



# SUSTAINABILITY REPORT 2024



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# MESSAGE FROM THE CHAIRMAN



At Baku Metro, we believe that sustainable urban mobility is more than just moving people from one place to another, it is about shaping the future of our city. Every journey on our network carries a responsibility: to reduce congestion, cut emissions, and ensure that millions of residents and visitors travel safely, inclusively, and efficiently each day.

In recent years, we have taken significant steps to embed sustainability into our operations. By adopting energy-efficient technologies and expanding digital solutions, we ensure these initiatives support Azerbaijan's priorities in sustainable urban mobility and transport, as well as our shared commitment to the UN Sustainable Development Goals.

We are proud of the measurable progress achieved. In 2024, passenger entries reached 230 million. LED lighting has been installed in an increasing number of our stations and transitioned to more energy-efficient systems. Yet, this is only the beginning. Our ambition is to make public transport the first choice for mobility in Baku. By modernizing our train fleet, reducing travel intervals, and enhancing the passenger experience, we aim to encourage more commuters to leave their vehicles at home.

This shift is not only about convenience but also about reducing emissions, strengthening public transportation in our city, and building a more sustainable transportation system for future generations. We strive to further develop a transportation system that enhances mobility, improves quality of life, supports economic and social well-being, and protects the environment. Through innovation, investment, and strong partnerships, we are determined to remain a driving force for sustainable growth in the years ahead.

This Report highlights both the progress we have made and the path we have chosen: a bold journey toward a more sustainable, inclusive, and resilient future for Baku.

Vusal Aslanov  
*Chairman of "Baku Metropolitan" CJSC*

# AT A GLANCE

230 mln  
Passenger Entries

40.7 km  
Total Network Length

27  
Stations

30  
New Generation Trains

155.6 mln  
Annual Revenue (AZN)

4787  
Workforce

19318  
Training Hours

2  
Memberships

Baku Metro stands at the intersection of tradition and transformation, serving as an integral part of the city's transportation system and a key contributor to sustainable urban development.

We recognize the importance of integrating sustainability into every aspect of our operations, encompassing energy efficiency, emissions reduction, passenger safety, accessibility, and community engagement. This Sustainability Report outlines our progress in including environmental, social, and governance (ESG) principles across our operations. It highlights key initiatives aimed at reducing greenhouse gas emissions, optimizing energy efficiency, and promoting sustainable practices. At the same time, the Report reflects our efforts to enhance passenger safety and experience, support employee well-being, and engage with the communities we serve.

By strengthening our sustainability practices, Baku Metro is preparing to meet the challenges of rapidly evolving urban sustainability requirements. Our focus is not only on modernizing infrastructure and enhancing operational efficiency but also on building resilience, transparency, and long-term value for our passengers, employees, and stakeholders. With sustainability at the core of our strategy, we aim to ensure that Baku Metro continues to contribute to a cleaner environment, a stronger community, and a more sustainable future for the people of Azerbaijan.



# ABOUT THE REPORT

This Sustainability Report (hereinafter referred to as “the Report”) presents the activities, performance, and commitments of Baku Metropolitan Closed Joint Stock Company (CJSC) (hereinafter referred to as “Baku Metro” or “the Metro”) during the reporting period 1 January to 31 December 2024 and will be prepared annually.

The Report has been prepared in accordance with the Global Reporting Initiative Standards (2021 Universal Standards) (hereinafter referred to as “GRI standards”), reflecting the organization’s determination to enhance transparency, comparability, and accountability in sustainability reporting.

The Report covers the full scope of Baku Metro’s Operations, including metro lines, stations, depots, maintenance facilities, and all administrative and support functions under the company’s direct control.

The disclosures cover the social, economic, and environmental impacts directly associated with the provision of urban rail transport services. In addition, indirect impacts, such as those linked to the supply chain, passenger behavior, and infrastructure development, are included where they are considered material. Where specific data or operational elements are clearly stated along with the rationale, Baku Metro views sustainability reporting as an essential mechanism for accountability to its passengers, employees, regulators, and society at large. Reporting has been conducted in line with the GRI Principles of Accuracy, Balance, Clarity, Comparability, Completeness, Sustainability Context, Timeliness, and Verifiability (Figure 1).

## ACCURACY

Quantitative and qualitative data are disclosed using transparent methodologies and clearly stated assumptions. Estimates are explained in detail, allowing results to be trusted, reproduced, and used confidently by stakeholders.

## BALANCE

Performance is reflected impartially by presenting both achievements and challenges. Year-on-year trends are included to give stakeholders an objective basis for assessing overall impacts and progress.

## CLARITY

Information is conveyed in a straightforward and accessible format. Visuals, tables, and concise explanations support understanding, while bilingual presentation and glossaries ensure accessibility for a broad stakeholder audience.

## COMPARABILITY

Consistency of data across reporting periods enables meaningful benchmarking. Standardized units, recognized methodologies, and disclosure of both absolute and relative indicators allow comparison over time and with peers.

## COMPLETENESS

All material topics and entities within the reporting boundary are addressed. Where exclusions exist, clear justifications are provided, ensuring that both short-term and long-term impacts are transparently communicated.

## SUSTAINABILITY CONTEXT

Disclosures are placed within wider environmental, social, and economic frameworks. By linking results to national priorities, global agreements, and sector expectations, the Report demonstrates alignment with long-term sustainable development.

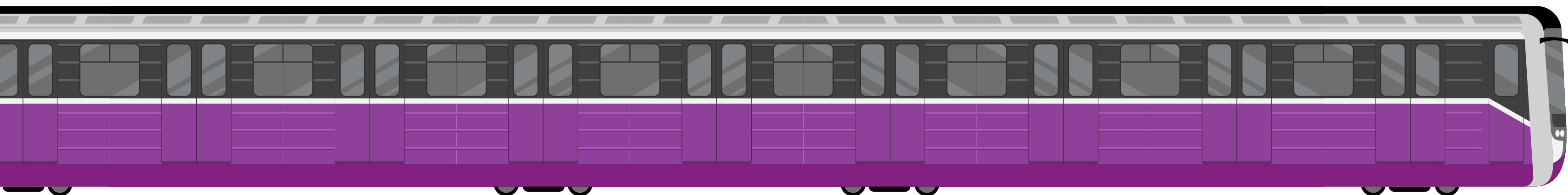
## TIMELINESS

Issued on a regular annual cycle, the Report clearly indicates the reporting period. This approach provides stakeholders with timely access to information that supports oversight, accountability, and informed decision-making.

## VERIFIABILITY

Underlying data sources, assumptions, and processes are fully documented. This structure enables both internal review and, where undertaken, external assurance to confirm the integrity and quality of the information presented.

Figure 1. GRI 8 Core Principles of Reporting





# ABOUT US

## 01



# ABOUT US

"Baku Metro" CJSC is a state-owned enterprise and a central pillar of urban transportation in Baku. As the first metro system in the Near East, it has contributed to the development of the city and the well-being of millions of people since its inauguration in 1967.

Throughout its history, the Baku Metro has built a legacy of dedication, resilience, and service to the community, shaping the city's transport system for generations. Nearly 5,000 dedicated professionals collaborate to provide safe, efficient, high-quality, and sustainable public transport services. Today, the Baku Metro operates three lines spanning 40.7 km and 27 stations, serving hundreds of thousands of passengers daily, and connecting key districts across the city.

# OUR HISTORY



The history of Baku Metro began in 1966 with the establishment of the Metro Administration and its six specialized services, marking the start of a transformative urban project.

Over the years, the metro network steadily expanded, adding new stations and lines that connected residential districts with the city center. Each new station has contributed to greater capacity and a more connected network. The following infographics highlight the timelines and key milestones of Baku Metro that capture its evolution, expansion, and development over the years.





## 1967

- The first metro in the Near East, inaugurated in 1966, the Baku Metro Administration initially consisted of six services.
- The first line, opened on November 6, 1967, was 9.2 km long and included five stations.
- The first trains, called “E” type (index -81-704) were delivered to Baku Metro.
- The first train driver, Salman Alakbarov, operated the very first train of Baku Metro.
- The first ticket cost 5 “kopeyek” (USSR currency) and was used at the turnstiles. This fare remained unchanged until 1992.
- The first escalators. A total of nine LT-3 type escalators were installed in three stations.

## 1970-80S

- The first administrative change. In 1975, the Baku Metro was transferred from the authority of the Baku City Executive Committee of People’s Deputies to the Ministry of Railways of the USSR.
- The first above-ground station. “Bakmil”, originally a depot platform, began serving passengers in 1979.
- The first electronic interval displays were installed at each station in 1980.
- The first transition to driver-only operation. In 1987, with the introduction of the SAT system, trains began operating with a single driver.



## 1990S

- The first station renaming. Between 1990 and 1993, the Metro underwent its first period of official station renamings, reflecting the post-Soviet transition.
- New membership. Baku Metro became a member of the “Metro” International Association in 1992.
- New ticketing system. In 1992, the token system was introduced.
- The first fare change. Starting from 1992 single trip cost 15 kopeyek.
- The first use of national currency. Metro tickets were, for the first time, denominated and paid in Azerbaijani manat in 1994.





## 2000S

- The first music in trains. Starting from 2000, trains have featured music tracks celebrating Azerbaijani culture.
- The first international financing. In 2002, the European Union provided €4.5 million in funding for the construction and outfitting of "Hazi Aslanov" station in 2002.
- New payment method. In 2006, Metro fares began to be paid exclusively using plastic cards with a 2-manat deposit.
- The first major development initiative. On 10 November 2008, President Ilham Aliyev signed a decree outlining measures to develop the Baku Metro and enhance public transportation.



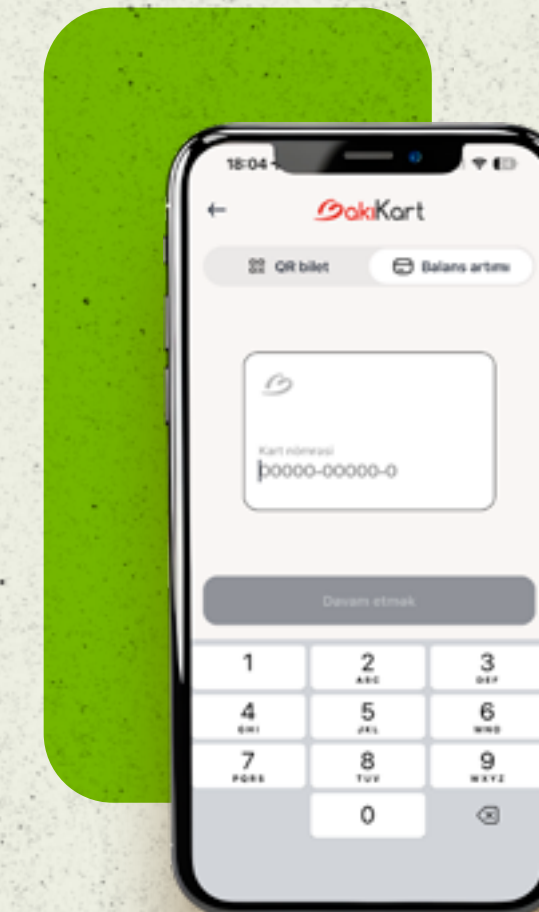
## 2010S

- New business model. In 2014, Baku Metro and "Azertunelmetrotikinti" were reorganized into the state-owned "Bakı Metropoliteni" Closed Joint-Stock Company.
- New audio announcements. Starting from 2015, English-language announcements were implemented for the First European Games and have been maintained since.
- New line. The Purple Line of Baku Metro opened to passengers as the first priority in the Metro's development plan in 2016.
- The first woman driver, Gunay Habibli, joined the Baku Metro in 2019.
- The first accessibility program. In 2019, Baku Metro introduced the "Əlçatan Metro" initiative to assist passengers with limited mobility.



## 2020S

- New energy-efficient upgrades. For the first time, LED lighting was installed at the "Koroghlu" station.
- The first electric depot of the independence era. The operational capacity has increased with the opening of the "Khojasan" electric depot in 2022.
- Digitalization steps. QR-based ticketing was launched across all stations via the BakiKart platform in 2024.
- Modernization efforts. In 2024, the train maintenance management transformed from a paper-based system into a fully electronic process.
- New energy resilience measure. In 2020, diesel generators were installed as alternative power sources to ensure uninterrupted operations during energy supply limitations.



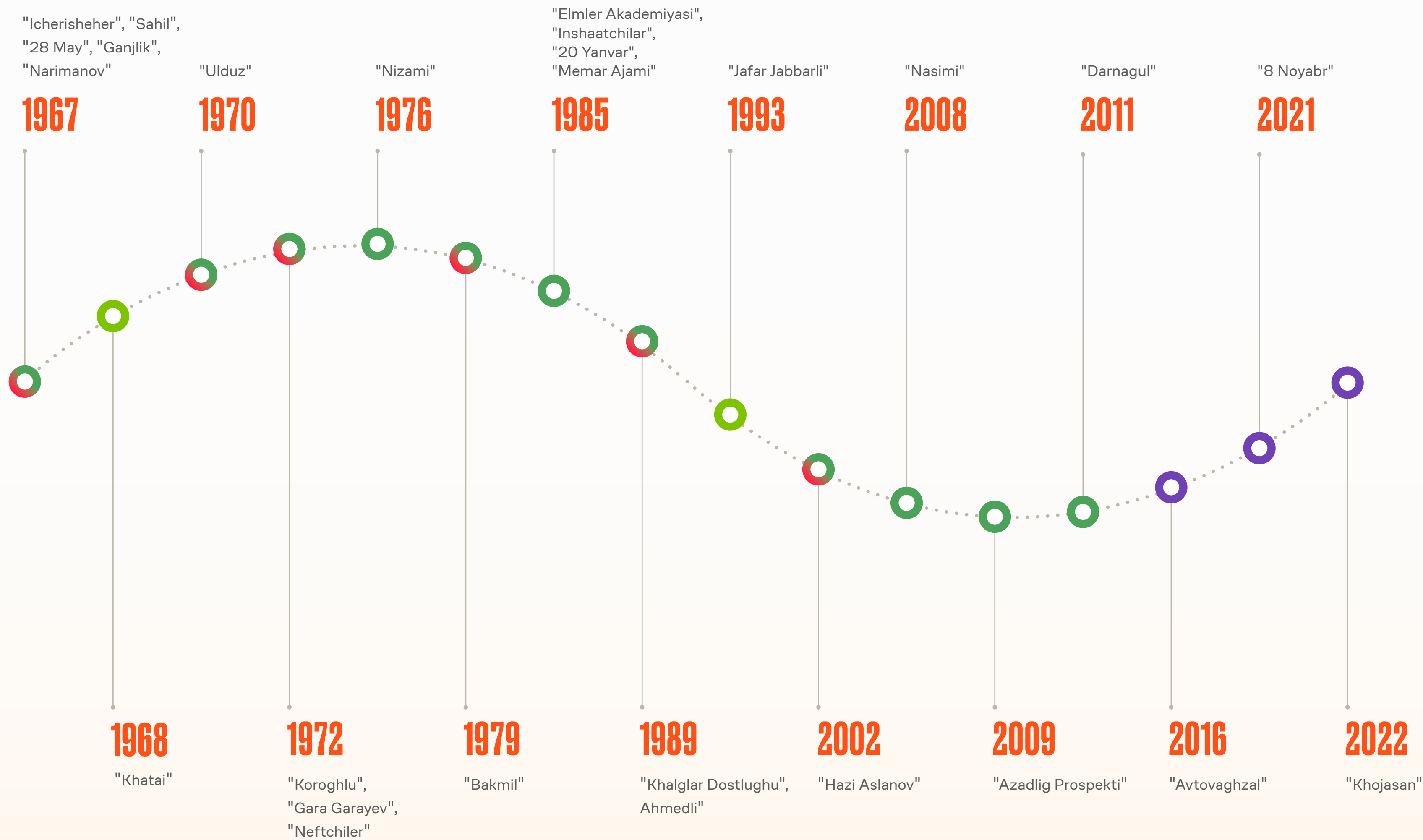


Figure 2. Timeline of Baku Metro Stations

Year	Extensions	Distance Added
1967	"Icherisheher" - "Narimanov"	9.2 km
1968	"28 May" - "Khatai"	2.3 km
1970	"Narimanov" - "Ulduz"	2.1 km
1972	"Ulduz" - "Neftchiler"	5.3 km
1976	"28 May" - "Nizami"	2.2 km
1985	"Nizami" - "Memar Ajami"	6.5 km
1989	"Neftchiler" - "Ahmedli"	3.3 km
1993	"Jafar Jabbarli" (Green line extension)	2.3 km
2002	"Ahmedli"- "Hazi Aslanov"	1.4 km
2008	"Memar Ajami" - "Nasimi"	2.1 km
2009	"Nasimi" - "Azadlig Prospekti"	1.3-1.5 km
2011	"Azadlig Prospekti" - "Darnagul"	1.5-1.7 km
2016	"Avtovaghzal" - "Memar Ajami"	2.1 km
2021	"Memar Ajami" - "8 Noyabr"	1.6 km
2022	"Khojasan" - "Avtovaghzal"	2.4 km

Figure 3. Year-by-Year Line and Station Additions



Our stations not only reflect Baku Metro's history and milestones but also reflect Azerbaijan's rich history and culture. Through their architecture and design, they capture key moments, values, and figures that have shaped the nation's identity. Numerous thematic stations bring this heritage to life by honoring poets, statesmen, and national achievements (Figure 4).



Named after the great poet Nizami Ganjavi, the station features colorful mosaic panels depicting scenes from his "Khamsa," along with traditional eastern ornaments and stained glass decorations.

# NIZAMI

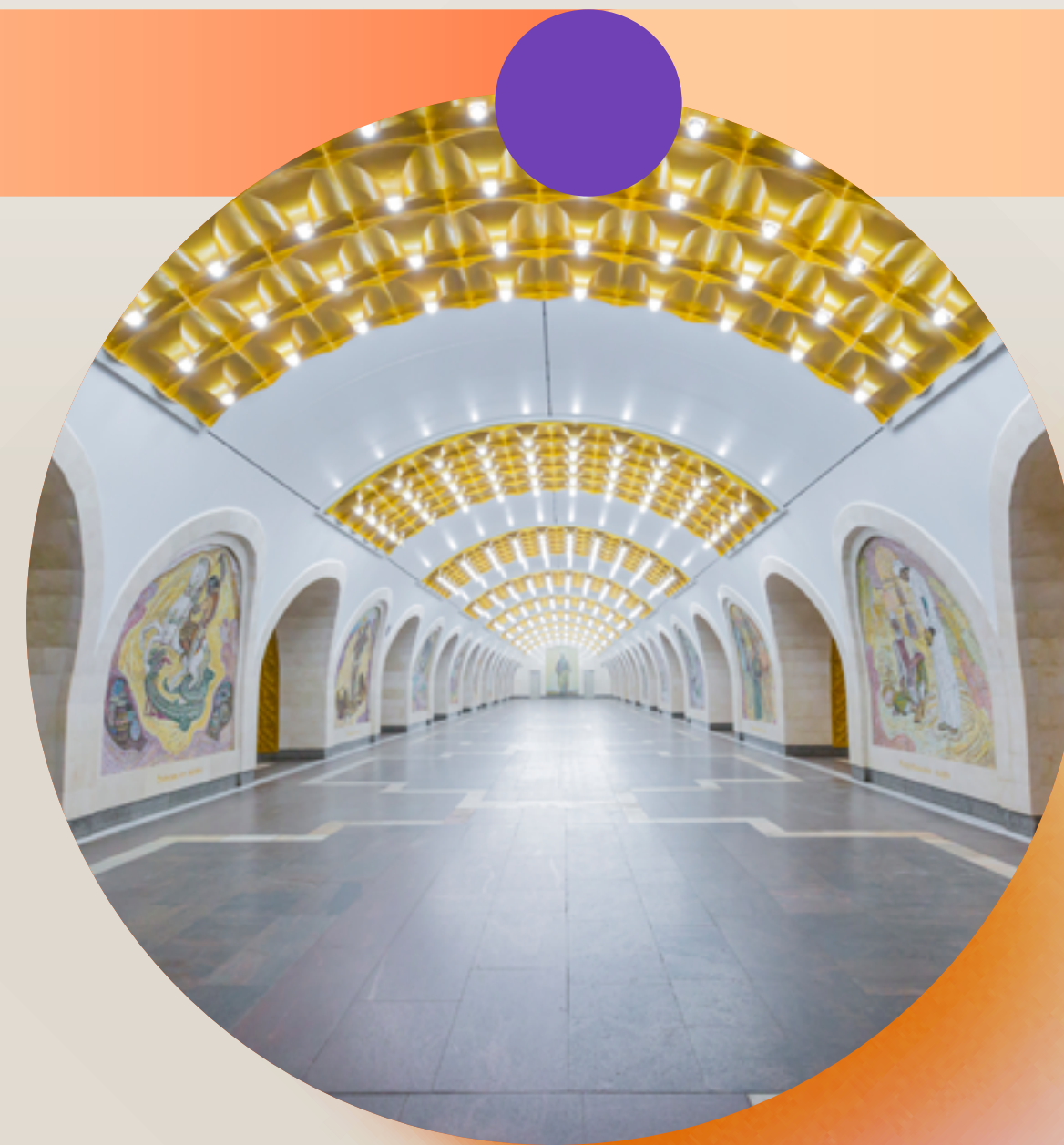


# ICHERISHEHER

Reflects medieval Azerbaijani architecture, inspired by the Shirvanshahs Palace and Old City, featuring oriental arches, mosaics, and traditional stone ornaments.

# KHATAI

Honors Shah Ismail, the great commander and the founder of the Safavid Empire, with Qizilbash motifs of shields, swords, turbans and geometric floral patterns that celebrate the Safavid imperial heritage rooted in Azerbaijan's history.





# JAFAR JABBARLI

The station celebrates Azerbaijani thinker, writer, and playwright Jafar Jabbarli, featuring a bust, bas-reliefs, tile decorations, and theater symbols as a nod to dramaturgy.

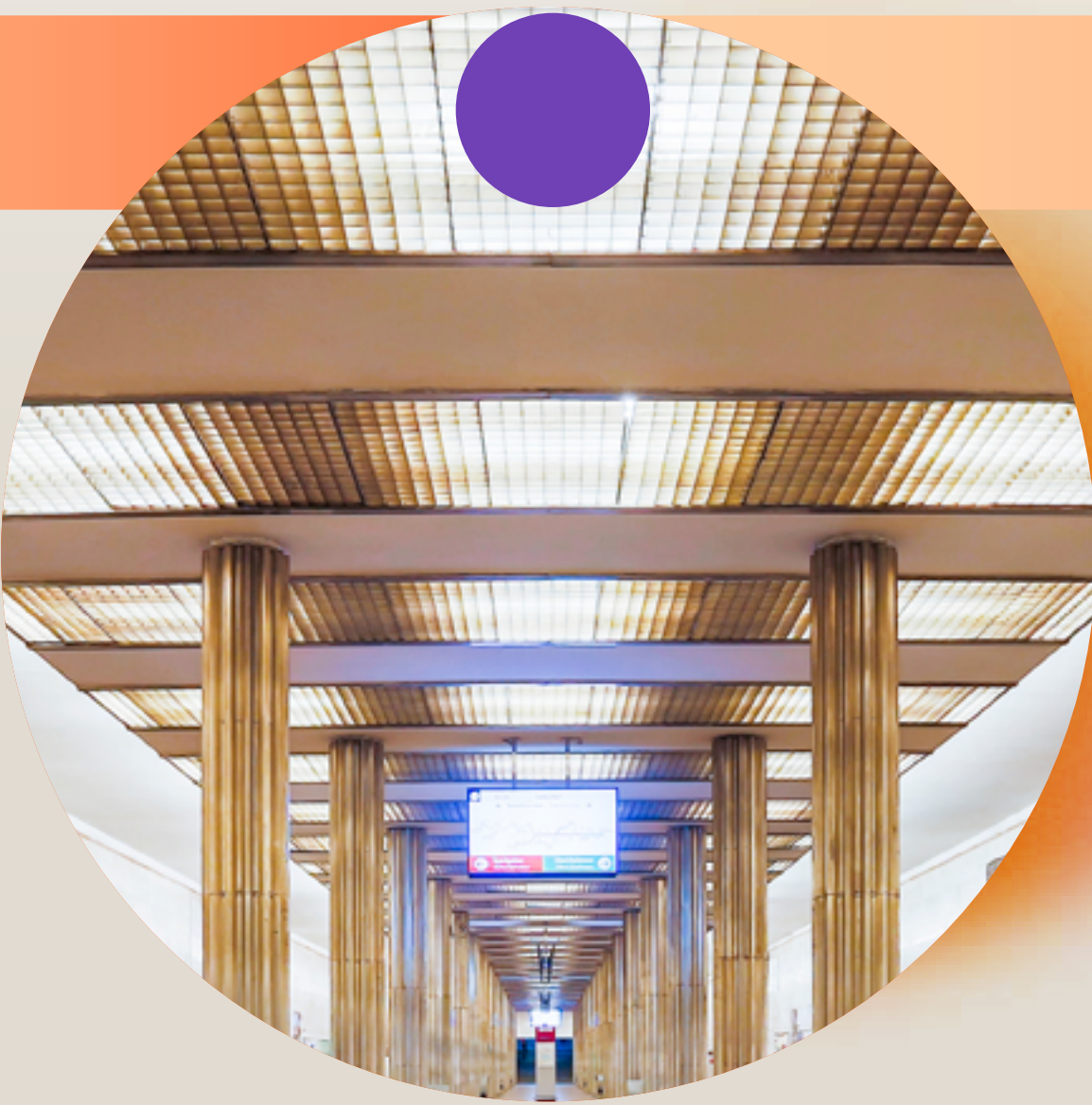
# NEFTCHILER

The station is dedicated to Baku's oil industry, featuring mosaic and metal panels with oil rigs, workers, and symbols of labor, highlighting the historical and modern importance of oil in Azerbaijan.



