culture of road safety.

Vision

To position Metropistas as the highest authority in road safety, by providing valuable content for drivers of today, all in the same place and in manner that is easy to consume.

Reach

7 million people: Watched one or several of the pieces of content from our road safety campaigns.

Views

2 million interactions:

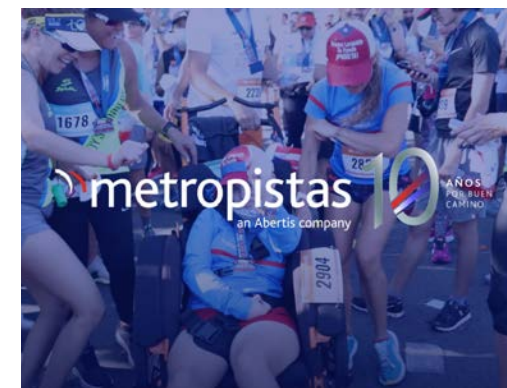
- Viewing of videos
- Reactions to the post
- Comments and shares



Campaign history

Road safety campaigns

- > January to February: Signs of life - Matías
- > March: Summer Corre por TOD@S
- > April: Construction areas
- > May: Speed
- > All year: STOP at the Truck Park
- > June to November: Lifeguard
- > December: Give Him a Helmet



Campaign: El Salva Vidas

According to a study conducted by the National Highway Traffic Safety Administration (NHTSA), the percentage of drivers under the influence of alcohol involved in fatal accidents was higher in the months of May (9.1%), June (9.3%) and July (9.3%) than the rest of the year.

To raise awareness about these alarming traffic accident figures, Metropistas produced an educational campaign to celebrate and incentivize the DESIGNATED DRIVER, better known as the LIFEGUARD OF THE PARTY, as the one that TAKES RESPONSIBILITY FOR THE GROUP.

Educational information:

SACANDO LA CARA POR EL CORILLO

PARA DISFRUTAR NO HAY QUE TOMAR

No seas tú parte de las estadísticas

En el 2018 el porcentaje de conductores bajo los efectos del alcohol involucrados en accidentes fatales fue más alto en los meses de verano.

Mayo (9.1 %)
Junio (9.3 %)
Julio (9.2 %)

Fuentes: National Highway Traffic Safety Administration

SE TÚ EL SALVA VIDAS

El conductor designado es el rol más importante del jangueo.
Sin ti no llega nadie a la casa.

¿Conoces el nivel de alcohol en la sangre permitido por Ley?

0.08% 0.02%

¿Qué pasa si Bebes y Guías?

- Bajo los efectos del alcohol, es casi imposible mantenerse **atento** al manejar.
- Eres más sensible a las **luces**, lo cual afectará tu **vista**.
- Al tener la vista comprometida, es difícil **reaccionar** rápido a situaciones de peligro.
- Es **ilegal** consumir alcohol mientras guías, te van a arrestar.

metropistas 10 AÑOS POR BUEN CAMINO an Abertis company



Three High-Impact Strategies

Starting in summer 2022, Metropistas launched its new educational campaign seeking to celebrate and incentivize the Lifeguard of each Group.

- 1 Launch of the summer campaign with an illustrative figure, The Lifeguard and **several animated videos** to get the attention of a young audience.
- 2 Promotions at five (5) beaches in Puerto Rico, reaching more than **2 thousand people**.
- 3 The Lifeguard character was followed up across the different seasons and special events of the year.



RESULTS:

- 1,884,531 people reached on social media.
- 2,000 people reached on the beaches.
- 608,970 interactions.



"UNA MADRE NUNCA ESPERA RECIBIR ESA NOTICIA."



Un mensaje de **metropistas**
an Abertis company

SI MARTÍNEZ PERDIÓ A SU HIJO EN UN ACCIDENTE DE MOTORA.

How did we use innovation to spread a prevention message?

- 1 Metropistas revolutionized the use of traditional media in P.R. with its "Give Him a Helmet" campaign.
- 2 This is the first time in Puerto Rico that a campaign to raise awareness about Road Safety has invested in the new technology of augmented reality. Augmented reality allows virtual elements to be overlaid onto a representation of physical reality.
- 3 With this technology, people who had access to the *Primera Hora* newspaper front page on December 5th, 6th and 7th, 2022 were able to take part in a novel experience via their cellphone screens.
- 4 From December 12th, over 60 gas stations in the north of Puerto Rico spread the campaign message with a second augmented reality experience that revealed the campaign message: Give Him a Helmet.

Campaign: Dale Casco

In 2022/23, Metropistas named Nimsi Martínez as its fourth Road Safety Ambassador.

The campaign called *Dale Casco* ("Give Him a Helmet") is inspired by the true story of a 21-year old man who suffered a fatal motorcycle accident in 2021 and his mother, Nimsi Martínez, who wants to spread a prevention message to avoid other families going through what hers has.

Results based solely on the month of December 2022.

RESULTS:

- > **2,119,220** people reached by digital ads on Facebook and Instagram.
- > Over **200,000** video views and **238,914** interactions on Facebook and Instagram.
- > **195,961** video views and over 400,000 impressions on YouTube.
- > **15,852** visits to the campaign website.

MEDIA PRESENCE AND ALLIANCES

External Media:

Primera Hora Online

170,486 people reached 1,232 interactions

El Nuevo Día Online

172,247 people reached 1,237 interactions

El Vocero Digital

617,462 impressions (banners) 686 visits to the link

Telemundo - Impressions

279,413 – Reach
133,568 – Results
11,183 – Clicks

Augmented Reality Experience on the front page of *Primera Plana* = **536**

Augmented Reality Experience at over 40 gas stations – **149**

An initiative that joined forces with key agencies such as:

- ▶ Department for Transportation and Public Works
- ▶ Traffic Safety Commission
- ▶ Automobile Accident Compensation Administration
- ▶ Trauma Center Assistance Foundation

Metropistas in Schools



In order to avoid road deaths caused by alcohol or drugs, Metropistas signed an agreement with the Mothers Against Drunk Driving (MADD) organization to extend the reach of prevention programs.

"We are very excited to announce our collaboration with the Mothers Against Drunk Driving (MADD) organization. Our commitment to road safety is a priority,

which is why we are allying with groups such as MADD to promote this message." - Julián Fernández Rodes, Chief Executive Officer of Metropistas.

Metropistas' donation allowed MADD to bring virtual and in-person conferences to schools titled *The Power of Youth* and *The Power of Parents*.

RESULTS:



70 schools visited.



3,358 students impacted.



Road Safety for Truck Drivers

Each year, Metropistas reinforces its commitment to its surroundings by creating new initiatives such as the opening of the first Truck Park in Puerto Rico, an exclusive rest area for drivers of heavy-duty vehicles.

On November 11, 2022, the Metropistas Truck Park celebrated its first anniversary with an event bringing together dozens of truck drivers from across the island.

This anniversary forms part of Metropistas' awareness-raising efforts and its road safety campaigns to promote the use of safe stopping places off the highway.



RESULTS:

260 heavy-duty vehicle drivers at the Truck Park.

20 truck drivers received new tires for their vehicles.





Sustainability



Metropistas implements initiatives to promote a sustainable environment in the communities in the north of Puerto Rico.



Initiative: Recycle at Metropistas

Initiative to announce that the eight Metropistas toll plaza have paper, plastic and aluminum recycling containers.



Reforestation Program

Metropistas launches new initiatives together with the organization *Para la Naturaleza* ("For Nature") to contribute to reducing our carbon footprint.



Renewable Energy

Metropistas placed its first solar microgrid in operation.

Campaign: Recycle at Metropistas

During April, Metropistas launched an announcement on social media aimed at letting all of its users know that there are containers at the toll plaza on the PR-22 and PR-5 highways to recycle paper, plastic and aluminum.

Initiative name:

Recycle at Metropistas is a program to collect recyclable material with containers available for collecting paper, plastic and other materials at the PR-22 and PR-5 toll plazas.

They are there to benefit all of the users of the PR-22 and PR-5 highways who wish to recycle in a safe place. Furthermore, during 2022 a project was launched to recycle concrete extracted in slab repair projects.

RESULTS:

➤ **630 tons** of recyclable material was collected over the course of the year.