# 8 NOYABR

Marking Victory Day, "8 Noyabr" Station features a modern design that reflects national pride and unity which pays tribute to the martyrs whose courage and sacrifice embody the nation's strength.



# OUR PURPOSE

Our priority is to provide safe, reliable, and efficient public transportation that meets the diverse needs of Baku's residents and visitors. By connecting communities and supporting the city's social and economic development, we contribute to a more sustainable and accessible urban environment. Continuous improvement and a strong focus on passenger satisfaction keep the metro a trusted and essential part of everyday life in the capital.

Looking ahead, our goal is to evolve into an innovative transit system recognized for excellence in safety, efficiency, and sustainability. Through the adoption of modern technologies and international best practices, we strive to set new benchmarks in passenger experience and urban mobility. With a long-term commitment to innovation, environmental responsibility, and operational progress, we aim to transform Baku Metro into a model of reliability and efficiency.



## PEOPLE FIRST

Prioritizing the needs and well-being of residents in all operations and decisions.

## SAFETY

Ensuring the highest standard of safety for passengers and staff all times.

## PROFESSIONALISM

Delivering services effectively and with expertise, ensuring high standards in every operation.

## INTEGRITY

Acting transparently, ethically, and in accordance with professional and regulatory standards.

## SUSTAINABILITY

Committing to environmentally responsible practices that support the long-term development of urban mobility.

## INNOVATION

Continuously improving services, infrastructure, and technology to meet the evolving needs of the city.

## COLLABORATIVE SPIRIT

Encourage teamwork and partnership to achieve shared goals and community growth.

Figure 5. What we stand for



# MEMBERSHIPS AND PARTNERSHIPS OF BAKU METROPOLITAN

We recognize that achieving long-term sustainability and modern urban mobility is made possible through partnerships, active collaboration, and close engagement with various associations and partner metro systems.

Through these collaborations, Baku Metro strengthens its capacity to implement innovative solutions, enhance service quality, and align with global standards. Such cooperation drives progress toward our environmental, social, and operational goals, supporting the transformation of the metro into a more efficient, accessible, and sustainable public transport system for the city of Baku (Figure 6)



## INTERNATIONAL METRO ASSOCIATION

Promotes regional knowledge sharing and technical cooperation



## THE INTERNATIONAL ASSOCIATION OF PUBLIC TRANSPORT (UITP)

Provides global knowledge exchange and training programs ~1,900 members in 100+ countries



## METRO ISTANBUL

Facilitating operational expertise exchange and staff development

Figure 6. Memberships and Partnerships of Baku Metro

# ROLE OF BAKU METROPOLITAN IN AZERBAIJAN'S TRANSPORTATION SECTOR

Baku Metro stands as the key to the city's modern transport system and one of the most sustainable modes of mobility in the capital.

Powered entirely by electricity, it enables the movement of large passenger volumes with minimal environmental footprint, positioning itself as a key driver of low-carbon urban development. In 2024, passenger entries rose by 5%, reaching 230 million, helping reduce road congestion, ease pressure on city infrastructure, and limit energy loss and air pollution from private vehicles.

By offering a reliable and high-capacity alternative to car travel, the metro contributes to cleaner air, lower emissions, and more efficient use of limited urban space. Its electric operation decreases dependence on fossil fuels and sets a strong example for sustainable public transport across the region. To further improve service quality and environmental performance, Baku Metro continues to modernize its fleet. In 2024, seven new fourth-generation trains were added to the modernized fleet, bringing the total number of new-generation trains to 30 within a total fleet of 64. The '81-765B/766B' train models feature energy-efficient traction systems, wider doors, and dedicated spaces for wheelchairs and strollers. With quieter operation, enhanced safety systems, LED lighting, regenerative braking, and advanced air conditioning, these trains

offer a faster, more comfortable, and inclusive travel experience that boosts the appeal of public transportation over private cars. In addition to daily mobility needs, Baku Metro plays a critical role in supporting the city during major national and international events, serving as the primary mobility hub for residents, tourists, and visitors.

Events such as COP29, the Formula 1 Azerbaijan Grand Prix, international concerts, sports competitions, and cultural festivals rely on the metro to ensure safe, efficient, and high-capacity movement across the city for the visitors. Baku Metro is committed to creating a transport environment that supports social inclusion and enhances the quality of urban life.

Many stations now serve as dynamic community spaces with retail outlets, cafés, small businesses, and public areas that foster social interaction and create a more vibrant passenger experience. Additionally, Baku Metro provides seamless connections to buses, taxis, and the national railway network. This integrated system reinforces the Metro's role as an essential part of the city's social, economic, and environmental infrastructure. Baku Metro also contributes to the city's emergency preparedness. Its connectivity with other transport modes enables coordinated movement during emergencies, helping to reduce road congestion when rapid response is required. The underground network and reinforced station structures provide a secure shelter option during natural disasters. (Figure 7)



1

CONNECTIVITY

Linking neighborhoods and transport modes, the Metro keeps Baku moving as one unified city.

2

PROGRESS

Continuous innovation and modernization make us a symbol of Baku's growth and future.

3

SUSTAINABILITY

By reducing emissions and easing road congestion, we aim for a greener urban future.

4

SAFETY

Reinforced structures and emergency preparedness protect passengers in severe weather conditions.

Figure 7. The Role of Baku Metro in Serving the City



# BAKU METRO AT COP29

The 29th Conference of the Parties to the United Nations Framework Convention on Climate Change (COP29), held in Baku in 2024 which provided a global platform to showcase and advance the city's commitment to sustainable urban mobility.

As a key stakeholder in low-carbon transport, Baku Metro contributed to these efforts in close collaboration with relevant national institutions (Figure 8 and Figure 9) As Baku Metro, we submitted proposals to the Ministry of Ecology and Natural Resources (MENR) on the Nationally Determined Contributions (NDC) and the Long-Term Low-Carbon Development Strategy (LTS), in line with the Paris Agreement.



Conference of the Parties Organising Committee



Ministry of Digital Development and Transport



Ministry of Youth and Sports



United Nations Higher Commissioner for Refugees



Azerbaijan Railways CJSC



Azerbaijan Television and Radio CJSC



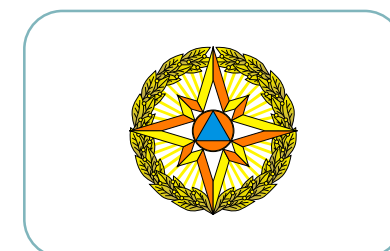
K-Group LLC - Bakikart



Azerbaijan Service and Evaluation Network's Radio



Administration of the Regional Medical Divisions



Ministry of Emergency Situations of the Republic of Azerbaijan



Ministry of Ecology and Natural Resources of Azerbaijan



Azerbaijan Ground Transport Agency

Figure 8. Our Collaborating Institutions for COP29

Figure 9. Overview of Joint Activities for COP29



## Sustainability Policy Training

Participated in the training of the COP29 on the 'Sustainability Policy' subject

## Proposals for the Low-Carbon Emissions Strategy

Baku Metro's proposals on the NDC and LTS documents were presented to the Ministry of Ecology and Natural Resources

## Route Optimization

Joint activities were undertaken with AYNA and Azerbaijan Railways, taking into account relevant route adjustments

## Participation in Baku Climate Action Week

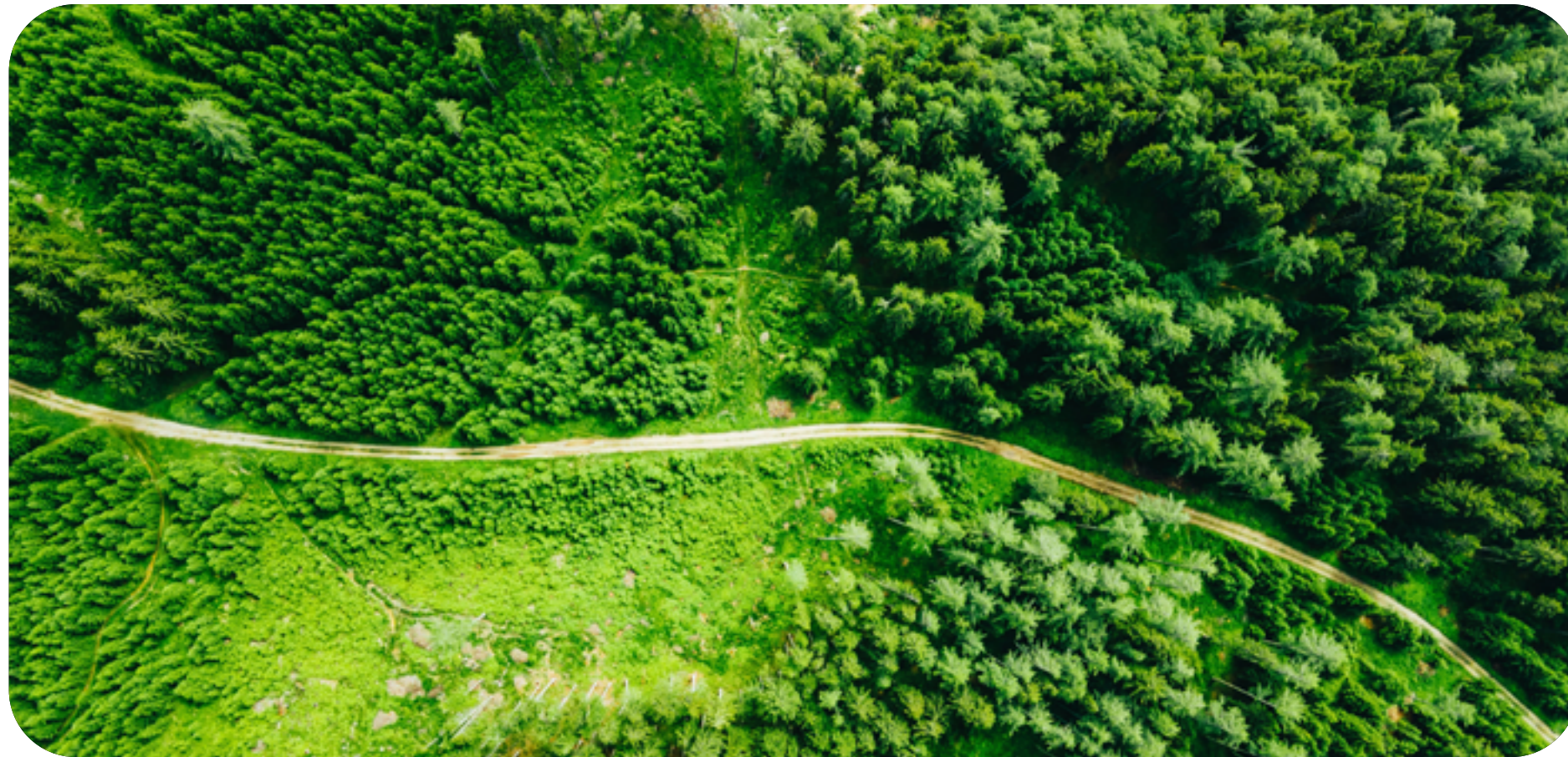
Actively involved in the discussions within the Baku Climate Action Week engaging on various sustainability subjects

## Preparation of Transparency Report

Submitted a biennial transparency report and water conservation report to the Ministry of Ecology and Natural Resources



Our biennial transparency report, as well as an assessment of our contribution to climate change mitigation through water conservation, were presented to the MENR. In addition, we participated in the COP29 Operating Company's training on 'Sustainability Policy' and engaged in critical discussions during Baku Climate Action Week in October 2024, reinforcing Baku Metro's key role in shaping Azerbaijan's low-carbon future.



As part of our initiatives for the conference, necessary infrastructure and service enhancements, including their technical readiness, as well as their architectural appearance, were completed. An additional 4 turnstiles and 8 'BakiKart' terminals were installed at key stations, and control booths were upgraded to manage the flow of passengers effectively. Accessibility was also improved by optimizing wheelchair passageways and adding tactile strips at "Ulduz" and "Koroghlu" stations.

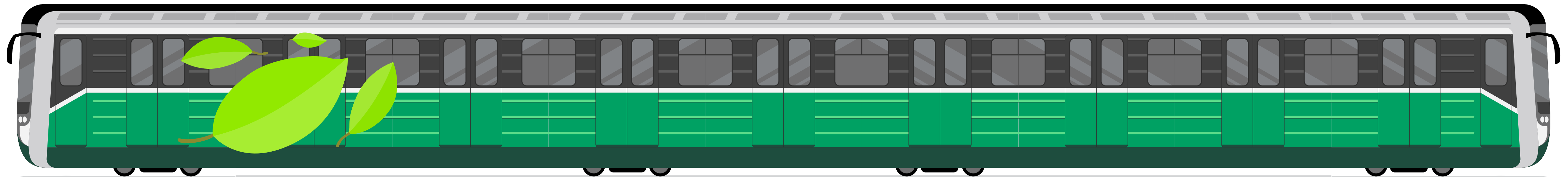
To support these improvements, train operations were adjusted throughout the conference, with peak-hour intervals on the "Hazi Aslanov - 28 May" section reduced to 2 minutes

and midday intervals set at 2.5 minutes. Even during non-working days, train operations continued at the maximum frequency. Moreover, we established a dedicated headquarters comprising three technical units to oversee metro operations and manage the possible crisis during the event. At the same time, medical points in three different stations started operating to provide immediate healthcare support.

Baku Metro undertook several awareness-raising and passenger-support initiatives during COP29 to improve accessibility of information and enhance the travel experience for visitors. Public communication materials were disseminated through the Metro's website, exhibitions, and visual information channels.

In collaboration with the Ministry of Youth and Sports of the Republic of Azerbaijan, Baku Metro hosted the "Green World and Sports" exhibition at the "Icherisheher" station from 28 February to 5 March 2024, featuring 30 paintings by children on environmental themes.

As part of the COP29 Operations Company initiative, 82 trained volunteers were deployed across 10 metro stations to support passengers during the Conference. Their role included providing guidance on metro usage and directions to COP29 venues, particularly for international visitors. Information points were established at key stations to facilitate passenger interaction and improve access to travel assistance.



**3** Technical units under special headquarters

**42** Directional signs in the station track-walls

**82** Volunteers across 10 key stations

**3** Medical check points

**8** Ticketing terminals in passages and vestibules

**12** Information points in vestibules

**70** Posters regarding Green Solidarity Year

**4** Turnstiles in "Ulduz" station

These activities supported passenger experience, promoted sustainable mobility, and strengthened youth engagement during COP29.

During the final days of the Conference, five Baku Metro employees were formally recognized by the President of the Republic of Azerbaijan for their contributions to the preparation and organization of COP29. In addition, the COP29 Operating Company acknowledged the Metro's performance and issued certificates of appreciation to four volunteers for their service.

Figure 10. New operational initiatives during COP29





# SUSTAINABILITY APPROACH 02



# SUSTAINABILITY APPROACH

We recognize that as a public transport provider, we play a critical role in shaping the future of sustainable urban mobility in Azerbaijan. While a formal sustainability strategy or dedicated policy document has not yet been established, sustainability principles are increasingly integrated into our daily operations, modernization initiatives, and long-term development planning.



The Metro's approach is guided by a commitment to provide safe, affordable, and accessible mobility for all residents of Baku, whilst also addressing the wider environmental and social impacts of urban transport. Key considerations include ensuring the reliability and safety of services, minimizing the environmental footprint of operations, investing in employee development, and maintaining transparency in governance and decision-making.

In the absence of a standalone sustainability framework, the preparation of the Report represents a first step towards structured and transparent sustainability reporting. By aligning disclosures with the GRI Standards and referencing our contributions to the United Nations Sustainable Development Goals (UN SDGs), we are laying the foundation for a more formal sustainability agenda in the years to come.



# MATERIALITY ASSESSMENT



IDENTIFICATION  
OF TOPICS



STAKEHOLDER  
ENGAGEMENT



ASSESSMENT  
OF SIGNIFICANCE

CONSOLIDATION  
AND ANALYSIS



VALIDATION  
AND APPROVAL



MATERIALITY MATRIX  
DEVELOPMENT

Figure 11. Materiality Assessment Methodology

In preparing the 2024 Sustainability Report, we at Baku Metro carried out a structured materiality assessment to identify the topics most relevant to both our stakeholders and to the organization itself.

A Materiality Survey was launched, inviting feedback from employees, passengers, suppliers, government entities, and others. The survey asked participants to evaluate a range of environmental, social, economic, and governance topics to indicate the level of importance they attach to each, in the context of Baku Metro's operations.

The process was designed in accordance with the requirements of GRI 3: Material Topics, ensuring that the Report captures not only stakeholder perspectives, but also the integral priorities of the company's strategic and operational agenda. By integrating these two perspectives, we confirm that our disclosures reflect both external expectations and internal realities.

Our materiality assessment follows a structured, multi-step methodology (Figure 11). Potential topics were first identified through a review of international sustainability standards, benchmarking against peer metro systems, national regulations, and our strategic priorities. These topics were then consolidated into a comprehensive list that formed the basis of the stakeholder materiality survey. Feedback was collected through quantitative scoring and qualitative feedback, which were then analyzed alongside internal management inputs.



The results of the assessment were plotted into a materiality matrix mapping topics along two dimensions: Importance to Stakeholder and Importance to Baku Metropolitan.

Customer Experience and Occupational Health & Safety emerged as the most material topics, with high scores across both dimensions. Other topics are prioritized by stakeholders, and Baku Metro includes Ethics and Compliance, Scope 1 GHG Emissions, Risk Management, Corporate Governance and Accountability and Human Rights, Diversity, Equity, and Inclusion.

Innovation, Digital Transformation and Agility, Scope 2 Emissions, and Talent Management also appear as high-priority topics, particularly from an organizational perspective, indicating their importance in Baku Metro's long-term operational and strategic development.

Scope 3 GHG Emissions, Stakeholder Engagement, and Waste Management appear less material due to their relatively limited direct impact on the nature of our operations. However, we expect these areas to increase in materiality over time, particularly in light of evolving sustainability requirements, potential regulatory developments, and broader sector trends.

Overall, the matrix provides a clear visual representation of how ESG topics are prioritized across stakeholder expectations and operational relevance (Figure 12.). It reiterates that Baku Metro's core material priorities are centered around safety, customer experience, governance, operational excellence, and environmental responsibility, shaping the primary focus of this Report.

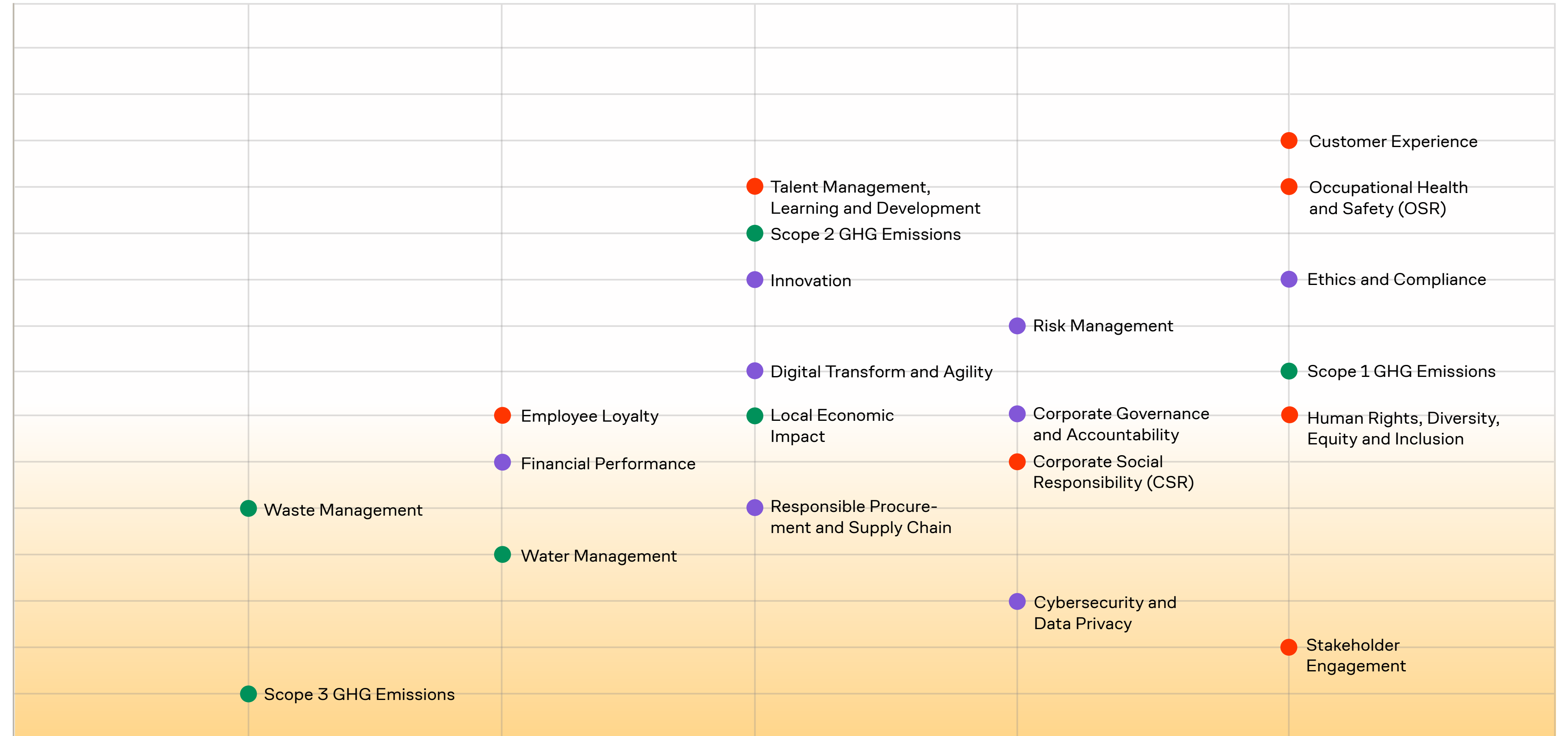


Figure 12. Materiality Matrix

# STAKEHOLDER ENGAGEMENT

Engaging with stakeholders is fundamental to Baku Metro’s role as a public transport operator and its responsibility as a state-owned enterprise. We rely on regular dialogue to better understand expectations, address concerns, and ensure that decisions reflect the needs of the communities we serve.