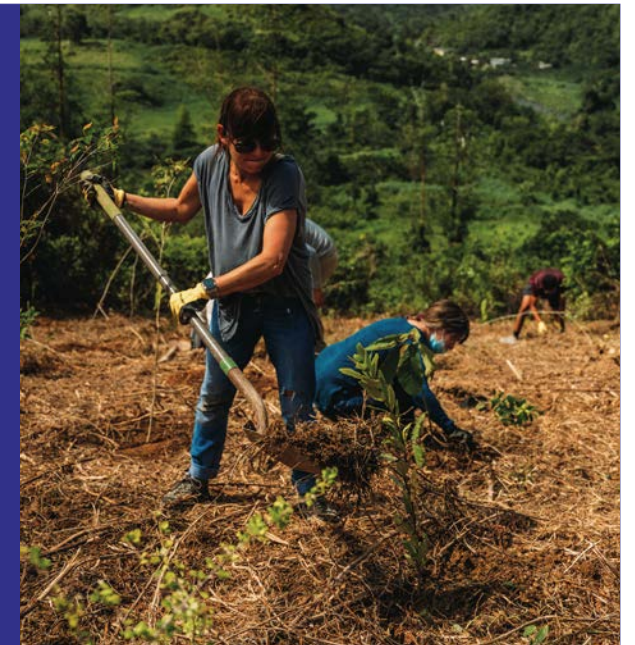
➤ **1,779,215** people viewed the ads.

USUARIOS DE LA AUTOPISTA PR-22



Reforestation Program

At Metropistas, we are working on initiatives that form part of the Sustainability Strategy of the Abertis Group (its main shareholder) and that seek to limit the global temperature by 1.5 degrees centigrade by 2030.



Metropistas developed a Reforestation Program in 2021 to plant native trees in a range of areas close to the PR-22 and PR-5 highways.

In 2022, it signed a collaboration agreement with the organization *Para la Naturaleza* to donate native trees that will be planted in forests as part of a reforestation process in northern Puerto Rico.

Para la Naturaleza will be responsible for ensuring that these trees grow to a mature age in good health so they better benefit the process of absorbing carbon dioxide. During the first year of the agreement, 300 trees were planted.

RESULTS:

➤ **300 trees** planted during 2022.



para la Naturaleza



Renewable Energy

Metropistas will reduce the carbon dioxide emissions associated with its electricity production by almost 15% from 2023, thanks to a solar microgrid brought into operation at its main station: the Buchanan toll plaza, in Guaynabo.

The objectives sought by the construction of Metropistas' first microgrid were achieving energy efficiency, having a resilient system and reducing its carbon footprint.

The Buchanan toll plaza is Metropistas' main center of operations and from where it manages all emergencies and incidents that occur on the PR-22 and PR-5 highways.

With an initial investment of approximately \$1.5 million, this space, which houses Metropistas' Control Center, Department of Conservation and Maintenance, as well as the Highway Police and Medical Emergency stations, is the first Metropistas' facility operated 100% with renewable energy.

In total, this microgrid system produces an estimated 480 megawatts of electricity per year and accounts for approximately 15% of the company's electricity consumption. With this initiative underway, we calculate a carbon footprint reduction of 340 metric tons of carbon dioxide.

RESULTS:



1,884,531 people viewed the news.



608,970 interactions.



Community



Humanitarian Aid

Metropistas actively collaborated with the local and international disaster relief campaigns of the Red Cross.



Focus on Rehabilitation

Metropistas and the Trauma Center Assistance Foundation will work together to strengthen the rehabilitation of patients at the Trauma Center.

Organizations that we have collaborated with:

Metropistas maintains alliances with non-profit organizations to improve the quality of life of the people of Puerto Rico.



Humanitarian aid

Metropistas maintains a firm commitment to victims of a wide range of natural disasters and war victims. This collaboration is with the Red Cross, an international organization renowned for its social work and humanitarian missions.

In February 2022, Metropistas contributed to the aid fund for flooding victims in the town of Dorado. Together with those of other donors, Metropistas' contribution provided emergency financial assistance to 170 families who lost the majority of their belongings.

In May 2022, as part of an effort by the Abertis Group to assist victims of the war in Ukraine, Metropistas donated \$20,000 to the humanitarian efforts carried out by the Polish Red Cross in the region. Thanks to these donations, thousands of victims were rescued and sent to reception centers in several European countries.



September is the peak month of the hurricane season in Puerto Rico. Following the impact caused by hurricanes Irma and Maria in 2017, the island was for the most part spared phenomena that caused significant damage. Then in September 2022, for many Hurricane Fiona brought back the worst memories of what they experienced five years previously. This category 1 hurricane caused significant losses due to flooding and affected thousands of families, who lost their homes.

Metropistas made a donation to assist, in particular, families from the town of Toa Baja through the Emergency Financial Assistance program of the Puerto Rico Chapter of the American Red Cross. In this case, 328 affected families were identified, who received aid from the Red Cross.



Focus on Rehabilitation

With the signing of a collaboration agreement between the *Fundación Asistencia Centro de Trauma, Inc.* (FACT; "Trauma Center Assistance Foundation") and Metropistas, a series of initiatives formally began seeking to expand the 360° Road Safety program of the concession-holder of the PR-22 and PR-5 and to strengthen the capacity to rehabilitate patients of the Trauma Center.

When an accident occurs with serious injuries, in the majority of cases they are sent to the Trauma Center at the Rio Piedras Medical Center. This is the only hospital on the island with the doctors, nurses and special equipment to treat patients with multiple body trauma, often the result of serious car crashes.



RESULTS:



With the donation received, the Trauma Center Assistance Foundation was able to acquire a range of equipment for the rehabilitation unit of the Trauma Center.

The equipment acquired included a specialized electric chair that helps patients stand up fully.



Special Events

Metropistas collaborates with artistic and educational initiatives to create opportunities for local talent in the field of culture and innovation.



Abertis International Chair

Metropistas hosted the ninth edition of the *Abertis International Chair Award* in Puerto Rico.



Miró Universe at the Museum of Art of P.R.

The *Joan Miró Foundation* and the *Abertis Foundation* present *Miró Universe*, a selection of works by the artist, at the Museum of Art of Puerto Rico.

Abertis International Chair Award

Metropistas hosted the ninth edition of the Abertis International Chair Award in Puerto Rico.



Abertis and Metropistas have developed an alliance with the University of Puerto Rico, Mayagüez Campus, to create the Abertis Puerto Rico Chair.

In November 2022, a ceremony was held rewarding the best research works presented by masters and doctorate students in the areas of infrastructure management and road safety.

Since 2003, Abertis and the Abertis Foundation have promoted the creation of different Chairs in collaboration with prestigious universities and international academic institutions. Aware of the importance of a link with the academic world for social and economic progress, Abertis promotes training, research and knowledge transfer between universities and business.

The event also featured the participation of the Governor of Puerto Rico, Pedro Pierluisi; the Director of the Highways and Transportation Authority, Edwin González; the Spanish Ambassador to the United States, Santiago Cabañas; and the Consul of Spain in Puerto Rico, Josep María Bosch. On the academic side, the University of P.R. at Mayagüez was represented by the Director of the Abertis Puerto Rico Chair, Benjamín Colucci, and representatives of the Polytechnic University of P.R. They were joined by representatives from the transport construction and infrastructure sector.

RESULTS:

Recognition was given to the work of Puerto Rico's Kettsy García Santiago, an engineering graduate of the Polytechnic University of P.R. for her research paper titled "1D and 2D Hydraulic Modeling to Estimate Bridge Scour: A Case Study".

Over **50** participants at the awards ceremony.



Recognition was given to the best research work from Spain, France, Italy, Mexico, Chile, Brazil and Puerto Rico.

Miró Universe at the Museum of Art of P.R.

Metropistas coordinated and facilitated the arrival of an exclusive collection of works by the Spanish artist Joan Miró.

The Miró Universe travelling exhibition has journeyed through 7 of the 15 countries where the Abertis Group has a presence, thanks to the collaboration between the Joan Miró Foundation, the Abertis Foundation and the Ministry of Foreign Affairs, European Union and Cooperation of Spain. Since it began in 2019 through to mid-2022, the Miró Universe exhibition had only been displayed in embassies or cultural centers of the Government of Spain in each country.

For the first time, the Miró Universe exhibition was presented in a museum, the Museum of Art of Puerto Rico, making it more accessible for the general public to visit it and get to know the work of one of the principal Spanish artists of the 20th century.