Engagement is treated as an ongoing process rather than a one-time activity, with feedback incorporated into daily operations as well as long-term strategic planning.

Different groups interact with the Metro in ways that reflect their relationship to its services and operations. Employees contribute insights, passengers provide feedback, while regulatory and government authorities are engaged through compliance processes and sectoral planning discussions. Suppliers, partners, NGOs, and international organizations also contribute perspectives that shape how the Metro approaches modernization, service quality, and sustainability alignment. In *(Table 1)* we set out these stakeholder groups in more detail, together with engagement channels, focus areas, and frequency of contact. Insights generated from these engagements directly inform operational improvements and long-term planning.

Stakeholder	Engagement Channels	Engagement Activities	Engagement Frequency
<b>Employees</b>	Internal newsletters, staff surveys, intranet, staff meetings, training sessions	We maintain ongoing dialogue with our employees through operational briefings, internal communication channels, and structured engagement with staff councils.	Daily basis. Quarterly/ Annually for structured sessions and trainings
<b>Passengers</b>	Surveys, social media	Customer engagement is centered on providing timely and transparent information about services, disruptions, and safety measures. Feedback is actively sought through periodic customer satisfaction surveys. Complaints and suggestions are systematically reviewed to improve service delivery, while awareness campaigns and safety announcements reinforce the importance of responsible passenger behavior and accessibility.	Daily basis. Quarterly/Annually for structured surveys. Real-time feedback via hotlines. Ad Hoc Social Media Interactions.
<b>Government Agencies</b>	Formal reporting, regulatory meetings, policy consultations, joint working groups, approval processes, selected trainings and operations.	Engagement with government agencies focuses on compliance with legal and regulatory requirements, participation in policy and strategy development, and coordination in infrastructure investments. The metro contributes to transport planning processes, provides periodic compliance and safety reports, and works with government organizations to maintain alignment with national development priorities.	Ad hoc, aligned with regulatory and project cycles.
<b>Suppliers</b>	Tendering processes, contract discussions, day-to-day operations.	We maintain structured engagement with suppliers through transparent tendering processes and continuous contact management discussions. Regular communication makes sure that suppliers meet quality and safety standards.	Periodic, linked to procurement cycles and contract milestones.

Table 1. Stakeholder Engagement



Stakeholder	Engagement Channels	Engagement Activities	Engagement Frequency
Partners	Joint committees, workshops, coordination platforms.	Engagement with partners is achieved through formal collaboration structures such as steering committees, joint workshops, and technical coordination groups. These activities support integration across the urban transport network, foster knowledge sharing, and maintain alignment on joint investment projects.	Regular, Monthly/Quarterly depending on engagements.
International Organizations	Conferences, working groups, International Financial Institutions (IFIs)	Our engagement with international organizations provides opportunities to benchmark against. Global best practices, participate in sector-wide knowledge exchanges, and keep compliance with international financial institution requirements.	Periodic, Annual or event driven.
Non-governmental Organizations (NGOs)	Consultation meetings, stakeholder roundtables, written correspondence.	Collaboration with NGOs is primarily focused on promoting accessibility and supporting community well-being. Engagement takes the form of targeted consultations, joint initiatives, and roundtables. NGOs are involved in impact assessments for major infrastructure projects and are key partners in implementing community-focused programs.	Periodic, Annual or project based.
Local Communities	Public consultations, community meetings, feedback hotlines.	We engage local communities primarily during the planning and implementation of new lines or stations upgrades. Public consultations and community meetings are organized to gather feedback on project impacts, address concerns, and identify opportunities for local development.	Ongoing communication through hotlines.

Table 1. Stakeholder Engagement



# CONTRIBUTING TO UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS (UN SDGs)



Baku Metro, as an essential part of Baku’s urban transport network, plays a meaningful role in advancing Azerbaijan’s national commitments to the United Nations Sustainable Development Goals (SDGs).

By providing safe, affordable, and reliable mobility, the Metro directly supports the development of sustainable cities and communities (SDG 11) while contributing to national and global climate objectives.

By reducing the use of private vehicles and offering a low-emission mode of transport for hundreds of thousands of daily passengers, Baku Metro helps lower greenhouse gas emissions and improve urban air quality, reinforcing climate change mitigation efforts (SDG 13). Its ongoing investments in modern rolling stock, digital signaling, and energy-efficient infrastructure further reflect a commitment to innovative, resilient, and sustainable transport solutions in line with the SDG agenda on industry, innovation, and infrastructure (SDG 9).

Beyond environmental and infrastructure impacts, Baku Metro contributes significantly to socio-economic development. As one of the major employers and public service providers, it promotes decent work opportunities, skills development, and workforce diversity, thereby supporting inclusive economic growth and the well-being of both employees and passengers (SDG 8).






UN SDG	UN SDG Target	Our Contribution
<b>6 CLEAN WATER AND SANITATION</b> 	<b>Target 6.3</b> By 2030, improve water quality by reducing pollution, eliminating dumping and minimizing release of hazardous chemicals and materials, halving the proportion of untreated wastewater and substantially increasing recycling and safe reuse globally.	We apply environmental management measures to optimize water use. While some water efficiency initiatives are in place, their application remains limited. Wastewater discharge is not yet treated, and improvements are being considered to enhance overall water management over time.
<b>8 DECENT WORK AND ECONOMIC GROWTH</b> 	<b>Target 8.3</b> Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalization and growth of micro-, small- and medium-sized enterprises, including through access to financial services.	As one of the major urban employers, we at Baku Metro provide secure jobs with fair wages and safe working conditions. The organization actively supports local small and medium-sized enterprises through procurement, while continuous training and innovation initiatives promote skills development, efficiency, and service quality.
<b>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</b> 	<b>Target 9.1</b> Develop quality, reliable, sustainable and resilient infrastructure, including regional and transborder infrastructure, to support economic development and human well-being, with a focus on affordable and equitable access for all.	We continue to invest in modern, resilient infrastructure that enhances mobility, reduces congestions, and supports economic development. Network expansion and upgrades are designed to make sure equitable, affordable, and reliable access to safe transport for all segments of society.

Table 2. Contribution to UN SDGs





UN SDG	UN SDG Target	Our Contribution
 <p><b>10 REDUCED INEQUALITIES</b></p>	<p><b>Target 10.2:</b> By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.</p> <p><b>Target 10.3:</b> Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard.</p> <p><b>Target 10.4:</b> Adopt policies, especially fiscal, wage and social protection policies, and progressively achieve greater equality.</p>	<p>Accessible infrastructure ensure that our customers and other vulnerable groups are not excluded from essential mobility services.</p> <p>We enforce clear practices on diversity and non-discrimination to maintain fairness in employment practices and operations.</p> <p>Through compliance with wage and social protection policies, we contribute to reducing inequalities in the workplace.</p>
 <p><b>11 SUSTAINABLE CITIES AND COMMUNITIES</b></p>	<p><b>Target 11.2:</b> By 2030, provide access to safe, affordable, accessible and sustainable transport systems for all, improving road safety, notably by expanding public transport, with special attention to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons.</p> <p><b>Target 11.6:</b> By 2030, reduce the adverse per capita environmental impact of cities, including by paying special attention to air quality and municipal and other waste management.</p>	<p>Providing safe, affordable, and inclusive transport lies at the heart of our missions. Our daily services, with shortened intervals, enhance road safety, ease traffic congestion, and expand mobility for everyone.</p> <p>By offering a low-carbon alternative to private car use, we at Baku Metro help reduce urban emissions and improve air quality. Our waste management practices, including recycling initiatives, are implemented across operations to minimize the negative impact on the environment.</p>

Table 2. Contribution to UN SDGs







UN SDG	UN SDG Target	Our Contribution
<p data-bbox="1626 502 1912 615"><b>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</b></p> 	<p data-bbox="2092 268 2615 553"><b>Target 12.4:</b> By 2020, achieve the environmentally sound management of chemicals and all wastes throughout their life cycle, in accordance with agreed international frameworks, and significantly reduce their release to air, water and soil to minimize their adverse impacts on human health and the environment.</p> <p data-bbox="2092 596 2615 772"><b>Target 12.6:</b> Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle.</p> <p data-bbox="2092 849 2615 953"><b>Target 12.7:</b> Promote public procurement practices that are sustainable, in accordance with national policies and priorities.</p>	<p data-bbox="2675 268 3212 408">Hazardous materials used in operations are handled and disposed of in line with environmental standards, minimizing risks to human health and the ecosystem.</p> <p data-bbox="2675 596 3212 808">Through annual sustainability reporting aligned with international standard, beginning with the Report, we demonstrate accountability and systematically integrate sustainability considerations into our decision making.</p> <p data-bbox="2675 849 3212 990">Our procurement practices and policies incorporate sustainability and local sourcing criteria, encouraging responsible practices and supporting the local economy.</p>
<p data-bbox="1626 1219 1809 1294"><b>13 CLIMATE ACTION</b></p> 	<p data-bbox="2092 1069 2615 1172"><b>Target 13.1:</b> Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries</p> <p data-bbox="2092 1290 2615 1393"><b>Target 13.2:</b> Integrate climate change measures into national policies, strategies and planning.</p> <p data-bbox="2092 1472 2615 1650"><b>Target 13.3:</b> Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.</p>	<p data-bbox="2675 1069 3212 1247">Our infrastructure investments are designed with climate resilience in mind, ensuring that stations and lines can withstand extreme weather conditions and other climate related risks.</p> <p data-bbox="2675 1290 3212 1431">We integrate climate considerations into our strategic planning, including the adoption of energy-efficient technologies and the expansion of electrified transport.</p> <p data-bbox="2675 1472 3212 1650">Awareness-raising campaigns and training programs enhance passenger and our employee's understanding of the role of sustainable transport in mitigating climate change.</p>

Table 2. Contribution to UN SDGs







UN SDG	UN SDG Target	Our Contribution
<p><b>16</b> PEACE, JUSTICE AND STRONG INSTITUTIONS</p> 	<p><b>Target 16.10:</b> Ensure public access to information and protect fundamental freedoms, in accordance with national legislation and international agreements.</p>	<p>We assure transparent and timely communication with our stakeholders through the Sustainability Report, social media, informing our passengers, and public consultations, thus strengthening trust and accountability.</p>
<p><b>17</b> PARTNERSHIPS FOR THE GOALS</p> 	<p><b>Target 17.6:</b> Enhance the Global Partnership for Sustainable Development, complemented by multi-stakeholder partnerships that mobilize and share knowledge, expertise, technology and financial resources, to support the achievement of the Sustainable Development Goals in all countries, in particular developing countries.</p>	<p>As an organization, we actively collaborate with international partners and financial institutions to share expertise, adopt innovative solutions, and mobilize resources that support sustainable urban mobility.</p>

Table 2. Contribution to UN SDGs



# OUR OPERATIONS

## 03

# OUR SERVICE OVERVIEW

We at Baku Metro contribute to Baku's sustainable urban development by providing fast, reliable, and low-emission public transport. Our metro network plays a central role in promoting greener mobility choices across the city, reducing dependence on private cars, alleviating traffic congestion, and helping lower greenhouse gas emissions.

The system consists of three underground lines, Red, Green, and Purple, collectively spanning 40.7 km and serving 27 stations across key residential, business, and social hubs.

# 13

**Red Line:** The line, with a total length of 20.01 km and 13 stations, primarily operates along the "Icherisheher–Hazi Aslanov" and constitutes one of the main routes of the Baku Metro. The presence of a branch line toward "Bakmil" further enhances the network's coverage and operational efficiency.

**Green Line:** Extending 14,5 km across 10 stations, it is interconnected with both the Red and Purple allowing seamless transfers and network integration. The section between the "28 May" and "Hazi Aslanov" is considered a shared operational corridor for both lines.

Additionally, as the Red line depot also serves the Green Line, trains moving along the Green Line are also routed toward "Bakmil" station to access the "Narimanov" electric depot. Additionally, the "Jafar Jabbarli" – "Khatai" route forms part of the Green Line, and passengers access it via the connecting passage from "28 May" to "Jafar Jabbarli" station.

# 10

# 4

**Purple Line:** The newest addition to our network, this line runs 6.01 km with 4 stations, connecting to the Green Line at "Memar Ajami" and improving access for emerging residential districts (*Figure 13*).

# DEMAND

In 2024, Baku Metro solidified its position as the city's most reliable and most widely used public transport system, with passenger demand continuing to rise and significant growth observed across multiple lines and stations.

Baku Metro recorded 230 million passenger entries in 2024, reflecting a steady rise in demand over the past two years (Figure 15). This figure represents a 97.13% recovery compared to pre-pandemic levels in 2019, when 236.6 million entries were recorded. The network also reached a new daily peak on 16 September 2024, with 898,180 entries, marking the busiest day of the year.

These ridership results demonstrate the increasing preference of residents and visitors for the metro as Baku's primary mode of transport, supported by continuous improvements in infrastructure, service delivery, comfort, and accessibility. The sustained upward trend further underscores the Metro's growing contribution to easing road congestion and advancing the city's sustainable mobility and emissions-reduction goals.

In 2024, passenger demand varied across the metro network, with certain stations experiencing high usage due to their locations and connectivity to key urban destinations. The busiest station was "Koroghlu", which serves as a key link to the city centre from the surrounding districts. It provides an underground passageway towards the "Baku Olympic Stadium". Following "Koroghlu", the most heavily used stations were "28 May", "20 Yanvar", "Narimanov", and "Ganjlik", due to their proximity to commercial centers, educational institutions, and other major urban attractions (Figure 16).

**230 MILLION**  
Passenger entries

**628 THOUSAND**  
Entries per day

**5% MORE**  
Demand than in 2023

Figure 14. Operational Highlights

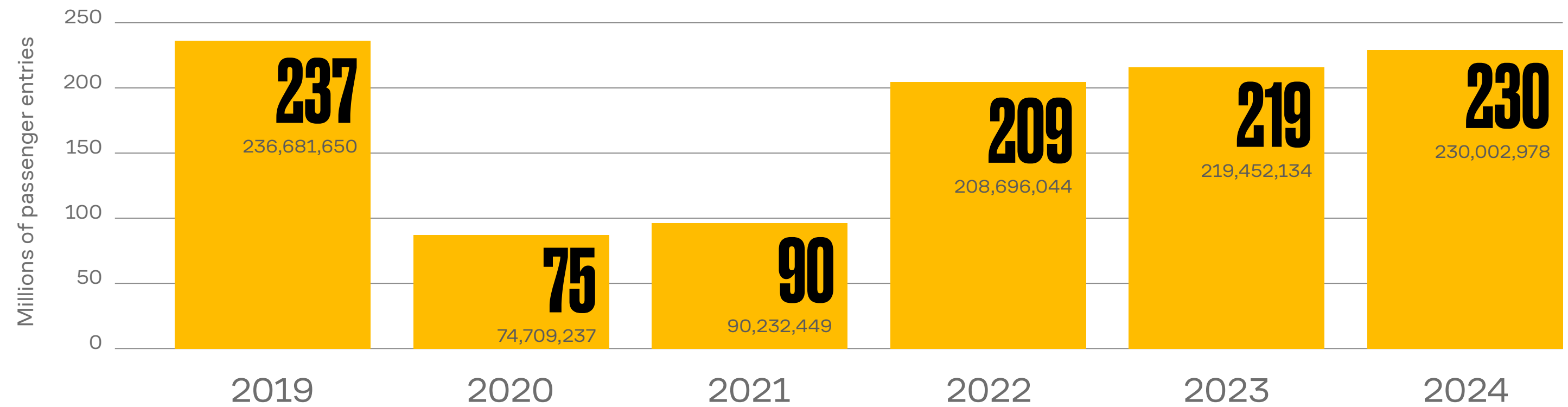


Figure 15. Evolution of annual demand (2019–2024)

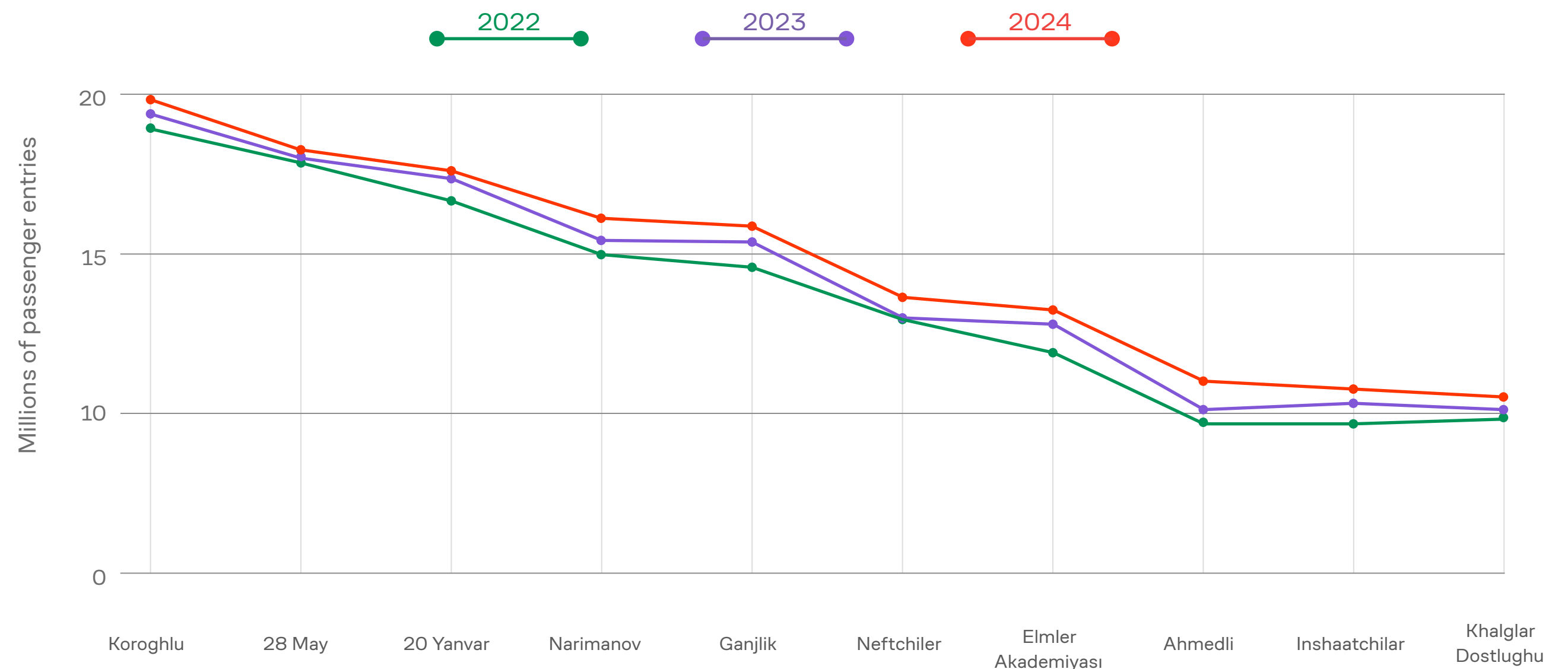


Figure 16. Top 10 stations with the most passenger entries in 2024



# SERVICE QUALITY

At Baku Metro, we provide hundreds of thousands of passengers with a smooth, timely, and dependable journey every day. The reliability of our services is supported by efficient scheduling and ongoing enhancements in operational management.

We closely monitor passenger volumes and peak-hour demand and integrate data into the planning of train schedules to ensure effective adaptation to the needs of Baku city. During morning and evening rush hours, a streamlined timetable is implemented, with up to 30 train pairs operating through the tunnels. This approach has enabled us to consistently maintain an average interval of just two minutes in recent years (Figure 17). Such efficiency not only eases congestion and reduces waiting times but also demonstrates Baku Metro's capacity to deliver fast urban mobility.

Baku Metro continues to advance modern, user-friendly solutions that enhance efficiency and accessibility across the network. In recent years, BakıKart has become the primary cashless payment method for both the Metro and city buses. To improve convenience, BakıKart top-up and card-issuing machines have been installed at all Metro entrances, helping reduce queues and streamline the passenger experience.

## 30 TRAIN PAIRS

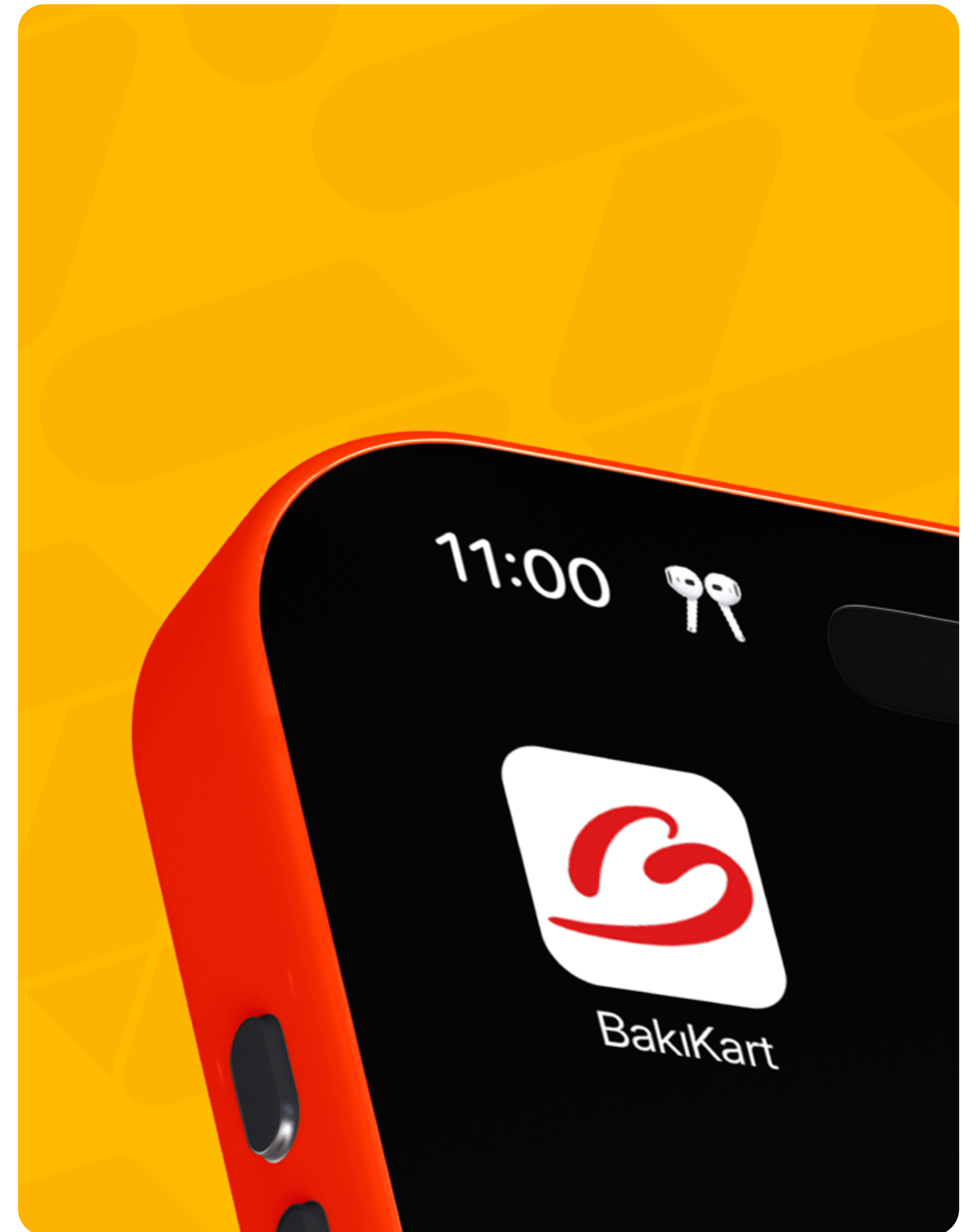
Per hour at peak hours to ensure passenger comfort and safety

## 2 MINUTES

Peak-hour intervals between trains

Figure 17. Peak-hour train operations

In 2024, we further strengthened our collaboration with BakıKart by introducing QR-code payments. Passengers can now generate a QR ticket through the BakıKart mobile app, the Bir-Bank app, or the m10 digital wallet and simply scan it at station turnstiles. This digital solution eliminates the need to carry physical cards or wait in line to top up, making travel faster, more convenient, and more inclusive for all users. It also supports environmental sustainability by reducing plastic card usage and the waste associated with card production and disposal.