The exhibition opened to the public on 22 December, 2022 for a period of three months.



From left to right: Marko Daniel, Director of the Joan Miró Foundation; Juan Carlos López Quintero, Curator of the MAPR; Elena Salgado, Chairwoman of the Abertis Foundation; Sara Puig, Chairwoman of the Joan Miró Foundation; Julián Fernández, Metropistas CEO and Georgina Flamme, Director of the Abertis Foundation, during the inauguration of the Miró Universe exhibition at the Museum of Art of Puerto Rico.

RESULTS:

- 4,485 visits to the exhibition.
- 68 people attended the inauguration.

Services

We work to ensure customer satisfaction.



FREE Roadside Assistance

24/7 assistance that allows us to offer you free, fast and safe assistance in the event of any incident or accident occurring on the highway.



Tire Air Pumps

Three tire air pumps were installed at three stations on the PR-22 highway.



Latest Service Improvements

To ensure that the PR-22 and PR-5 highways are maintained in optimal conditions at all times.



FREE Roadside Assistance

Our employees work every day to keep all of the users of the PR-22 and PR-5 safe.

We have a 24/7 assistance patrol and the support of the Puerto Rico Police to provide you with free, fast and safe assistance in the event of any incident or accident occurring on the PR-22 and PR-5 highways.

The roadside assistance service is FREE. Once the Control Center learns of the need for assistance, we follow a rigorous process to ensure that we can reach the location in 15 minutes or less and, in the majority of cases, we resolve the situation in a period of 30 minutes or less. For more complex cases such as crashes or spills, we deal with contacting the relevant authorities to attend to the situation swiftly.

RESULTS:

- **7,026** assistance services during 2022.
- **98.18%** arrived in 15 minutes or less.
- **19:26** minutes average time to complete the assistance.



Tire Air Pumps

Tires at the right pressure offer better grip, resulting in increased road safety.

In 2022, three Tire Air Pumps were installed at different stations on the José de Diego Highway (PR-22). These pumps are strategically located at the Buchanan and Arecibo toll plazas. There is also one at the Vega Alta Truck Park for the benefit of truck drivers.

The service is free for all users. One of the most decisive factors in accidents is tire condition. Keeping them in good condition and at the correct pressure reduces the probability of an accident. Check them regularly.



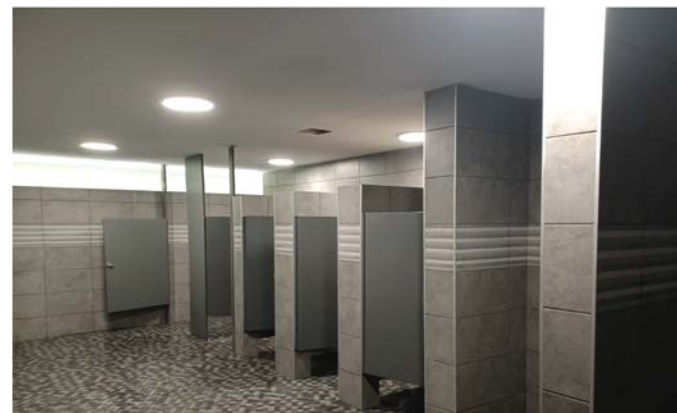
RESULTS:

- **129,332** users interacted with the digital ads aimed at announcing the new service.
- **478,108** users saw the news on digital media.



Latest Service Improvements

The Metropistas Conservation and Maintenance Department optimized its work tools in August 2022 to keep the PR-22 and PR-5 highways in good, clean condition. To do so, they acquired a mechanical sweeper that helps the maintenance brigades to clean the highways on a daily basis. As a result, a million interactions were reached in digital publications about the new service, and we also achieved increased maintenance efficiency. Furthermore, in November 2022 the opening of renovated bathrooms was announced at several highway toll stations for the use and convenience of our users.



RESULTS:

- > **24,800** linear meters marked.
- > **1,150** tons of trash collected.
- > **376** tons of asphalt.
- > **159** fence repairs.
- > **98%** of lighting in operation.