# SAFETY AND SECURITY



Baku Metro prioritizes the safety and security of its passengers and employees, supported by a comprehensive security and emergency preparedness framework across stations and trains.

All metro stations and train carriages are equipped with high-definition security cameras, while security guards and government police officers are stationed at entrances and exits to ensure continuous monitoring. Passenger belongings are screened through X-ray systems, reinforcing a secure travel environment. Our trains are equipped with modern safety features, including emergency communication devices directly connected to train operators, enabling rapid response in critical situations. Together, these measures ensure a safe, secure, and reliable transport experience for all users. In addition, Baku Metro personnel receive regular safety and emergency response training to effectively handle incidents that may impact passenger well-being. Conducted in collaboration with the Ministry of Emergency Situations of the Republic of Azerbaijan, these trainings cover fire safety, tunnel evacuation procedures, first aid, and other essential response skills, ensuring staff are prepared to act swiftly and effectively.

To support passenger safety and comfort, operational measures such as temporarily closing certain station doors are applied when needed to regulate passenger flow and prevent overcrowding. All escalators operate during peak hours to enhance movement efficiency and reduce platform congestion. Through these coordinated safety and security measures, Baku Metro aims to minimize risks, mitigate the impact of unforeseen events, and ensure a safe and resilient urban transport system for the population.



**SECURITY GUARDS**



**SECURITY CAMERAS**



**X-RAY MACHINES**



**TRAINED STAFF**

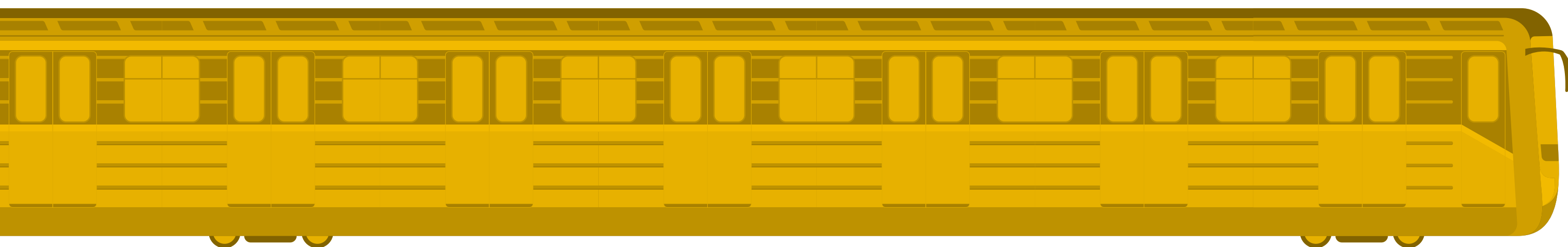


# OUR FLEET



# 5,859

Wagons repairs conducted in 2024



# 81,816

Wagons inspections conducted in 2024

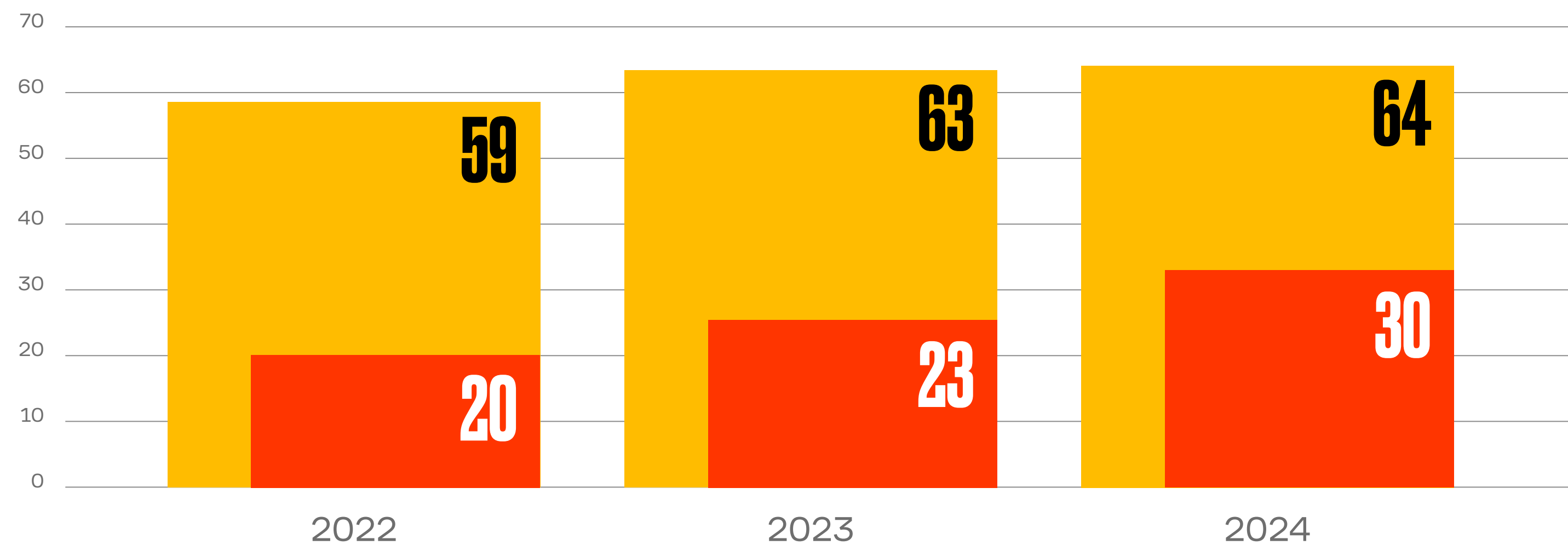


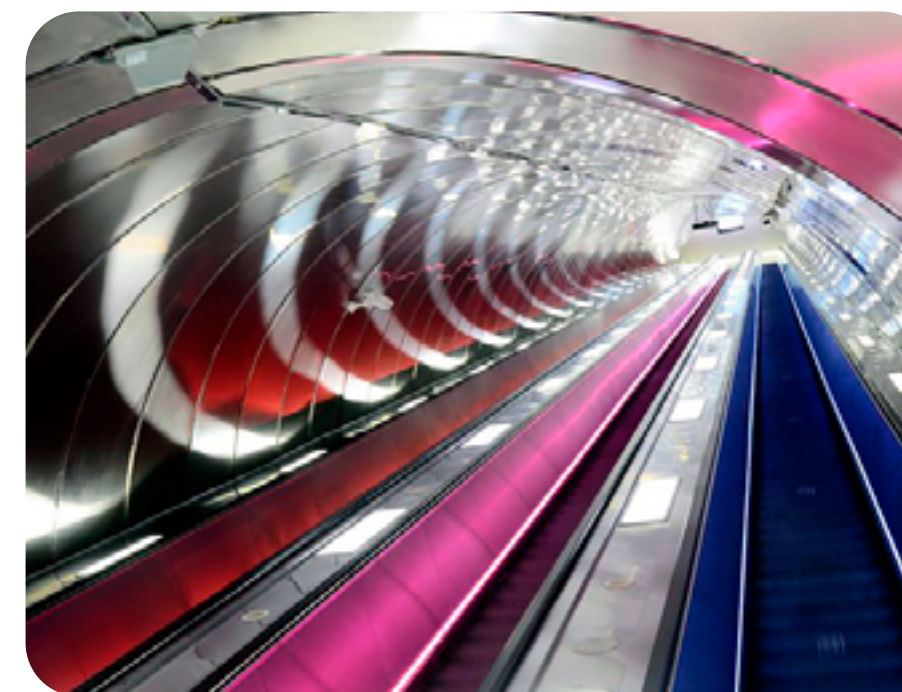
Figure 18. Number of trains (2022–2024)

Currently, 64 trains are running through the tunnels of the Baku Metro network, ensuring reliable passenger transportation daily. The entire fleet undergoes systematic inspections and scheduled maintenance, including daily technical checks and preventive repairs to guarantee safe and uninterrupted service. This approach minimizes the risk of malfunctions and upholds compliance with international safety best practices.

We continue to prioritize regular fleet renewal in line with modern standards, environmental ambitions, and our commitment to enhancing the travel experience for both residents and visitors. In 2015, Baku Metro introduced its first fourth-generation trains, and their share in the fleet has steadily grown since then. In 2024, seven additional fourth-generation trains were inaugurated in the presence of President Ilham Aliyev, bringing the total number of these modern trains to 30 (Figure 18).

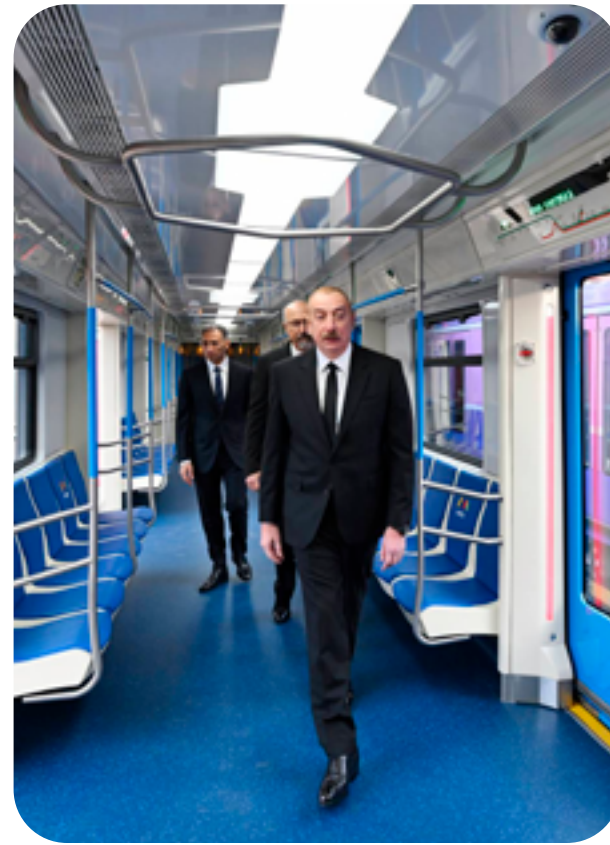
## DID YOU KNOW?

Every Baku Metro station, except 'Khojasan' and 'Bakmil', has its own unique melody, inspired by Azerbaijan's rich musical heritage. From traditional mugham tunes to patriotic and folk songs, these compositions turn a simple ride into a journey through the nation's history and culture. Next time you ride, listen closely and enjoy a musical glimpse of Azerbaijan at every stop.



■ Total number of trains  
■ New generation trains





The production of these trains was completed at the "Khojasan" electric depot, where final assembly and integrature high-quality and Baku Metro's own technical specifications carried out jointly with the manufacturer. Notably, the new-generation trains were designed not according to the supplier's standard model but in alignment with Baku Metro's own technical specifications. To ensure high-quality and customized production, nine contracts were signed with suppliers from Austria, Germany, Poland, the Netherlands, and the Czech Republic to procure parts, equipment, and systems directly from European manufacturers.

These modern trains feature designated zones for wheelchairs, strollers, and bulky items, as well as advanced systems including air conditioning, video surveillance, USB ports for mobile devices, regenerative braking, and distinctive lighting systems (Figure 19). With these fleet modernization efforts, we at Baku Metro aim to enhance service quality and meet the demands of a growing passenger base.

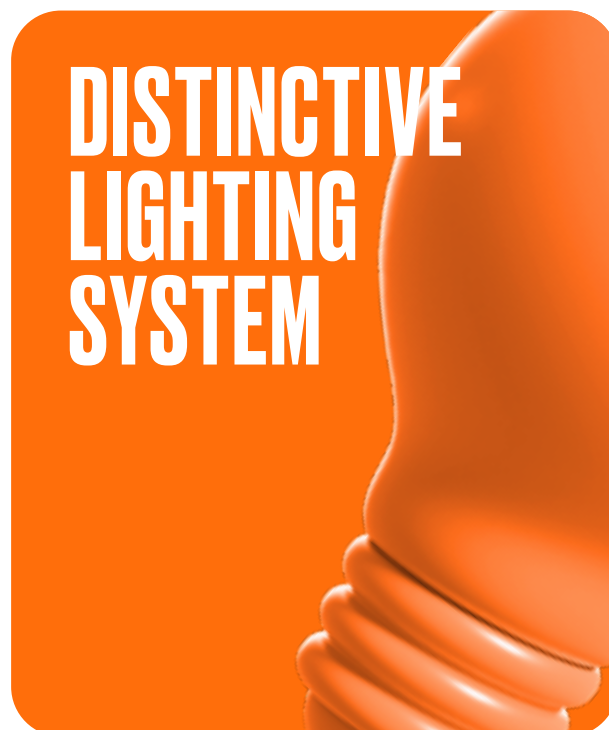


Figure 19. New-generation train features

# MAINTENANCE AND FACILITY CLEANING

Maintenance cleaning is a fundamental element in ensuring the sanitary and hygienic operation of our stations and trains. This process includes a systematic approach to the cleaning of stations, trains, tunnels, and other critical infrastructure.

Notably, we utilize cleaning materials that are certified by the Ministry of Healthcare of the Republic of Azerbaijan, thereby certifying our full compliance with established health and hygiene standards.

In 2024, an increased frequency of disinfection operations has been implemented as part of our health and safety protocols. During periods of heightened risk, especially seasonal outbreaks of infectious diseases, we have intensified disinfection procedures on high-contact areas such as handrails, ticket machines, and seating areas. To maintain a clean and hygienic environment, several daily maintenance activities are carried out throughout the metro system, including the removal of dust, debris, and waste from platforms, ticket halls, escalators, and both the interior and exterior of trains.

Aligned with our sustainability commitments, artesian water is used in a limited and controlled manner for cleaning activities, reducing reliance on potable water where feasible and contributing to responsible resource management. Through these measures, Baku Metro ensures that all facilities are maintained to high standards of cleanliness, safety, and hygiene, providing passengers with a healthy and comfortable travel experience.

22,363

Total daily sanitary cleaning performed on trains



60%

Increase in total train disinfection procedures from 2023

ENVIRONMENTAL  
MANAGEMENT  
04



# ENVIRONMENTAL MANAGEMENT

For Baku Metro, environmental sustainability is one of the core principles integrated into both operations and strategic planning. Our services support Baku's social infrastructure by providing safe, reliable, and accessible public transport that connects people to employment, education, healthcare, and cultural and recreational services.

By offering an alternative to private vehicles, the Metro helps reduce traffic congestion, improve air quality, and lower greenhouse gas emissions, contributing to a healthier urban environment. In 2024, we strengthened our environmental and occupational health and safety management approach in line with national priorities and international best practices. The Health, Safety, and Environment (HSE) Division oversees environmental management, occupational health, fire safety, and laboratory-based monitoring, enabling a systematic approach to performance (Figure 20).

To strengthen our management systems, preparatory steps toward ISO 9001 (Quality Management) and ISO 14001 (Environmental Management) alignment were initiated through internal audits, procedure reviews, and staff training. Baku Metro also advanced urban greening and resource-efficient landscaping efforts. In 2024, more than 500 plane and cedar trees were planted along the Purple Line and at depots, and approximately 300 Eldar pines were planted at "Narimanov" electric depot and "Bakmil" station. A recreational and sports area near "Neftchiler"

station was developed with 50 plane trees and 50 evergreen planters. Environmental Impact Assessment (EIA) procedures were applied to all new lines, stations, and infrastructure projects. Screening, scoping, and mitigation measures addressed air quality, noise, vibration, soil, energy consumption, dust, and waste.

Public hearings were held, necessary permits were obtained, and continuous monitoring was carried out across station and tunnel air quality, hydrocarbon levels, microclimate parameters, and noise levels. Health, safety, and emergency preparedness were further reinforced through internal audits, disinfection oversight, and coordinated training with the Ministry of Emergency Situations.

Baku Metro integrates environmental responsibility with social value. As an initiative, groundwater collected from station dewatering systems is reused for irrigating nearby urban green spaces. While the volume is not significant in the context of overall water use, this practice demonstrates our commitment to circular water management by transforming an operational by-product into a community benefit.

In total, 5 stations have been equipped with LED lighting, reflecting installations completed both in 2024 and in previous years, replacing conventional 60W and 100W bulbs with 20W LED fixtures. Beyond reducing energy consumption and supporting national energy efficiency objectives, the modernization also improved passenger comfort and visibility within stations. These measures demonstrate Baku Metro's efforts to reduce environmental impact, enhance resource efficiency, and deliver tangible social and environmental benefits for passengers and the wider community.

Establishment of a microbiology laboratory to monitor air quality and dust levels in tunnels and stations

Physician specialists responsible for sanitary and hygienic supervision in workplaces, as well as the organization of disinfection and other preventive measures

Enhanced Fire Safety Control Unit to ensure compliance with fire prevention requirements and emergency preparedness

- Preparatory steps launched for ISO 14001 Environmental Management System certification
- 7 new-generation energy-saving trains introduced
- 5 stations were retrofitted with LED lighting
- 42 kg of used batteries collected under "Return Batteries, Protect Nature"
- 40 kg of office paper recycled
- Recycled hazardous waste (batteries) increased by 42.9% year-on year
- Closed-loop water filtration and reuse system operational at "Narimanov" electric depot
- Groundwater from "Nizami" and other stations redirected for urban landscaping
- Public campaigns for recycling and environmental protection in partnership with national NGOs
- 100+ trees and planters added near "Neftchiler" station with a new ecreational area
- Over 500 trees planted along the Purple Line and depots
- 300 Eldar pines planted at "Bakmil" station and "Narimanov" electric depot

Figure 20. Baku Metro – Key Improvements 2024

# OUR APPROACH TO SUSTAINABILITY



## Demonstrate leadership

Deliver a metro system that is environmentally and socially responsible; implement energy efficiency measures, emissions reduction, and professionalized environmental management practices.



## Value community & customers

Provide safe, accessible, and reliable urban transport that supports employment, education, healthcare, and cultural activities, while improving public health and quality of life.



## Drive waste & supply chain best practice

Implement a formal Waste Management Plan, separate hazardous and non-hazardous waste, promote recycling and circular economy practices, and engage licensed third-party contractors.



## Tackle climate change

Integrate climate risk management, pursue long-term decarbonization pathways, adopt renewable energy where possible, and reduce CO<sub>2</sub>, NO<sub>2</sub>, SO<sub>2</sub>, and particulate emissions.



Baku Metro is committed to minimizing environmental impacts while creating long-term positive value for society and future generations. We strive to deliver a resilient and safe transport system that meets the needs of our passengers and supports the city's sustainable growth.

## Respect the environment & biodiversity

Conduct rigorous Environmental Impact Assessments, monitor air quality and water use, implement tree planting and urban greening, and reduce the Metro's overall environmental footprint.

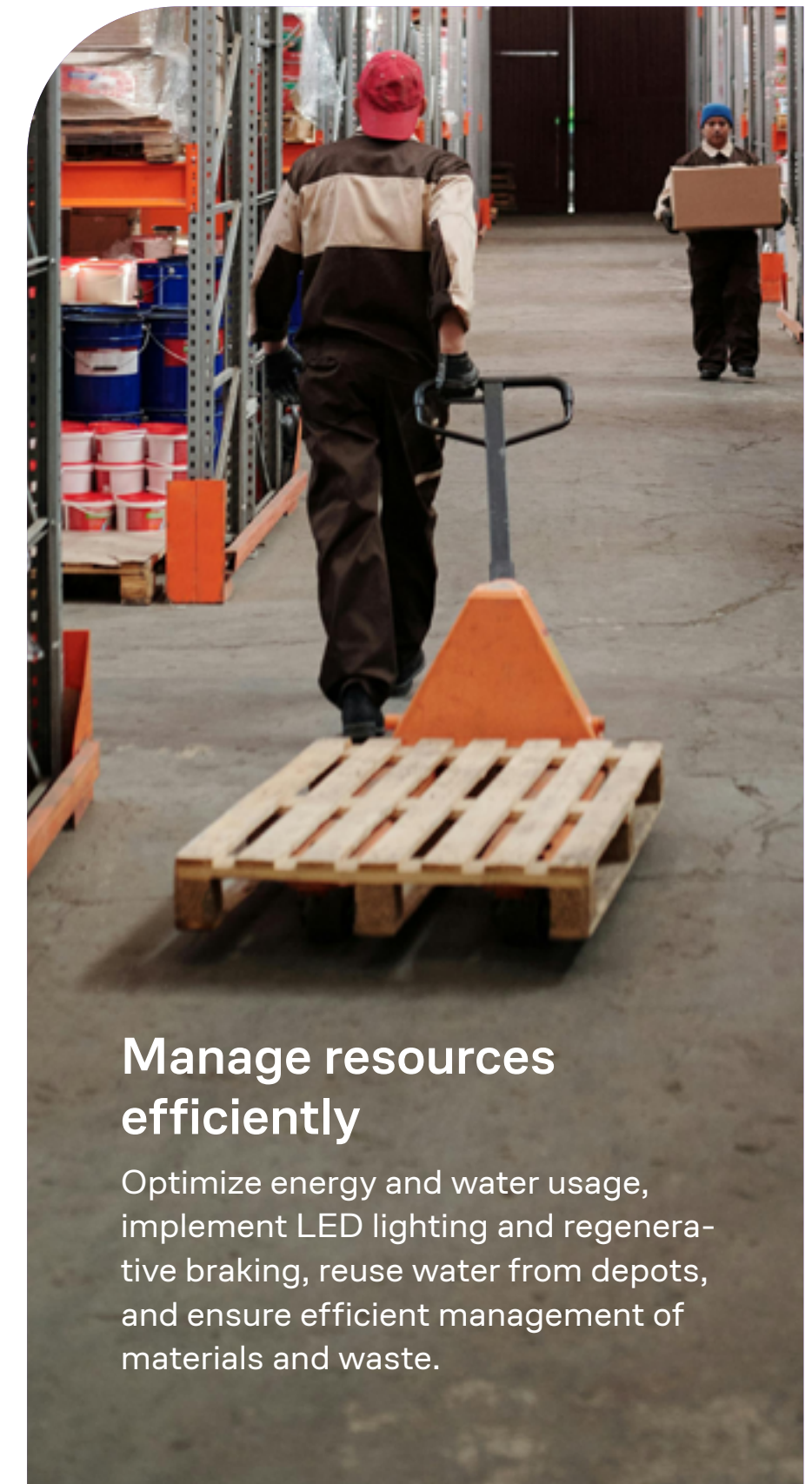


By collaborating with stakeholders, we encourage innovation and drive sustainable practices across our operations. Sustainability is embedded into our daily activities to ensure continuous improvement and alignment with international best practices. (Figure 21)

Figure 21. Baku Metro Sustainability Principles

## Manage resources efficiently

Optimize energy and water usage, implement LED lighting and regenerative braking, reuse water from depots, and ensure efficient management of materials and waste.



# ENERGY USE AND EMISSIONS

Energy use and emissions form a key part of Baku Metro's environmental performance, as electricity consumption directly influences its sustainability footprint. Most of the energy is used for train propulsion, station and tunnel lighting, ventilation, depot operations, and administrative facilities. In 2024, approximately 98% of total electricity consumption was attributable to core metro operations.

Although metro transport remains one of the most energy-efficient and low-carbon modes of urban mobility, Baku Metro acknowledges that its operations carry an environmental impact. To address this, a range of measures has been implemented to reduce energy use, lower emissions, improve resource efficiency, and modernise infrastructure.

In 2024, seven new-generation trains equipped with regenerative braking and energy-saving technologies were introduced, helping reduce traction energy demand and extend the life-cycle of mechanical components. A total of 11 stations are now equipped with LED lighting, reflecting installations carried out both in previous years and in 2024. In 2024, lighting systems at five stations were upgraded. Beyond reduced consumption, the upgrade improved lighting quality and operational reliability.

A recuperation system is in place to recover braking energy for reuse within the network. While the system supports energy efficiency, its contribution to total electricity savings remains modest at this stage.

At Baku Metro, operational improvements and efficiency measures led to a 99% reduction in sulfur dioxide (SO<sub>2</sub>) emissions, decreasing from 2.578 t in 2023 to 0.013 t in 2024. Particulate matter (PM) emissions also declined by 87%, driven by changes in operational loads and enhanced dust-management practices.

During the same period, carbon dioxide (CO<sub>2</sub>) emissions increased temporarily due to ongoing modernization activities. These trends reflect transitional conditions as Baku Metro advances toward more efficient and lower-emission operations.

Looking ahead, Baku Metro aims to strengthen its environmental performance through gradual improvements in energy management, resource efficiency, and air-quality controls. Baku Metro plans to enhance monitoring systems, expand the use of cleaner technologies, and introduce broader environmental performance indicators to support continuous progress.

These initiatives aim to drive continuous improvements in energy efficiency and carbon management, aligning Baku Metro with national climate objectives and global low-carbon transport pathways.



# WATER MANAGEMENT

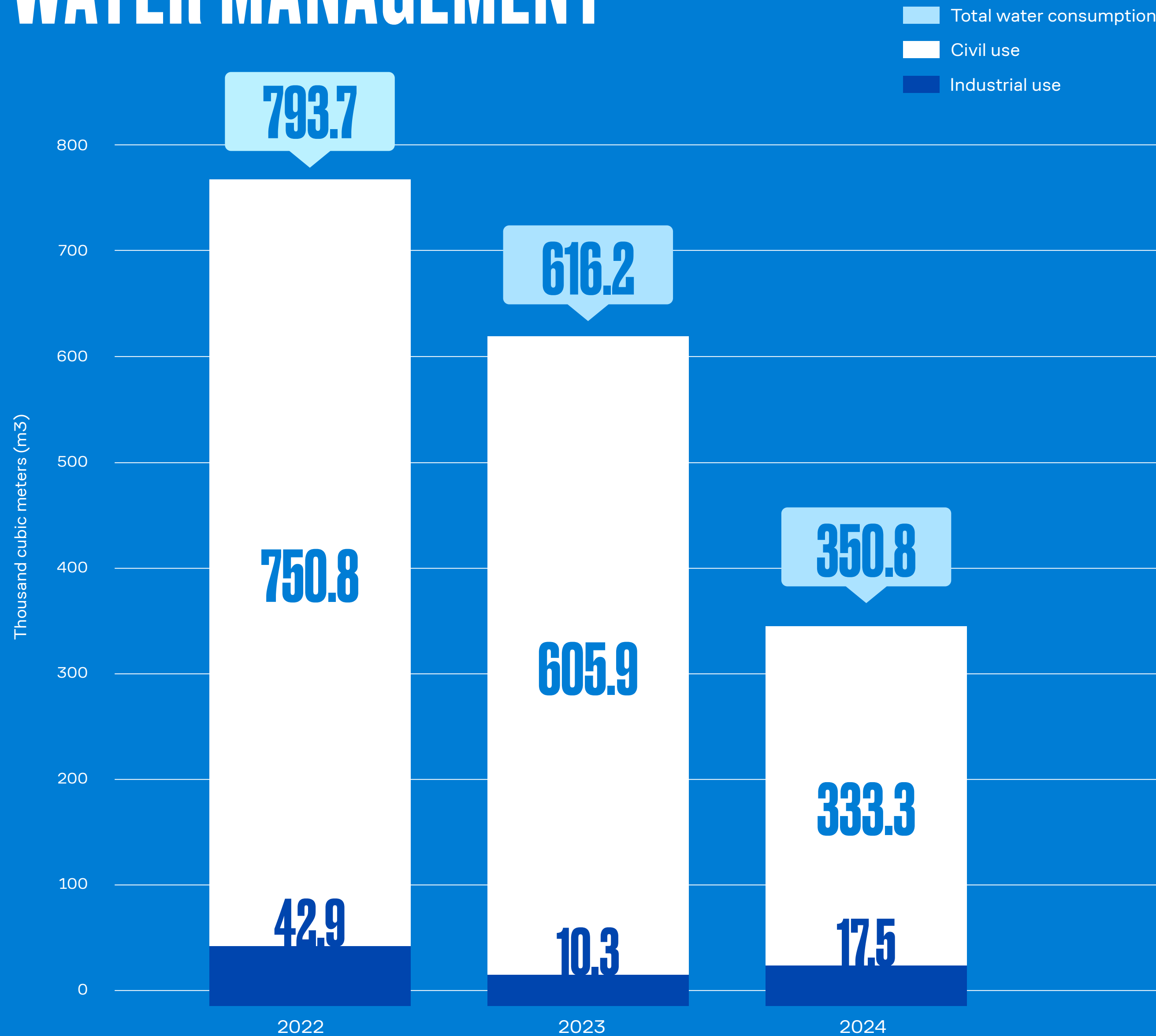


Figure 22. Annual Water Consumption of Baku Metro (2022–2024)

Water is a critical resource for the safe and efficient operation of the Baku Metro, supporting train washing, tunnel and equipment cooling, fire suppression systems, and sanitation across stations. Effective water management not only safeguards passenger comfort and hygiene but also enhances the durability and reliability of infrastructure.

Baku Metro reduced its total water consumption by 43% in 2024 compared to 2023, lowering usage from 616.2 thousand m<sup>3</sup> to 350.8 thousand m<sup>3</sup>. This significant reduction is primarily linked to enhanced water-efficiency measures, including the installation of metering systems at critical points and the implementation of multi-stage filtration and reuse systems that enable the treatment and reuse of artesian water. This sharp decline is mainly linked to ongoing efficiency measures, including the multi-stage water filtration and reuse system. Freshwater withdrawal also fell notably in 2024, indicating improved resource efficiency and progress toward the Metro’s sustainability objectives. (Figure 22)

Baku Metro has adopted a structured approach to water management, encompassing monitoring, treatment, reuse, and discharge control. Wastewater is primarily generated from train washing operations at depots, stations, and administrative facility cleaning, and maintenance activities. Recognizing the environmental impacts of wastewater discharge, the company has taken systematic steps to reduce volumes, improve treatment, and promote reuse.

At the "Narimanov" electric depot, a multi-stage water filtration and circulation system treats wastewater generated from train washing. The treated water is subsequently reused for the same technical purposes, reducing freshwater withdrawals and discharge. While its contribution to overall reductions remains limited, it supports more efficient water management practices.

In addition, groundwater drainage and redirection projects ensured that excess tunnel water was transferred to the Baku City Executive Power for secondary use, including irrigation of green areas across the city. By turning a previously discarded resource into a beneficial one, Baku Metro supports the ecological balance of urban ecosystems. As part of its construction management practices, Baku Metro also conducts pre-construction site inspections to safeguard existing water pipelines and infrastructure. This measure prevents accidental water loss or contamination during new line or station developments, while ensuring alignment with environmental regulations.

Looking ahead, the company plans to establish a comprehensive water monitoring framework to systematically measure wastewater withdrawal, treatment, reuse, and discharge volumes across all operations. This system will improve reporting accuracy and further strengthen resource efficiency in line with international environmental standards.



# OPTIMIZING WATER USAGE

Water conservation remained a priority for Baku Metro in 2024, with several operational measures implemented to reduce freshwater withdrawals and expand the use of non-potable and alternative water sources.

One of the key initiatives involved redirecting groundwater from tunnel drainage systems into a 60-ton storage tank, from which water was transported by the Baku City Executive Power Greening Economy Union for irrigation of urban green areas.

In addition, water extracted from an artesian well was treated to technical water quality and used for washing metro carriages and vehicles, reducing demand for potable water in daily operations. These actions complement the existing filtration and reuse system at the "Narimanov" electric depot, where wastewater from train washing is treated and recirculated for technical purposes. In 2024, Baku Metro implemented several initiatives to optimize water use and reduce environmental impact:

# 01



At the "Narimanov" electric depot, water extracted from the artesian well is treated and used, and the existing filtration system enables its reuse for washing wagons and vehicles, thereby reducing the demand for potable water.



Water-efficient sanitary technologies were installed across the network, lowering daily water consumption while maintaining hygiene and operational requirements.

# 02

# 03



Groundwater collected from tunnel drainage systems was redirected to storage tanks and delivered to the Baku City Executive Power Greening Economy Union for irrigation, enabling secondary use of non-potable water.



Water is essential for core metro functions, including tunnel cooling, equipment operation, fire-suppression systems, sanitation, and carriage washing. Strengthened water management practices therefore enhance both operational reliability and infrastructure longevity.

The measures implemented in 2024 represent incremental progress toward more efficient resource use and improved environmental performance.

Baku Metro acknowledges that further development is required to align with evolving national climate policies and international reporting practices. While metro transport continues to provide a lower-carbon alternative to private vehicles, indirect emissions remain due to reliance on grid-based electricity.

01



Treatment of artesian well water at the "Narimanov" electric depot for washing trains and vehicles

02



Installation of purification systems for underground water where applicable

03



Planning and expansion of technical water usage to additional stations

04



Redirection of ground-water from tunnels to 60-ton tanks for irrigation of urban greenery

05



Project documentation and technical installation of water-use systems at 60 and 57 numbered shafts and other stational infrastructure

06



Monitoring of ground-water quality at multiple stations to ensure suitability for technical and irrigation purposes

The company is assessing options to improve energy efficiency and, over time, increase the share of cleaner electricity sources within its operations. Baku Metro operates fully on electricity, with diesel retained only as a backup, which contributes to lower direct emissions relative to other transport modes.

Looking ahead, Baku Metro plans to continue enhancing resource management systems, including expanding the use of purification and circulation systems at washing facilities. These efforts support more efficient operational practices and alignment with established environmental management standards.



Figure 23. Baku Metro's Water Resource Management



# WASTE MANAGEMENT

Effective waste management remains a key focus for Baku Metro due to the range of waste generated from daily operations, maintenance, and construction activities. In 2024, waste management was implemented in line with a formal Waste Management Plan and the waste hierarchy principles of prevention, reduction, reuse, recycling, recovery, and disposal. Waste was classified into hazardous and non-hazardous streams, including oils, batteries, lamps, e-waste, metals, rags, and construction materials.

During the year, 42 kg of spent batteries were collected through the “Return Batteries, Protect Nature” initiative and transferred to the Ministry of Ecology and Natural Resources for proper handling. In addition, 40 kg of paper was recycled through ongoing collection efforts. Hazardous waste decreased by around 40% compared with 2023, while total waste generation declined by approximately 41%.

Baku Metro implements a comprehensive waste management approach focused on reducing waste generation, improving recycling rates, and ensuring safe handling of hazardous materials. The figure highlights the key practices adopted to minimize environmental impact and promote circularity (Figure 24).



Figure 24. Waste Management Practices of Baku Metro



Waste was classified into hazardous and non-hazardous streams, including oils, batteries, lamps, e-waste, metals, rags, and construction materials.

### Municipal Solid Waste

Generated through daily operations as mixed waste, municipal solid waste is collected at stations and delivered to municipal disposal facilities.



### Used Oils & Hazardous Materials

Temporarily stored in designated sealed containers and transferred to licensed providers for safe disposal or recycling, including used oils, oil-contaminated rags, and printer cartridges



### Construction & Demolition Waste

Generated during reconstruction, repair, and demolition works, with remaining fractions delivered to approved disposal sites.



### Scrap Metal & Decommissioned Equipment

Collected scrap metal separately, the company sells or recycles it to certified recycling organizations, enabling resource recovery., with 271.71 tonnes of non-hazardous metal recycled.



### Paper Waste

Generated from office activities, collected separately in administrative areas, and sent for recycling through contracted service providers; in 2024, approximately 40 kg of paper was recycled.

### Batteries, Lamps, & Electronic Waste

Collected separately and handed over to licensed companies for safe disposal or recycling, including fluorescent lamps, household batteries, accumulator batteries, and electronic waste.



# CLIMATE CHANGE RISKS

Baku Metro acknowledges the importance of climate change risks and their potential impact on metro operations. Increasingly frequent meteorological hazards, such as severe weather conditions, extreme temperatures, and hydrological events, pose significant challenges.

These risks can result in disruptions to passenger services, damage to infrastructure, and increased maintenance requirements (Figure 25). While climate change risks are recognized, the current approach involves general measures to address potential impacts. These include infrastructure reinforcement, such as protective structures and drainage systems designed to safeguard against flooding and other natural hazards. The integration of climate risks into strategic planning is an area Baku Metro intends to address more comprehensively in the future, with efforts aimed at mitigating potential disruptions and ensuring the resilience of metro operations.

Looking ahead, Baku Metro aims to achieve ISO 14001 (EMS) and ISO 9001 (Quality) certification, implement modern GHG accounting covering Scope 1-3 emissions with IPCC 2019 factors. These initiatives will ensure the metro's alignment with global best practices, improve operational sustainability, and provide transparent reporting to stakeholders.



Flooding risks in underground stations and tunnels due to heavy rainfall or rising groundwater levels.



Damage to stations, tunnels, and other operational facilities caused by extreme weather.

Fires or overheating risks in operational areas, particularly linked to prolonged high temperatures.



Increased occurrence of extreme weather events (e.g., heatwaves, heavy snowfall, intense rainfall) leading to service interruptions.



Natural events such as soil erosion or ground movements affecting metro infrastructure.

Figure 25. The primary risks faced by the Baku Metro

# SOCIAL ASPECTS

## 05

# HUMAN RESOURCES: EMPLOYEE ENGAGEMENT, DEVELOPMENT, WELFARE, RIGHTS, AND LABOR STANDARDS

At Baku Metro, people are at the heart of sustainable operations. The company's long-term success depends on a motivated, skilled, and fairly treated workforce capable of delivering high-quality services while embodying organizational values of inclusivity, safety, and professionalism.

In 2024, human resources practices were further strengthened, with an emphasis on employee engagement, training and development, workplace welfare, and the protection of labor rights in line with national legislation and international best practices. Baku Metro's workforce in 2024 stood at nearly 4,800 employees, with women representing 22% of the total staff. Female representation was also present in operational roles, including train operations, reflecting the company's ongoing approach to gender inclusivity across its workforce.

In line with its wider commitment to promoting equity and inclusion, the organization has also introduced special measures to support vulnerable groups. For example, war veterans are provided with adjusted work schedules and additional transport services to accommodate their needs. Together, these efforts reflect Baku Metro's dedication to fostering a diverse and supportive environment for both its employees and the community it serves.

These steps underline the organization's commitment to building a workforce that reflects the diversity of the community it serves. Compensation and fairness remain central to employee satisfaction. The introduction of a Unified Grading System with 19 levels is also establishing a structured link between job responsibilities, qualifications, and remuneration. This system enhances transparency in pay decisions and promotes fairness by aligning

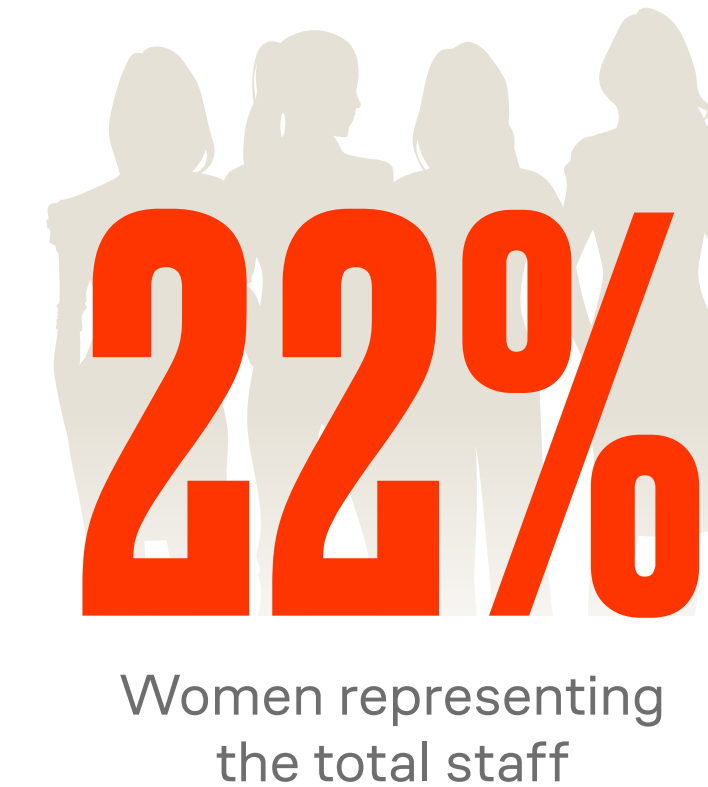


Figure 26. Human Resource Indicators for 2024

compensation with clearly defined performance and competency criteria.

Learning and development continued to be a defining feature of the HR strategy. Mandatory safety and operational courses remained systematic, ensuring compliance and continuous knowledge improvement. Regular assessments are carried out to identify and address competency gaps, with onboarding sessions for new staff embedding organizational values and responsibilities from day one.

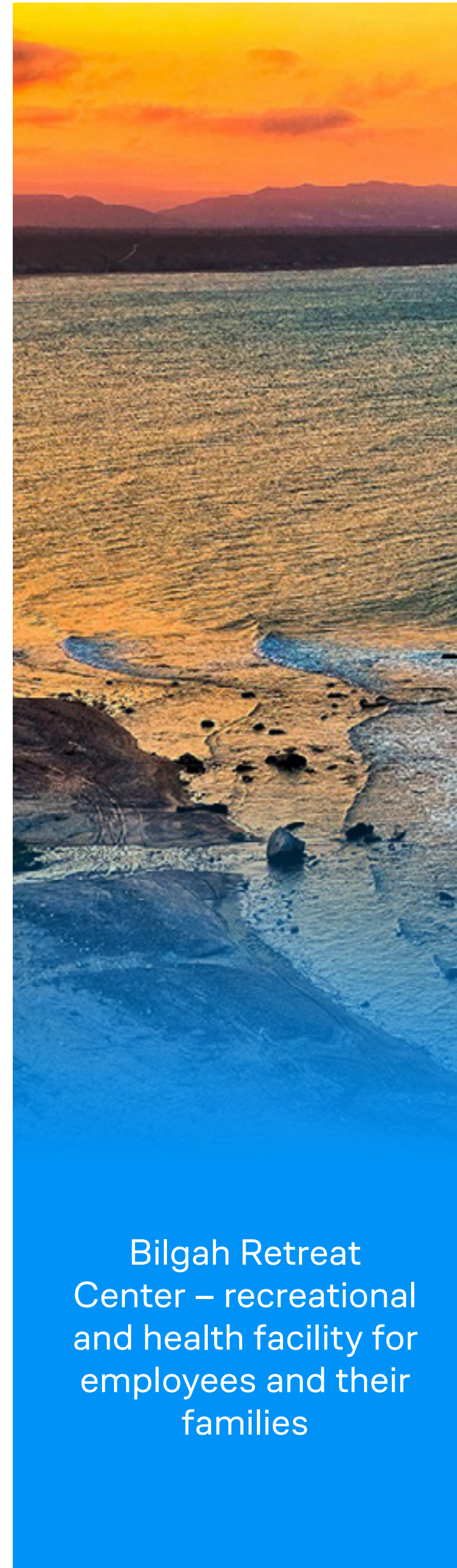
Employee welfare continued to be supported through ongoing improvements to workplace facilities. Dedicated rest areas are maintained for train operators, contributing to safer and more comfortable working conditions. In addition, three dining centers operated across the network, providing employees with accessible and hygienic food services throughout the working day.

Recruitment practices have evolved. Internal mobility is prioritized to maximize workforce agility, while external hiring is supported by transparent, structured processes. Candidate evaluation incorporates structured assessments, with upcoming improvements set to introduce technical tests and simplified evaluation criteria. Meanwhile, trainee programs and graduate initiatives are designed to attract young talent into the organization, ensuring continuity of skills for future operations.

Employee rights and labor standards are safeguarded through a clear policy framework that ensures fairness and security. All staff benefit from collective bargaining agreements, wellness initiatives, and access to nutritious meal options at a subsidized rate. Commuter allowances, discounted company-owned vacation apartments, and flexible working hours—from 8:00–17:00 or 9:00–18:00 depending on employee suitability further support work-life balance. Furthermore,

employees are covered by the state mandated mandatory health insurance system, and workplace health benefits mainly consist of medical checkups. Together, these commitments embed equity and well-being into the workplace culture, ensuring that every employee feels supported and valued.

Despite notable achievements in 2024, challenges remain, particularly in ensuring salary competitiveness to retain specialized staff. Addressing this issue will remain an important area of focus in the coming years, alongside the continued expansion of training platforms, inclusivity programs, and transparent HR systems. By investing in its people, Baku Metro is building a resilient, skilled, and engaged workforce, fully aligned with the organization's sustainability goals.



Bilgah Retreat Center – recreational and health facility for employees and their families



Rest areas and break facilities for operational staff



Dining centers



Occupational health checks and provision of personal protective equipment

# PASSENGER APPROACH: SAFETY, INFORMATION, ACCESSIBLE AND INCLUSIVE SERVICES

Safety, transparency, and inclusivity define Baku Metro's passenger approach. In 2024, targeted initiatives strengthened occupational safety, expanded accessible infrastructure, and improved real-time communication with passengers.

These measures ensured that the Metro continued to provide secure and equitable mobility while embedding international best practices into daily operations.

Safety management advanced significantly during the year. During the reporting year, the Metro recorded zero fatalities among employees. The Lost-Time Injury Frequency Rate (LTIFR) remained at zero, reflecting proactive prevention measures. Investments in safety grew sharply, with occupational health and safety (OHS) expenditure reaching 547,165 AZN in 2024, a 196% increase compared to 2023. This additional funding supported enhanced monitoring systems, emergency drills, and staff training programs. Continuous inspections and hazard assessments ensured full compliance with GRI 403 standards and reinforced a strong safety culture across all operations. Passenger information systems were upgraded to improve service reliability and transparency.

By the end of 2024, all central stations were equipped with digital boards, public address systems, and real-time service notifications, supported by mobile app functionality. Passenger surveys confirmed rising satisfaction levels, particularly regarding clarity of service updates and response to disruptions. These upgrades ensure that passengers receive timely, accessible, and accurate travel information, reducing uncertainty during peak and emergency situations.

Accessibility efforts continued across the network in 2024. While full step-free access is not yet available at stations, Baku Metro provides staff assistance to support passengers using wheelchairs when entering or exiting metro. Infrastructure upgrades included the installation of elevators, ramps, and tactile paving across priority stations, improving mobility for passengers with disabilities, the elderly, and families with children. Metro staff also underwent specialized training on assisting passengers with limited mobility, embedding inclusivity into everyday customer service. Digital services were adapted to ensure easier journey planning for persons with special needs, further bridging the accessibility gap.

Inclusivity was also integrated into long-term modernization projects. All new station designs followed universal design principles, with accessibility features incorporated from the earliest

planning stages. By embedding inclusivity into infrastructure investment, Baku Metro ensures that future expansions align with international expectations and the needs of diverse passenger groups.

In summary, 2024 marked measurable progress in enhancing passenger safety, transparency, and inclusivity. With zero fatalities, no lost-time injuries, significant growth in safety investment, and major upgrades on on-platform assistance for passengers with reduced mobility, Baku Metro has consolidated its position as a secure and socially responsible transport provider. Looking ahead, the company will continue to expand accessibility across the network, deepen digital integration for passenger communication, and maintain its strong focus on occupational and passenger safety as a foundation for sustainable urban mobility.