Users commented:

Mechanical sweeping of the highway

Carmen Zayas
Es un placer transitar por el expreso 22 todo esta limpio y sin hoyos y lo mejor si tienes un desperfecto en tu auto hay una guagua de asistencia estamos más seguros cuando transitamos por ella.

Mauricio Torrenegra
He visto muchas mejoras desde Septiembre 2021. Sigamos adelante. Todos los conductores que pagan por transitar esa carretera se lo agradecerán. Exitos! Nuestra seguridad depende de ustedes.

FREE roadside assistance

Milagros Iarrasa Aviles Tuve una emergencia con mi vehículo y recibí asistencia por un oficial de Metropistas y el servicio fué excelente
Love · Reply · Message · 1w

Javier Melendez Barreto
A mí me ayudaron bien se me explotó una goma y llegaron bastante rápido.había llamado a una compañía que pagaba anual y luego de enviar un mensaje se tardaron y llame a los de metro pistas y llegaron y cambiaron la goma rápido estaba lloviendo y era un área difícil para yo mismo cambiar la goma y de noche.gracias por su ayuda

José Orlando Colón
Hay que decir lo bueno. Desde que Metropistas asumió la administración de ese tramo desde SJ a Hatillo han puesto esa autopista en condiciones. Tanto así que en la página de Asistenciaenlacarretera.com esta el teléfono de su servicio de emergencias.

Damaris Bruno Cajigas recomienda Metropistas.
11 h · 🌐
Agradezco el servicio que me brindaron cuando me quede en la autopista. Excelente servicio

Maintenance and Conservation

Juan Salvat
- Metropistas, gracias por reparar el tramo en el área del peaje de Manatí. Hace más o menos dos semanas que comenté por esta su cuenta y ya lo corrigieron. Quedó "de show".

Elvin Gonzalez Quiles
Excelente!!! Soy de Isabela y cuando viajo de Hatillo a San Juan por la autopista 22 se puede disfrutar de un buen viaje ya que no hay hoyos en la carretera. Entiendo que deben mejorar en la parte de ornato. Todas la autopistas de Puerto Rico deben tener el mismo cuidado y mejorarlo...

Pertanio Santiago
Alvin Emmanuelli Es un placer viajar x la autopista 22, siempre muy hermosa y con buen mantenimiento, lo contrario de LUMA.

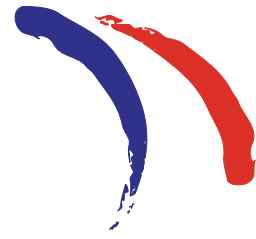
Commitment

Since the very first day that Metropistas began operations to conserve and maintain the PR-22 and PR-5 highways, its social commitment has been a priority. Metropistas was groundbreaking in offering a free roadside assistance service. For over a decade it has been involved in a range of community aid initiatives through its active collaboration with non-profit organizations as prestigious as United Way, the Red Cross and the Center for Puerto Rico, among others. The company has been a standard bearer for road safety, producing innovative awareness-raising campaigns that have managed to unite efforts to spread a common message: **Zero road deaths**. More recently, determined efforts have begun to reduce the company's carbon footprint and contribute to environmental conservation.

The latter has been reinforced by the establishment of an environmental, social and good governance (ESG) impact plan. This effort will lead to the implementation of measurable projects to ensure medium- and long-term changes that will yield benefits for all PR-22 and PR-5 users, as well as for the communities close to the highways. The

ESG plan is the cornerstone that sustains the **En ruta contigo** program, through which initiatives and projects are developed that tackle issues of sustainability, the environment, road safety and community development, following the United Nations sustainable development goals (SDGs).

During 2023, Metropistas intends to intensify its construction materials recycling program, expand its reforestation program and redouble its renewable energy efforts, as well as reducing the use of fossil fuels. A transformation is approaching that will make the company more resilient, sustainable and committed to the environment and the development of the surrounding communities. These and other efforts will be achieved through collaboration and creating strategic alliances with non-profit organizations that allow the results of the initiatives to have an impact on areas where Metropistas would otherwise be unable to reach. Accordingly, the entire Metropistas family is focused on completing each and every one of the projects established in its sustainability plan and continuing to provide a quality service to all its customers.



Metropistas' 11th Anniversary. Event to strengthen teamwork through recreational activities (2022).





Our job is to ensure you arrive safely.