OHS Investment (Thousand AZN)

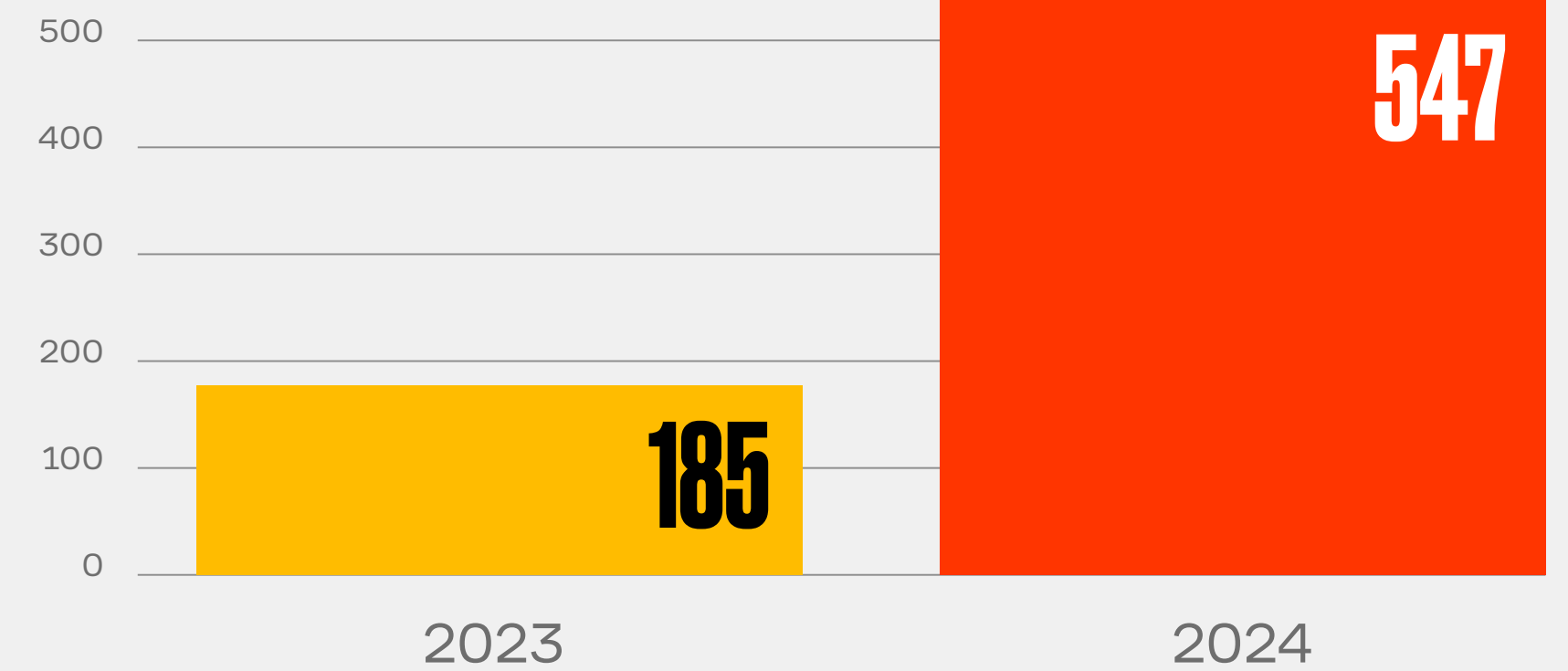
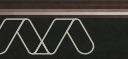


Figure 27. Passenger Safety Dashboard (Fatalities, LTIFR, OHS Investment 2023-2024)



# CORPORATE SOCIAL RESPONSIBILITY: COMMUNITY PROJECTS, EDUCATION AND SOCIAL CONTRIBUTION



We view corporate social responsibility as an integral extension of our mission to provide safe and reliable transport for the people of Baku. Our activities in this area are focused on strengthening community ties, supporting education, and contributing to the well-being of the city's community.

By embedding CSR into our organizational priorities, Baku Metro ensures that its role as a transport provider is complemented by its function as a community partner and a driver of social value. Community engagement is realized through initiatives that open the Metro's operations to the public and strengthen public awareness of sustainable urban mobility. Open-door days provided schoolchildren, students, and members of the public with unique insights into how the Metro functions. These events served both as educational experiences and as platforms to inspire the next generation to consider careers in rail transport and engineering. Our commitment to social support is also reflected in facilities such as the Bilgah recreation center, which provides employees and their families, particularly those in safety-critical and physically demanding roles, with spaces to recover, rest, and strengthen family well-being. At the same time, we recognize the service of war veterans within our workforce by offering tailored work schedules that reduce strain while maintaining professional engagement. Education remains a central pillar of our CSR contribution. In close cooperation with universities and vocational

schools, we provide internships and traineeships that offer young people exposure to the skills and knowledge required in a modern metro system. These partnerships bridge the gap between theoretical education and applied practice, helping to create a pipeline of qualified specialists for the transport sector. Our machinist training program, in place since 2019, exemplifies this approach. Delivered through six- to seven-month blended learning cycles, it combines classroom teaching, simulator-based practice, and supervised fieldwork. The program has enabled individuals with no prior technical experience to graduate as fully competent train operators, ensuring a steady flow of skilled professionals into one of the most critical functions of the Metro.

Training and continuous development are extended across the entire workforce as part of our contribution to human capital in Azerbaijan. Mandatory refresher courses were delivered in line with national legislation, ensuring compliance and operational excellence across all categories of staff. By the end of the reporting year, Baku Metro employed 4,787 people, including 1,050 women, with nearly all staff on full-time contracts. The workforce included 241 machinists, among them a female train operator, as well as 1261 specialists and 239 managers. The scope and reach of our training programs demonstrate that our commitment to education and professional growth extends beyond organizational needs to the wider development of the national skills base.

Our approach to corporate social responsibility confirms that Baku Metro is more than a transport operator. By opening our operations to

society, investing in educational partnerships, and providing structured training to thousands of employees, we actively contribute to community development and the preparation of future generations of specialists. In addition, we extend our social engagement through environmental and urban improvement activities, such as tree-planting and landscaping programs. More than 500 plane and cedar trees were planted along the Purple Line and at depots, with 300 Eldar pines planted around "Narimanov" electric depot and "Bakmil" station. Together, these efforts ensure that the Metro continues to play a meaningful role in the social, educational, and environmental landscape of the city, reinforcing its responsibility not only to passengers but to society at large.



CORPORATE  
GOVERNANCE AND  
ETHICS



# ORGANIZATIONAL STRUCTURE

We operate under a well-defined governance and management framework (Figure 28) to guarantee accountability, operational efficiency, and strategic oversight. At the highest level, the Supervisory Board provides independent oversight and strategic guidance, safeguarding our alignment with national priorities and international best practices.

Our Chairman is responsible for the day-to-day leadership of the organization and reports directly to the Supervisory Board. The Chairman is supported by a network of advisors, the Deputy Chairman, and a head engineer, and dedicated control functions such as Internal Audit, assuring that decision-making balances strategic direction, technical expertise, and operational integrity.

The Deputy Chairman oversee the technical and operational backbone of the metro system. These functions collectively certify safe and uninterrupted daily operations of trains, stations, and infrastructure. The Head Engineer is tasked with specialized engineering functions, providing critical expertise and maintaining system reliability, safety, and technical innovation.

Our structure corroborates that we at Baku Metro combine strong strategic oversight through the Supervisory Board, centralized leadership under the Chairman, and specialized operational, technical, and support functions. Together, these elements create a governance system capable of delivering safe, reliable, and sustainable urban mobility while meeting the evolving needs of our passengers and other stakeholders.

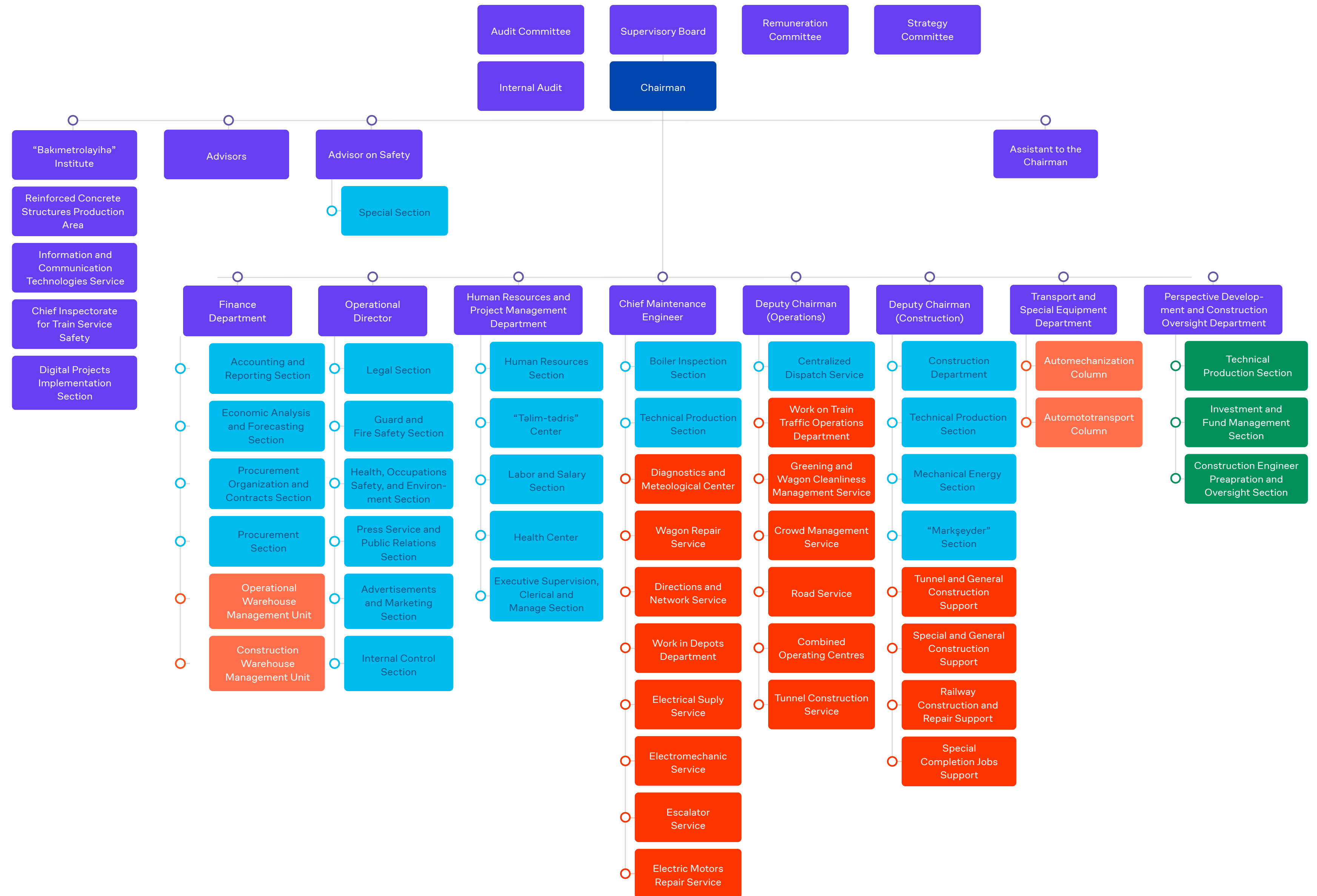


Figure 28. Organizational Structure



# ETHICAL CONDUCT AND COMPLIANCE



Figure 29. Goals of the Rules of Ethical Conduct

## Transparency

To increase efficiency and transparency in the Metro's operations and to uphold associated moral values.

## Respect

To promote respectful communication among employees in the workplace based on respect and to uphold corporate values.

## Compliance

To ensure that all employees comply with the Rules of Ethical Conduct.

## Stewardship

To protect state property entrusted to employees and ensure its efficient and proper use.

## Integrity

To prevent corruption and conflicts of interest in the professional activities of employees within the Metro.

## Trust

To strengthen the reputation of the Metro and enhance public trust among passengers.

At Baku Metro, we place ethical behavior and compliance at the core of how we operate and interact with society. Our commitment is formalized through our Rules of Ethical Conduct, which applies to all employees irrespective of their role or seniority. Developed in line with the Constitution of the Republic of Azerbaijan and national legislation, the Rule defines the standards of behavior that guide our workforce in fulfilling their responsibilities and representing the organization. (Figure 29)

Our Rules of Ethical Conduct is central to our efforts to create a culture of responsibility, transparency, and respect across every level of the Metro. It underlines the importance of protecting state property, preventing conflicts of interest, and ensuring that the trust of the passengers and society is always upheld. By embedding these principles into daily practice, we reinforce our reputation as a professional, accountable, and ethical public transport driver.

Resource stewardship is another important requirement in our Rules of Ethical Conduct. All employees must safeguard state assets, including financial resources, transport vehicles, and equipment, ensuring their efficient use strictly for official purposes. Misuse for personal benefit or unrelated activities is prohibited. Equally, employees are expected to follow lawful instructions from superiors, maintain discipline, and contribute actively to a cooperative and constructive workplace culture.

We also set out clear expectations to avoid conflicts of interest and discriminatory practices. Employees are obliged to guarantee equal treatment of passengers and colleagues regardless of race, ethnicity, gender, language, religion, social background, or beliefs. They are encouraged to accept constructive criticism, continuously improve their performance, and refrain from actions that could damage the reputation of Baku Metro or erode public confidence in its services.

Compliance with our Rules of Ethical Conduct is mandatory, with breaches are addressed in line with labor legislation, with disciplinary measures applied according to the severity of the violation. Responsibility for upholding the Rules lie both with individual employees and with managers, who must make sure that their teams adhere to the principles and values it embodies.

By embedding the Rules of Ethical Conduct into our governance system, we ensure that ethical behavior is not only an individual responsibility but also a collective commitment. This framework safeguards Baku Metro, strengthens our internal culture, and guarantees that our operations meet the expectations of passengers, regulators, and the wider public.



# INTERNAL AUDIT

Our internal audit and control functions form a center of corporate governance, making sure that we operate with integrity, efficiency, and accountability. The Internal Audit department functions in accordance with our charter and internal governance policies, while drawing on international best practices.

Its overarching role is to provide independent and objective assurance on the effectiveness of risk management, control, and governance processes, as well as to advise management on areas of improvement.

The Internal Audit department is functionally accountable to the Supervisory Board (through the Audit committee) and thereby ensuring its independence from day-to-day activities. This dual accountability structure enables the department to deliver unbiased evaluations of internal controls, identify organizational risks, and propose targeted recommendations to strengthen oversight mechanisms.

Each year, a risk-based Internal Audit plan is prepared, reviewed, and approved by the Supervisory Board. The plan prioritizes areas of highest strategic and operational risk, including financial management, safety systems, procurement practices, and information technology. The plan is dynamic and updated when news risks or regulatory requirements emerge. The audit cycle follows a structured methodology (Figure 30) consisting of planning, preparation, fieldwork, reporting, and follow-up.

In the planning stage, objectives and scopes are defined in line with risk assessments. Audit preparation entails forming the Audit Group, reviewing key documentation, and notifying the relevant departments. Fieldwork then involves testing internal controls, examining compliance with standards, and interviewing relevant stakeholders. Findings are compiled into formal reports that are communicated to management and the Supervisory Board, accompanied by practical recommendations. Corrective actions are subsequently monitored through follow-up audits, maintaining accountability and continuous improvement.

In addition to routine audits, special audits are conducted in response to emerging risks, Supervisory board, Audit committee or management requests, and incidents requiring targeted attention. The Internal Audit department also employs thematic audits, data-driven analysis, and compliance reviews to strengthen preventive oversight. Complementing the internal audit function, the Internal Control department warrants consistent application of policies, procedures, and financial practices across our operations.

Professional development remains a critical enabler of audit effectiveness. Auditors undergo continuous training and are encouraged to pursue internal certifications. This emphasis on global standards makes certain that internal audit work at Baku Metro maintains credibility, technical rigor, and alignment with international expectations. Through this framework, our internal audit and control systems safeguard resources, mitigate risks, enhance operational reliability, and build stakeholder confidence in the organization's governance.

01  
Annual Audit Planning

02  
Audit Preparation

03  
Audit Execution

04  
Reporting

05  
Follow-up & Monitoring

Figure 30. Internal Audit Cycle Methodology



## DID YOU KNOW?

On 16 September 2024, Baku Metro recorded its busiest day ever, with 898,180 passenger entries.



# ECONOMIC CONTRIBUTIONS

As a key provider of public transport services in Baku, we play a vital role in supporting the city's economic development and strengthening Azerbaijan's urban infrastructure. Our activities generate direct and indirect value for our employees, communities, the government, and the wider economy, whilst also facilitating the mobility and productivity of millions of passengers every year. (Figure 31)

During the reporting period, we continued to invest in the modernization and expansion of our infrastructure. Major capital investments included projects for transport development, such as the construction of new stations, renewal of depot facilities, installation of modern escalators and ventilation systems, procurement of new rolling stock, and the expansion of our security and operational systems. These efforts significantly aid the improvement, resilience, and quality of urban transport.

Our overall assets rose to 419 million AZN, reflecting the scale of our ongoing infrastructure development. Our economic activity also generated and distributed direct economic value, including employee wages and benefits, operational expenses, and urban infrastructure development. Payments to the state budget in 2024 encompassed income and property taxes, mandatory social insurance, and other statutory contributions, thereby reinforcing public finances. Government financial support remains critical to the implementation of long-term projects. In 2024, we received 183 million AZN in state

subsidies and financial assistance. These funds were directed towards infrastructure upgrades, safety enhancements, and expansion works, making sure that transport services remain accessible and affordable for the public while supporting broader socio-economic priorities. Beyond direct financial flows, we contribute to the local economy through community-oriented investments, including sponsorships, research cooperation, and the development of social and recreational infrastructure. These initiatives foster stronger ties with communities and enhance the quality of life in the city.

Taken together, these expanded economic contributions, including infrastructure-led urban transformation, increased regional attractiveness, employment provision, and mobility enhancement underline our dual role as both a transport operator and a driver of socio-economic development. By investing in infrastructure, supporting employment, contributing to public revenues, and aligning with national development, we continue to play a central role in shaping the sustainable growth of the city.

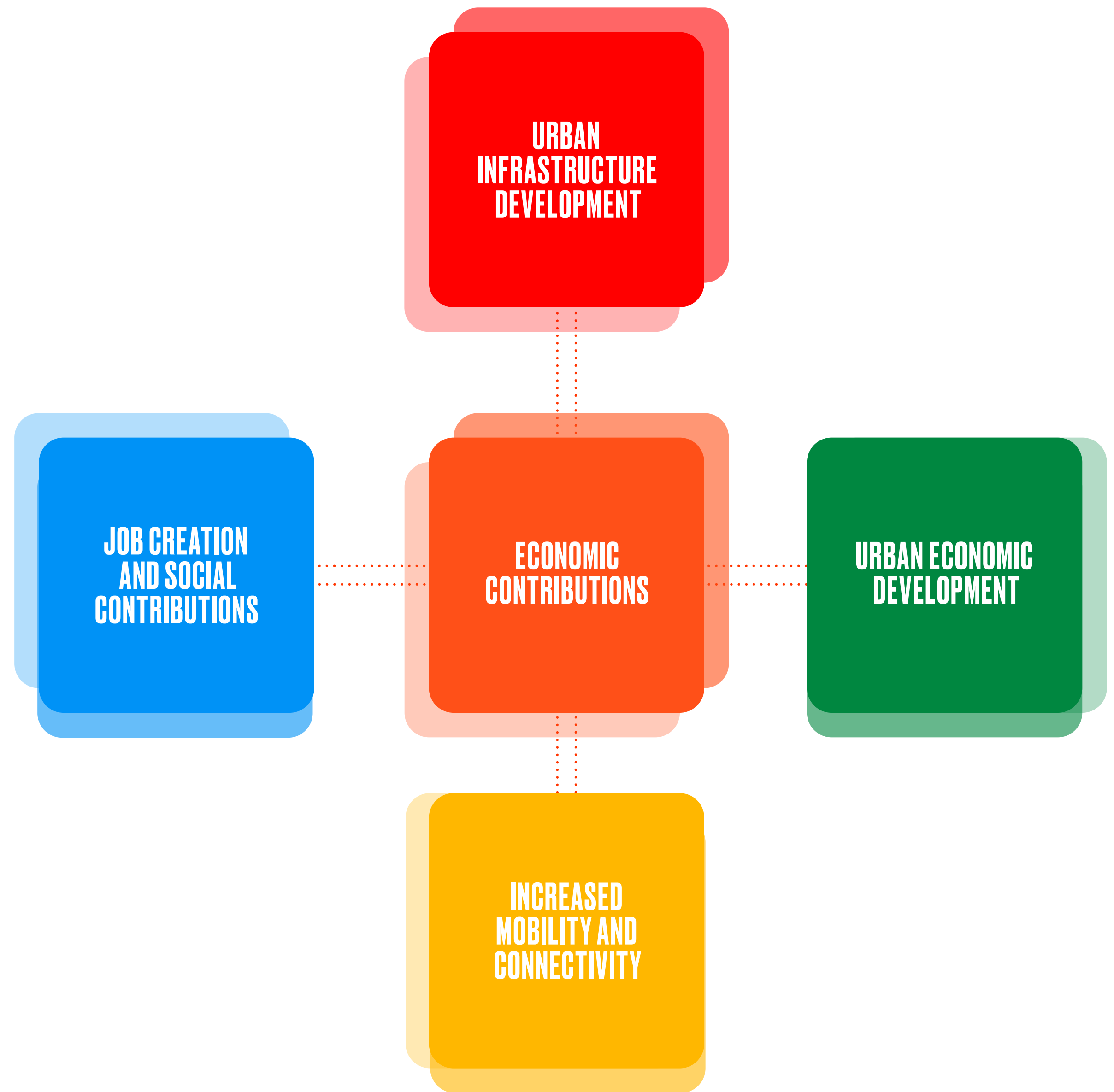


Figure 31 Baku Metro's Economic Contributions

# INNOVATION AND DIGITALIZATION



In 2024, Baku Metro made strong progress in innovation and digitalization, carrying out major projects that improved efficiency, sustainability, and the overall passenger experience.

From introducing trainsets assembled locally for the first time to adopting new environmentally friendly technologies, the Metro took important steps to meet modern standards and support the country's sustainability goals. The key achievements of the year are outlined below. In November 2024, seven new train compositions were officially introduced into service. What makes this fleet particularly innovative is that, for the first time, the carriages were assembled, completed, tested, and commissioned domestically in Baku, in full compliance with Baku Metro CJSC's technical specifica-

tions. We signed nine separate contracts with leading European manufacturers to ensure that equipment was delivered directly to Azerbaijan, enabling final assembly and quality assurance locally. The new trains are equipped with modern, state-of-the-art systems that provide significant technological advantages and innovations. Their lighting systems are designed to deliver up to 25% energy savings, while regenerative braking converts kinetic energy into electrical energy and feeds it back into the traction network, preventing its dissipation as heat through braking resistors. This, in turn, reduces electricity consumption and results in lower CO2 and heat emissions to the environment. Additional innovations include integrated microclimate management systems and UV-based air purification technology, both of which ensure cleaner and healthier conditions inside passenger cabins.

A unique digital project in 2024 transformed train maintenance management from a paper-based system into a fully electronic process. Under the Standard Asset Management System (SAMS), new technological solutions now automatically calculate train mileage and provide end-to-end digital tracking of maintenance activities. As a result, the organization of inspection and technical service has been fully automated, eliminating paper-based procedures and replacing them with simplified, faster, and more transparent workflows. This new system ensures more efficient, reliable, and traceable maintenance management. Building on these improvements, the automated maintenance system now enables planned and real-time service entries for each carriage to be viewed instantly on monitoring screens and within the digital platform. This real-time visibility has greatly strengthened oversight of maintenance

activities, creating a faster, more agile, and more accurate operational environment. Train mileage, once measured mechanically, is now recorded automatically by devices installed on the carriages and tunnel areas and automatically transmitted to the server, ensuring fully digital, precise, and traceable monitoring. Such innovations enable more precise forecasting of maintenance needs and ensure that repair work is carried out on time. Most importantly, the integration of this system with the 1C platform streamlines parts-procurement and material write-off processes, eliminating labor-intensive procedures. Through SAMS, these activities are now carried out digitally, saving both time and resources.

An automatic fire-alarm system (ACOTП-717) has been installed on the trains, further strengthening fire safety. The system automatically monitors equipment temperatures in real time and detects signs of fire or smoke, transmitting this information both to the device installed in the driver's cabin and to the operator via the server, enabling early prevention of undesirable incidents. It can reliably operate even in high-humidity or steam-filled environments and detects smoke indicators at an early stage. Without the involvement of service personnel, the system continuously checks equipment temperatures, as well as the current and voltage of the battery units, and automatically transmits these data while also performing ongoing diagnostics of its own electronic components. Remote monitoring of environmental parameters, combined with the application of modern fire-suppression technologies, ensures safer and more traceable operation of onboard systems and equipment.

Furthermore, Baku Metro introduced two

major depot innovations that combined digital technology with environmental responsibility. For the first time, we introduced equipment manufactured in Turkey that enables the precise reprofiling of wheelsets, across all wagon models and modifications, without removing them from the train, restoring both the running surface and profile with high accuracy. The system performs detailed measurement of the wheel profile and automatically archives all results, ensuring complete traceability of maintenance records. This innovation reduced a maintenance process that previously required three to five days to just a few hours, saving both labor resources and time, while also lowering electricity use and train maneuvering needs. In addition, an electric shunting vehicle was acquired to simplify the movement of trains to and from the maintenance area, especially during wheelset reprofiling operations, and to support wheelset reprofiling without removing the bogies from beneath the wagons. As a result, the need to use the traction locomotive for maneuvering during the reprofiling process has been eliminated, reducing both the time and manpower required, and significantly increasing the efficiency of repair operations.

## PASSENGER EXPERIENCE

QR ticketing via BakiKart, Birbank & m10

Faster, contactless travel



## ENERGY OPTIMIZATION

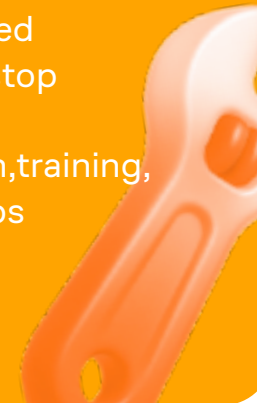
31.440 LED lamps installed



## INFRASTRUCTURE

Slab track installed without service stop

Smarter dispatch, training, ventilation, pumps



## 7 NEW GENERATION TRAINS

Assembled in Baku for the first time

25% energy-saving lights, regenerative braking

## DIGITAL MAINTENANCE

Paper logs → real-time digital system

Faster repairs, less paperwork

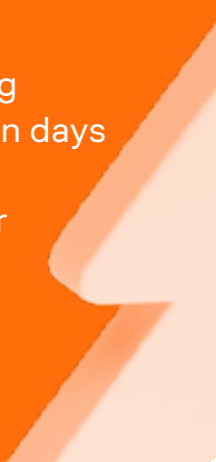
Automatic mileage tracking



## DEPOT UPGRADES

Wheelset reprofiling in hours instead of in days

Eco-washing: water recycled & reused





At the same time, the Metro modernized its train-washing and blow-down facilities to meet modern standards, rebuilding them with innovative technical solutions. In the new process, wash water is treated to ecological standards and then recycled and reused, achieving an 80% reuse rate.

For the first time in the Metro's history, equipment has been installed to clean the underside of passenger trains by washing and blowing out accumulated dust and debris. This area was equipped with modern infrastructure, including a suction system that captures dust and particles during the blow-down process, preventing their release into the surrounding environment. In addition, artesian water within the depot is treated and tested to a level suitable for technical use, and the installation of water meters has allowed for close monitoring and measurable reductions in overall consumption.

In 2024, Baku Metro advanced the digitalization of fare collection systems with the launch of QR-based ticketing across all stations via the BakıKart platform. This initiative significantly improved passenger flow efficiency by reducing queues and removing the need for physical cards, thereby supporting a more seamless and contactless travel experience. During the year, integration with external fintech ecosystems further expanded accessibility: the "Birbank" mobile banking platform, enabled passengers to purchase and use QR tickets directly within its application, while the m10 electronic wallet introduced QR ticketing options covering both the metro and surface bus services in Baku and the Absheron region.

In addition to operational improvements, recent projects have placed strong emphasis on energy efficiency as a key ecological priority. Projects have gone beyond merely aligning tunnel, station, and rolling stock lighting systems with modern standards; they have also delivered significant environmental benefits. In order to reduce this impact, LED lamps, each with a power of 20 watts, were installed in the tunnels of the Metro, replacing older 100-watt and 60-watt fixtures.

Reinforced concrete block system was introduced in Baku Metro in 2024, and for the first time, such installations were started without interrupting train services, with a project successfully carried out on the line approaching the "Icerisheher" station. Another innovation involved measures implemented to optimize the operations of the dispatch center. Within this framework, the energy SCADA system was upgraded at several substations. The technical upgrades carried out have enabled more reliable and efficient monitoring and management of the power supply. Moreover, there was the launch of new projects at the training and education center, and the implementation of innovative programs to accelerate the development and advancement of young specialists. In the technical infrastructure, energy-efficient systems were installed during pump station reconstruction, and six damper speed-control units were introduced to enhance natural ventilation capacity. These units enable the ventilation fans to operate at variable frequencies above 50 Hz, improving overall energy efficiency. Together, these initiatives reflect modern requirements and highlight how the 57-year-old Baku Metro has become not only a symbol of the city but also an example of development carried out in line with national objectives and the highest technical standards.

## DID YOU KNOW?

In 2019, Baku Metro introduced its first female train operator, a milestone for gender inclusion.



Cybersecurity remains a strategic focus for Baku Metro, particularly as key operational and control systems supporting metro operations are becoming more interconnected with broader networks. This increased connectivity requires heightened attention to potential cyber exposures. Current security measures include perimeter defense solutions, antivirus protection, and regular staff awareness activities designed to mitigate phishing attempts and other common cyber threats. While no major cyber incidents have been reported, the organization recognizes the importance of strengthening endpoint protection, expanding defensive capabilities, and implementing comprehensive IT governance frameworks. Preparations are also underway to align with international standards, including ISO 27011, to strengthen both governance and information security practices.

# SUPPLY CHAIN

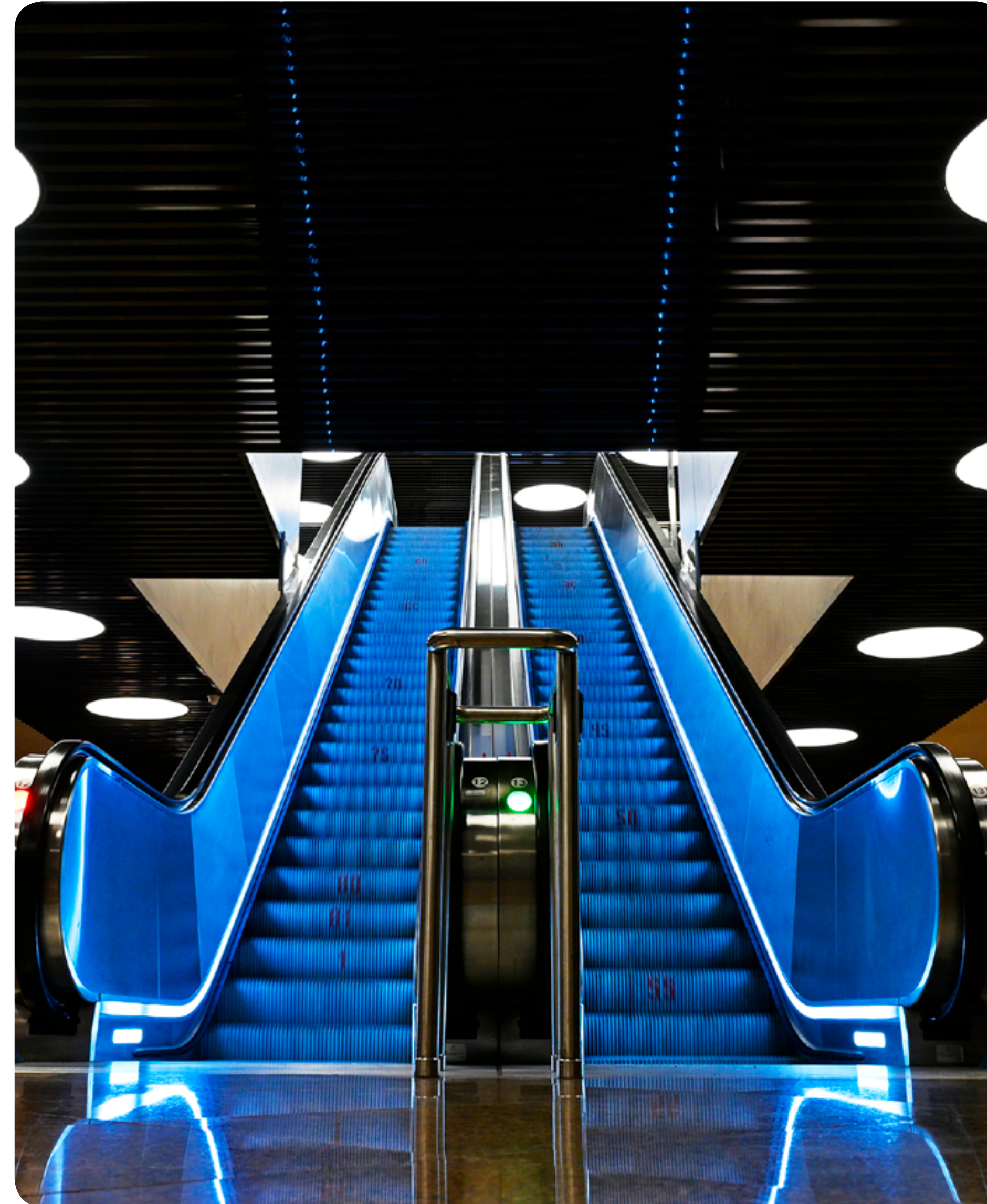
At Baku Metro, our priority is to ensure that procurement and supply chain processes support safe, reliable, and efficient operations. By working closely with trusted local suppliers and applying clear, transparent procedures, we make certain that our supply chain remains resilient and aligned with industry standards.

Baku Metro has two sections responsible for procurement: the Supply Section and the Procurement Organization and Contracts Section, which oversee all purchasing activities across the organization. All procurement activities are conducted in strict compliance with the Constitution and laws of the Republic of Azerbaijan, the Law of the Republic of Azerbaijan “On Public Procurement” as well as relevant decrees and resolutions of the President of the Republic of Azerbaijan and the Cabinet of Ministers. Where applicable, the Sections also considers the requirements and standards established by international organizations of which the Metro is a member, the Metro’s Charter and the internal normative documents. These rules apply equally to our suppliers, who are required to comply with the State Procurement Law’s code of conduct for vendors. This dual adherence strengthens integrity and minimizes the risk of fraud or misconduct in our supply chain.

The Supply Section and the Procurement Organization and Contracts Section are responsible for preparing and implementing annual and operational procurement plans across the Metro’s activities.

The Sections organize open tenders and other procurement procedures, prepare procurement documentation, coordinate with relevant internal units, while also building and evaluating the supplier base, monitoring contract implementation, and managing customs, import, and logistics processes. Heads of Sections ensure effective organization of tasks across sections, oversee staff assignments, training, and performance evaluation, and maintain cooperation with internal divisions and external partners. Additionally, to carry out its functions efficiently, the Sections are supported by an appropriate material and technical base. This includes office facilities, IT and communication equipment, access to specialized procurement and logistics systems, automated reporting tools, and, where necessary, transport resources. Staff development is also supported through training and professional development programs. The adequacy of resources is regularly assessed, with improvement proposals submitted to management.

Our procurement processes are primarily based on competitive tenders. Each year, budgets are formalized, and corresponding tender activities are initiated. All suppliers are selected through transparent, open bidding procedures, with no preferential treatment for local or international companies. Depending on the purchase value and category, acquisitions may be executed through direct contracting, simplified procurement, or formal tenders in accordance with internal approval thresholds. The procurement cycle typically begins when an end-user and the relevant technical department defines requirements.



Following the estimation of indicative costs and the selection of the appropriate procurement method, Requests for Quotation (RFQ) and Requests for Proposal (RFP) are issued to the market. Depending on the selected method (e.g., tendering, quotation, or market research), the process proceeds accordingly. Suppliers’ offers are then carefully reviewed and subject to multi-step controls, including price benchmarking and market analysis. All contracts are subject to prior Legal Section review and risk screening as part of the procurement process. All contracts are reviewed by the Legal Section and assessed from a risk perspective prior to signing. In urgent or exceptional cases, procurement requests are escalated for higher-level approval prior to execution.

Contracts undergo a review process to identify and assess potential risks. At present, the speed of the procurement process is prioritized, though we are working to strengthen risk assessment procedures alongside ongoing digitalization and corporatization initiatives. We recognize the growing importance of responsible supply chain management and are evaluating the possibility of introducing ESG-related criteria in the future. Certain tenders already incorporate ISO 9001 quality management standards.

Baku Metro is also advancing its digitalization agenda. Currently, procurement processes are managed through the 1C digital system, with plans to integrate it into the Enterprise Resource Planning (ERP) system. This integration will enhance efficiency, traceability, and transparency across the procurement lifecycle.

In 2024, the total number of suppliers decreased to 266, representing a 44% decline compared to 2023 (Figure 32). This reduction was primarily observed among domestic suppliers, which declined from 451 in 2023 to 235 in 2024, a 48% decrease.

The change reflects a lower number of approved projects, influenced by the company's financial planning. In the same period, the number of foreign suppliers increased from 25 to 31, reflecting a 24% growth resulting in the share of foreign suppliers rising from 5% to 12%. Consequently, the share of domestic suppliers in the overall supplier base declined from 95% in 2023 to 88% in 2024 (Figure 33). Despite this relative decrease, domestic suppliers continue to represent the majority of the procurement portfolio, supporting local economic participation.

Furthermore, in 2023, the local procurement budget decreased by approximately 10% compared to 2022. Despite this reduction, in 2024, expenditures directed to local suppliers and subcontractors increased by nearly 20% year-on-year. As a result, the share of local procurement within the total budget stood at 43% in 2024, compared to 78% in 2023 (Figure 34). While the total procurement volume has decreased, the continued prioritization of local suppliers highlights the organization's commitment to supporting domestic businesses, although their proportional share in the overall budget has narrowed due to the overall budget contraction.

Figure 32. Supplier Base by Origin (2022–2024)

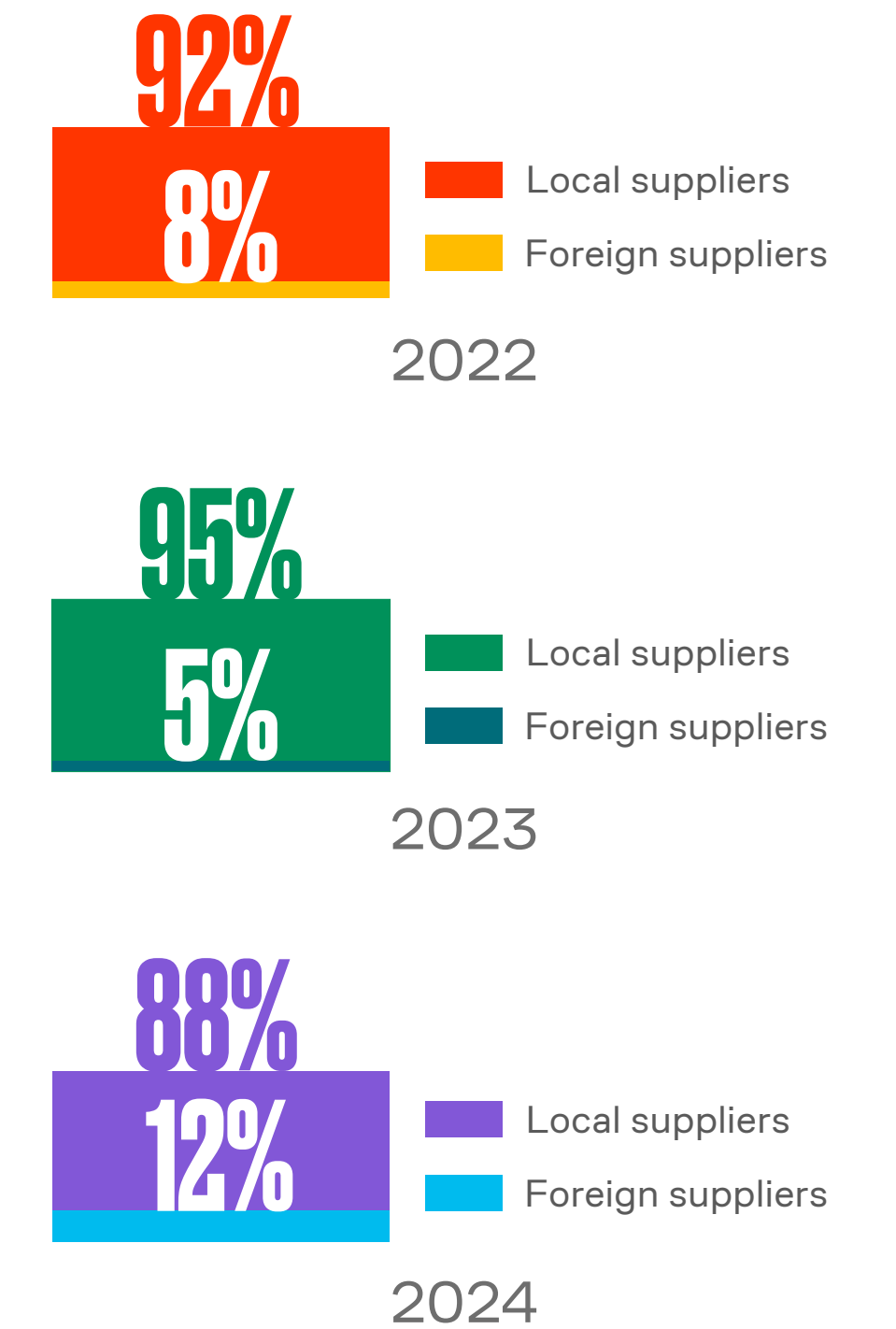
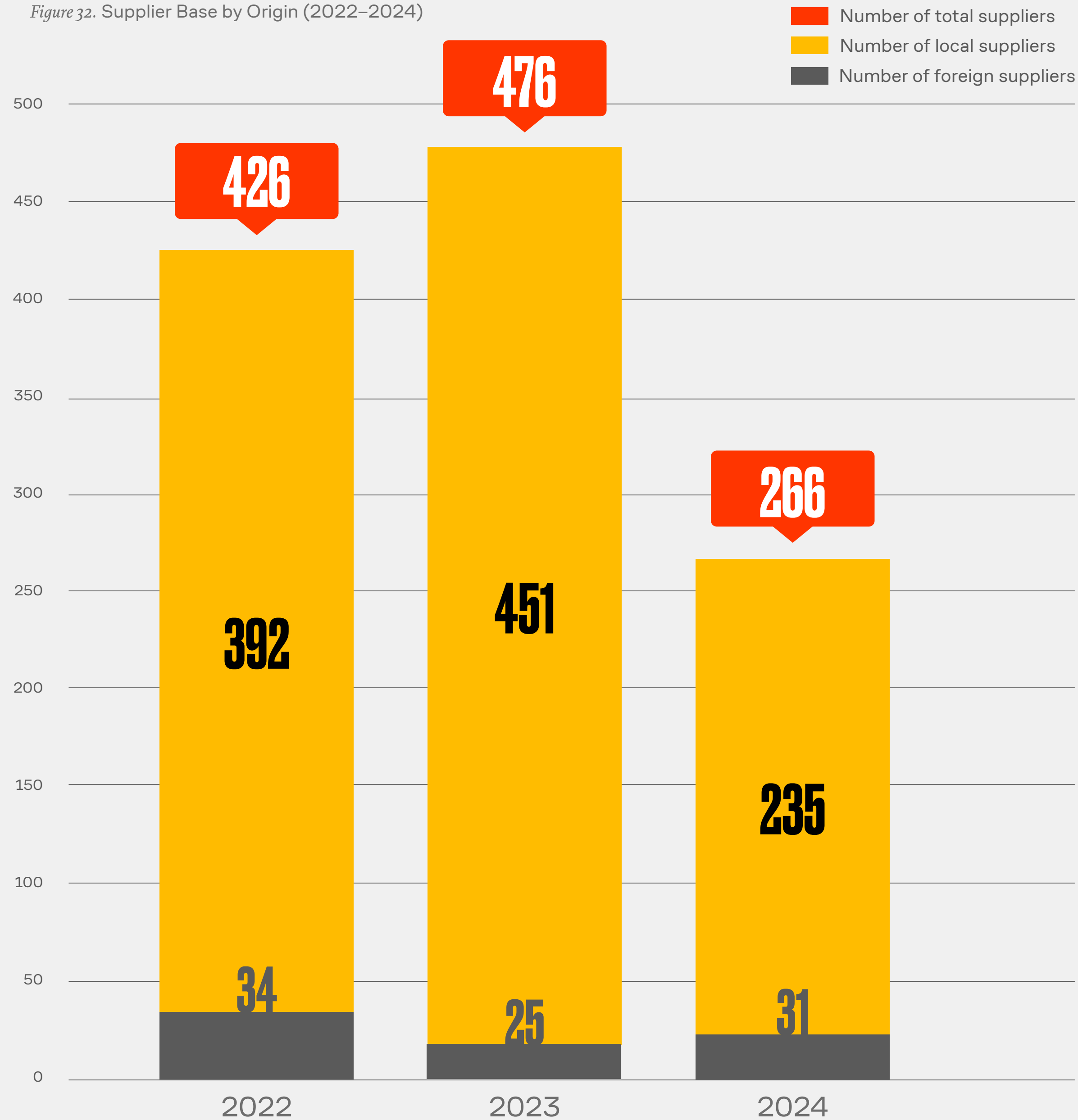


Figure 33. Supplier Distribution by Number (2022–2024)

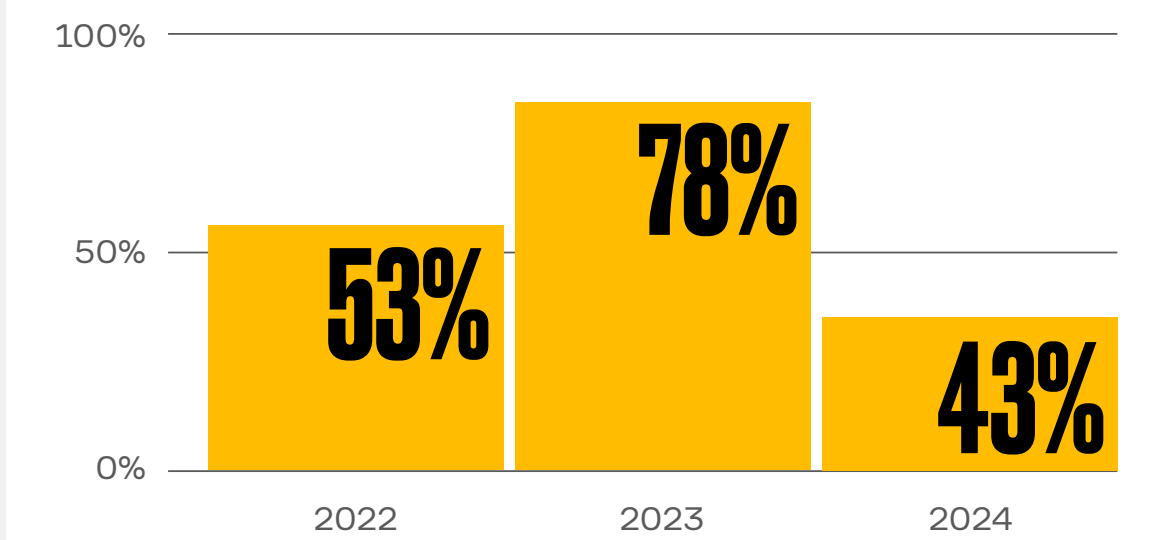


Figure 34. Share of Procurement Spending Directed to Local Suppliers (2022–2024)



# FUTURE OUTLOOK



A key strategic direction for the coming years is the continued strengthening of Baku's urban transport system through national policy initiatives. During 2024, preparatory work continued at the national level on a new State Program expected to cover the 2025-2030 period.

While the Program had not yet been officially approved by the end of the reporting year, it is anticipated that it will further guide the modernization and integration of Baku's transport infrastructure. The program is expected to include initiatives for Baku Metro, such as large-scale modernization and expansion of the system, the addition of new stations, an increase in rolling stock, and enhanced integration of sustainable mobility solutions.

Within this broader policy context, the Conceptual Development Scheme of the Baku Metro Lines remains the primary long-term planning document approved before 2024. The scheme outlines the future expansion of the metro network, including the phased development of additional lines and stations to improve service coverage, passenger capacity, and system resilience.

According to the Conceptual Scheme, the development of new metro lines, such as the planned Yellow and Blue lines, and the construction of modern stations will significantly enhance network connectivity over the long term. As per the scheme, Baku Metro is envisioned to operate five lines, 76 stations, six electric depots, and a network length of 119.1 km (Figure 35).



## Bakı Metropoliteni xətlərinin konseptual inkişaf sxemi Baku Metro Conceptual Development Map

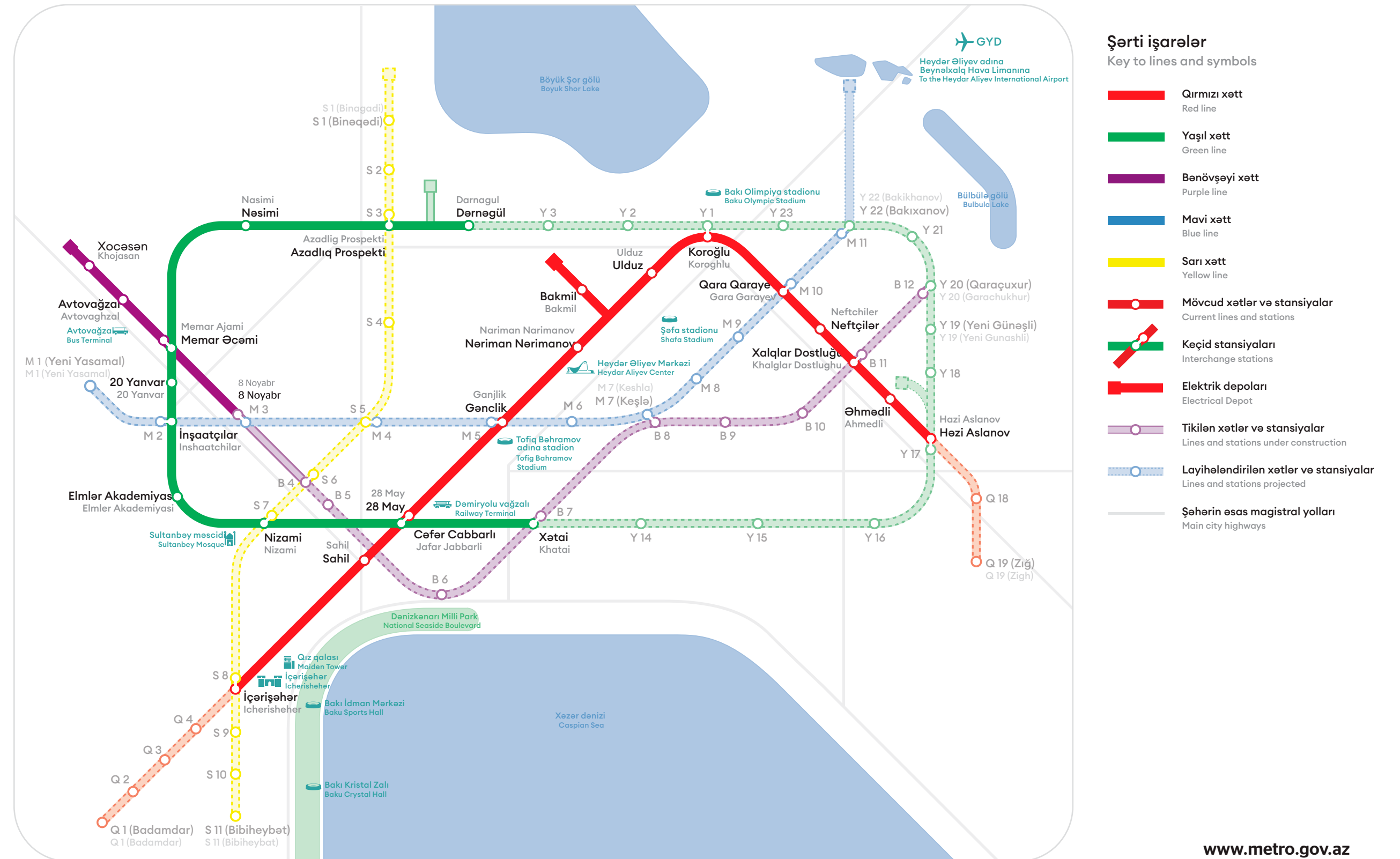


Figure 35. Baku Metro Conceptual Development Map



1

Approval expected in early 2025

Key initiatives of the Baku Metro include large-scale modernization and expansion of the metro system, including addition of new stations, an increase in rolling stock, and enhanced integration of sustainable mobility solutions

### UPCOMING STATE PROGRAM

2

Fourth-generation 81-765B/766B train sets to be delivered between 2024-2025

Trains will include energy-saving braking technology that reduces electricity consumption

### FLEET UPGRADE

3

Wider doors: 1,400 mm (12% wider)

Capacity:  
Lead cars: 315 passengers, 38 seats  
Middle cars: 329 passengers, 44 seats

### PASSENGER EXPERIENCE

4

Focus on reducing emissions, optimizing resource use, and improving environmental & social impact

Prioritize ISO environmental & quality certifications to enhance transparency and sustainable performance.

### SUSTAINABILITY

In 2024, Baku Metro also advanced the modernization of its rolling stock. As part of a multi-year fleet renewal effort, Baku Metro CJSC entered a contract with Global Transport Solutions LLC for the supply of new generation 81-765B/766B train sets.

Under this agreement, 65 new carriages (13 train sets) are planned for delivery until 2026. The new rolling stock introduces several enhancements, including wider doors (1,400 mm) for improved accessibility, increased passenger capacity (315 passengers in lead cars and 329 in middle cars), modern cabin design, and improved operational efficiency.

To reinforce these efforts, Baku Metro plans to align its management systems with international environmental and quality standards by pursuing ISO certifications. Strengthening compliance, transparency, and accountability will support more systematic monitoring of environmental impacts and continuous improvement across operations.

Looking ahead, Baku Metro remains committed to advancing sustainability through innovative solutions, resource-efficient technologies, and environmentally responsible practices. Future priorities include reducing emissions, optimizing energy use, and ensuring safe, accessible, and sustainable urban mobility for all passengers. Through collaboration with national institutions, international partners, and local stakeholders, Baku Metro aims to evolve into a regional leader in sustainable public transportation.



Figure 36. Future Outlook



# PERFORMANCE TABLES



## OPERATIONAL

Operational	2022	2023	2024
Total Number of Passenger Entries	208,696,044	219,452,134	230,002,978
Average daily passenger entries	571,770	601,239	628,423

Infrastructure	2022	2023	2024
Total number of trains	59	63	64
Total number of new generation trains	20	23	30
Number of wagons	309	321	351
Number of stations	27	27	27
Total underground network length (km)	40.7	40.7	40.7
Number of trains used daily	43	47	49
Stations with accessibility services (supported transportation)	27	27	27





Number of train disinfections	83	165	264
Number of sanitary cleanings on trains	-	22,624	22,363
Number of wagons repairs conducted	5,197	4,860	5,859
Number of wagons inspections conducted	63,000	83,820	81,816

Customer Satisfaction	2022	2023	2024
Total number of electronic enquiries and complaints (organizational)	2,409	2,277	2,226
Total number of electronic enquiries and complaints (public)	604	471	468
Average response time (days)	15-30	15-30	15-30



# GOVERNANCE

Governance	2022	2023	2024
Total number of significant instances of non-compliance with laws and regulations, including:	0	0	0
Cases where fines were imposed	0	0	0
Cases where non-monetary sanctions were imposed	0	0	0
Amount of fines paid during the reporting period for non-compliance with laws and regulations (specify currency)	0	0	0

General Legal Requirements	2021	2022	2023
Number of ongoing legal actions related to anti-competitive behavior, anti-trust, and monopoly legislation violations	0	0	0
Number of completed legal actions related to anti-competitive behavior, anti-trust, and monopoly legislation violations	0	0	0
Total number of operations subjected to human rights review or human rights impact assessment	0	0	0
Percentage of operations subjected to human rights review or human rights impact assessment	0	0	0





Anti-corruption	2022	2023	2024
Percentage of operations assessed for corruption-related risks	0%	0%	0%
Total number of members of the management body informed about the organization's anti-corruption policies and procedures	0	0	0
Percentage of members of the management body informed about the organization's anti-corruption policies and procedures	0	0	0
Total number of employees informed about the organization's anti-corruption policies and procedures by category	0	0	0
Operator	0	0	0
Specialist	0	0	0
Train Driver	0	0	0
Other	0	0	0
Percentage of employees informed about the organization's anti-corruption policies and procedures by category	0	0	0
Operator	0	0	0
Specialist	0	0	0
Train Driver	0	0	0
Other	0	0	0
Total number of business partners (e.g., suppliers) informed about the organization's anti-corruption policies and procedures	0	0	0
Percentage of business partners (e.g., suppliers) informed about the organization's anti-corruption policies and procedures	0	0	0





Total number of members of the management body trained in anti-corruption	0	0	0
Percentage of members of the management body trained in anti-corruption	0	0	0
Total number of employees trained in anti-corruption by category	0	0	0
Operator	0	0	0
Specialist	0	0	0
Train Driver	0	0	0
Other	0	0	0
Percentage of employees trained in anti-corruption by category	0	0	0
Operator	0	0	0
Specialist	0	0	0
Train Driver	0	0	0
Other	0	0	0
Total number of confirmed incidents of corruption	0	0	0
Total number of confirmed incidents in which employees were dismissed or disciplined for corruption	0	0	0
Total number of confirmed incidents in which contracts with business partners were terminated or not renewed due to corruption-related violations	0	0	0



# PROCUREMENT

Suppliers	2022	2023	2024
Total number of suppliers	426	476	266
Total number of local suppliers	392	451	235
Total number of foreign suppliers	34	25	31
Suppliers by category			
Local suppliers	92%	95%	88%
Foreign suppliers	8%	5%	12%
Procurement	2022	2023	2024
Total procurement budget, AZN	126,530,362.6	81,017,400.8	173,130,666.0
Procurement budget spent on local suppliers/contractors, AZN	67,557,234.0	63,002,833.2	74,623,911.3
Share of procurement budget spent on local suppliers/contractors, %	53%	78%	43%



Supplier Evaluation	2022	2023	2024
Percentage of new suppliers screened using environmental criteria	N/A	N/A	N/A
Number of suppliers assessed for environmental impacts	N/A	N/A	N/A
Number of suppliers identified as having significant actual and potential negative environmental impacts	N/A	N/A	N/A
Percentage of suppliers identified as having significant actual and potential negative environmental impacts	N/A	N/A	N/A
Percentage of new suppliers screened using social criteria	N/A	N/A	N/A
Number of suppliers assessed for social impacts	N/A	N/A	N/A
Number of suppliers identified as having significant actual and potential negative social impacts	N/A	N/A	N/A
Percentage of suppliers identified as having significant actual and potential negative social impacts	N/A	N/A	N/A



# ECONOMIC

Economic Indicators, thsds AZN	2022	2023	2024
Total assets	434,432	414,570	418,818
Total capitalization	409,358	389,724	385,531
Total revenues	122,146	127,139	155,655
Distributed economic value	168,586	203,584	294,554
Operating costs	168,216	203,163	294,173
Employee wages and benefits	64,098	74,774	86,284
Payments to government (with the following breakdown)*:	14,075	16,679	19,076
Profit tax	0	0	0
Property tax	200	404	147
Withholding tax	39	84	48
Land tax	175	175	2,970
Payments to the State Social Protection Fund, mandatory health insurance, Employment Fund contributions	12,390	14,259	15,514



Value Added Tax (VAT)	786	965	397
Interest payments	485	791	0
Community investments, including**:	370	421	381
Contributions to charities, NGOs, and research institutions (excluding commercial research and development not related to the organization)		62.5	
Funding community infrastructure, e.g., recreational facilities	349.5	318.8	379.4
Direct costs for social programs, including arts and education initiatives	20.7	40.1	1.3
Other expenses	0	0	0
Retained economic value	-46,440	-76,445	-100,668
Total monetary value of financial assistance received from any government during the reporting period, including:  i. Tax reliefs ii. Subsidies iii. Investment grants, research and development grants, and other relevant grant types iv. Awards v. Holidays vi. Financial investments vii. Any other financial benefits received or expected to be received from the government for any operation	151,654	88,416	182,704

\*Payments to the government are accounted for as part of operational costs.

\*\*Community investments are classified as operating costs in the Company.



# SOCIAL

Employees, by gender	2022		2023		2024	
	Male	Female	Male	Female	Male	Female
Total number of employees, by category	3,853	1,094	3,841	1,078	3,737	1,050
Manager	225	30	221	33	212	27
Specialist	1,125	184	1111	189	1077	184
Train driver	227	0	236	0	240	1
Other	2,276	880	2,273	856	2,208	838
Total number of employees	3,853	1,094	3,841	1,078	3,737	1,050
Total number of permanent employees, by gender	3,850	1,092	3,837	1,077	3,731	1,049
Total number of temporary employees, by gender	3	2	4	1	6	1
Total number of employees by type of employment contract	3,853	1,094	3,841	1,078	3,737	1,050
Total number of full-time employees	3,850	1,092	3,837	1,077	3,731	1,049
Total number of part-time employees	3	2	4	1	6	1



Employees, by age	2022			2023			2024		
	Below 30	30-50	Above 50	Below 30	30-50	Above 50	Below 30	30-50	Above 50
Total number of employees, by category	522	2,615	1,810	537	2,567	1,815	535	2,526	1,726
Manager	30	136	89	35	133	86	28	131	80
Specialist	155	813	341	168	702	430	153	707	401
Train driver	28	119	80	29	132	75	32	134	75
Other	309	1,547	1,300	305	1,600	1,224	322	1,554	1,170

Parental Leave	2022		2023		2024	
	Male	Female	Male	Female	Male	Female
Total number of employees entitled to parental leave, by gender	3,853	1,094	3,841	1,078	3,737	1,050
Total number of employees who took parental leave, by gender	0	34	0	32	0	31
Total number of employees who returned to work after parental leave ended, by gender	0	34	0	32	0	30
Total number of employees due to return to work after parental leave, by gender	0	34	0	32	0	31
Total number of employees who returned to work after parental leave and were still employed 12 months later, by gender	0	34	0	32	0	31
Return-to-work rate of employees who took parental leave, by gender	0%	100%	0%	100%	0%	97%
Retention rate of employees who took parental leave, by gender	0%	100%	0%	100%	0%	100%





Employee turnover	2022		2023		2024	
	Male	Female	Male	Female	Male	Female
Total number of new employee hires, by gender	160	48	168	42	117	53
Total number of employee terminations, by gender	236	156	178	60	212	90
Employee turnover rate	0.061	0.143	0.046	0.056	0.057	0.086

Employee turnover	2022			2023			2024		
	Below 30	30-50	Above 50	Below 30	30-50	Above 50	Below 30	30-50	Above 50
Total number of new employee hires, by age group	22	104	82	28	114	68	20	94	56
Total number of employee terminations, by age group	47	207	138	31	127	80	36	166	100
Employee turnover rate	0.090	0.079	0.076	0.058	0.049	0.044	0.067	0.066	0.058

Local Communities	2022	2023	2024
Percentage of senior management hired from the local community	100%	100%	80%
Total number of senior management hires	8	3	5





Human Capital	2022		2023		2024	
	Male	Female	Male	Female	Male	Female
Total number of training hours, by gender	45776	6998	28949	2234	16956	2362
Average number of training hours per employee by category, by gender	11.88	6.40	7.54	2.07	4.54	2.25
Manager	0.56	0	2.94	0	2.19	0.00
Specialist	10.38	1.55	5.42	2.34	4.78	3.73
Train driver	103.55	0	25.51	0.00	5.84	868.00
Other	4.6	7.63	2.20	2.09	2.29	0.96
Percentage of employees receiving regular performance and career development reviews, by category and gender	0%	0%	0%	0%	0%	0%
Manager	0	0	0	0	0	0
Specialist	0	0	0	0	0	0
Train driver	0	0	0	0	0	0
Other	0	0	0	0	0	0





Safety Practices	2022	2023	2024
Percentage of security personnel trained in human rights policies, specific procedures, and their application to security	0%	0%	0%
Total number of security personnel	222	220	224

Management	2022		2023		2024	
	Male	Female	Male	Female	Male	Female
Total number of individuals in governance bodies, by gender	225	30	221	33	212	27

Management	2022			2023			2024		
	Below 30	30-50	Above 50	Below 30	30-50	Above 50	Below 30	30-50	Above 50
Total number of individuals in governance bodies, by age group	30	136	89	35	133	86	28	131	80

Diversity	2022	2023	2024
Total number of employees with disabilities	57	65	68

Anti-discrimination	2022	2023	2024
Total number of incidents of discrimination	0	0	0





Salary	2022		2023		2024	
	Male	Female	Male	Female	Male	Female
Entry-level employees' wages, by gender, AZN	353	353	406	406	406	406
Minimum wage, by gender, AZN	300	300	345	345	345	345
Ratio of standard entry-level wage to local minimum wage, by gender	1.18	1.18	1.18	1.18	1.18	1.18
Ratio of men's average wage to women's average wage	100%		100%		100%	
Average total wage, by gender, AZN	1010.64	716.3	1227.71	836.66	1288.39	906.72

Compensation	2022	2023	2024
Ratio of the annual total compensation of the organization's highest-paid individual to the average annual total compensation of all employees (excluding the highest-paid individual)	8.12	8.49	8.67
Ratio of the percentage increase in annual total compensation for the organization's highest-paid individual(s) to the median percentage increase in annual total compensation for all employees (excluding the highest-paid individual)	2.30	1.31	1.43

Occupational Health and Safety	2022	2023	2024
Total number of hours worked	5656883	7574195	7301019
Total number of fatalities	0	0	0
Fatality rate	0	0	0





Number of recorded work-related injuries	2	2	4
Work-related fatality rate (per 200,000 hours worked)	0.07	0.05	0.11
Number of lost time due to injuries	100	66	170
Frequency rate of incidents resulting in lost time (per 200,000 hours worked)	3.54	1.74	4.66
Number of work-related fatalities due to occupational diseases	0	0	0
Number of recorded cases of work-related diseases	0	0	0
Total number of passenger fatalities	4	6	6
Intentional fatalities	0	0	2
Unintentional fatalities	4	6	4
Total number of passenger injuries	59	47	31
Intentional injuries	0	0	0
Unintentional injuries	59	47	31
<b>OHS Investments</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>
Total investments allocated for improving working conditions, AZN	15,121	115,584	73,462
Total investment allocated for personal protective equipment (PPE), AZN	525,538	184,612	547,156



# ENVIRONMENTAL

Energy	2022	2023	2024
Total energy consumption, Gj	512,399.6	524,458.6	507,176.1
Total Electricity consumption, Gj	428,903.1	446,363.8	445,484.2
Electricity used for metro operations, Gj	421,901.2	438,654.5	438,318.5
Electricity used for metro infrastructure and tunnel construction, Gj	3,814.8	4,393.3	4,047.6
Other uses, Gj	3,187.1	3,315.9	3,118.1
Total natural gas consumption, Gj	40,131.4	39,339.0	37,713.4
Fuel consumption, Gj	43,365.1	38,755.8	23,978.5
Diesel, Gj	31,133.5	27,544.2	14,714.8
Gasoline, Gj	12,231.6	11,211.6	9,263.7



Water	2022	2023	2024
Total volume of water withdrawn, thousand cubic meters	793.68	616.17	350.80
Total volume of fresh water withdrawn, thousand cubic meters	793.68	616.17	350.80
Volume of wastewater generated, thousand cubic meters	750.82	605.89	333.26
Total water consumption, thousand cubic meters:	793.68	616.17	350.80
Domestic use	42.86	10.28	17.54
Industrial use	750.82	605.89	333.26

Emissions	2022	2023	2024
Direct CO <sub>2</sub> emissions, tCO <sub>2</sub> e	7.12	6.99	11.71
I. Carbon dioxide (CO <sub>2</sub> )	7.12	6.99	11.71
Air emissions, tonnes			
I. Sulphur dioxide (SO <sub>2</sub> )	4.62	2.578	0.013
II. Particulate matter (PM)	0.462	0.385	0.051
III. Nitrogen dioxide (NO <sub>2</sub> )	6.05	3.04	2.15
CO <sub>2</sub> emissions per passenger, tCO <sub>2</sub> e	0.000000034	0.000000032	0.00000005
CO <sub>2</sub> emissions per employee, tCO <sub>2</sub> e	0.0014	0.0014	0.0024





Waste	2022	2023	2024
Total weight of generated waste, in metric tons, with breakdown by type:	775.978	627.509	368.335
Total weight of non-hazardous waste generated, tons	752.55	618.1	362.71
Total weight of hazardous waste generated, tons	23.428	9.409	5.625
Total weight of recycled waste, in metric tons:	677.55	527.114	271.73
Total weight of recycled non-hazardous waste, tons	677.55	527.1	271.71
Total weight of recycled hazardous waste, tons	N/A	0.014	0.02
Total weight of waste sent for disposal, in metric tons, with breakdown by type:	98.428	100.395	96.605
Weight of non-hazardous waste sent for disposal, with breakdown by disposal method:	75.00	91.00	91.00
i. Incineration	0	0	0
ii. Landfilling	75.00	91.00	91.00
iii. Other disposal operations	0	0	0
Weight of hazardous waste sent for disposal, with breakdown by disposal method:	23.428	9.395	5.605
i. Incineration	0	0	0
ii. Landfilling	23.428	9.395	5.605
iii. Other disposal operations	0	0	0



Statement of Use		Baku Metro has reported in accordance with GRI standards for the period: 01.01.2024 - 31.01.2024	
GRI 1 used		GRI 1: Foundation 2021	
GRI Standard / Other source	Disclosure	Status	Section
<b>General Disclosures</b>			
<b>GRI 2: General Disclosures 2021</b>	<b>2-1</b> Organizational details	Disclosed	About the Report
	<b>2-2</b> Entities included in the organization's sustainability reporting	Disclosed	About the Report
	<b>2-3</b> Reporting period, frequency and contact point	Disclosed	About the Report
	<b>2-4</b> Restatements of information	Not Applicable	This is the first edition of our Sustainability Report.
	<b>2-5</b> External assurance	Disclosed	Planned to begin external assurance from next year onwards.
	<b>2-6</b> Activities, value chain and other business relationships	Disclosed	Supply Chain
	<b>2-7</b> Employees	Disclosed	Social Aspects
	<b>2-8</b> Workers who are not employees	Disclosed	Performance Tables
	<b>2-9</b> Governance structure and composition	Disclosed	Organizational Structure
	<b>2-10</b> Nomination and selection of the highest governance body	Not Disclosed	Due to restructuring it has not yet been finalized.



<b>GRI 2: General Disclosures 2021</b>	<b>2-11</b> Chair of the highest governance body	Not Disclosed	Due to restructuring it has not yet been finalized.
	<b>2-12</b> Role of the highest governance body in overseeing the management of impacts	Disclosed	Organizational Structure
	<b>2-13</b> Delegation of responsibility for managing impacts	Disclosed	Organizational Structure
	<b>2-14</b> Role of the highest governance body in sustainability reporting	Not Disclosed	Due to restructuring it has not yet been finalized.
	<b>2-15</b> Conflicts of interest	Disclosed	Ethical Conduct and Compliance
	<b>2-16</b> Communication of critical concerns	Disclosed	Ethical Conduct and Compliance
	<b>2-17</b> Collective knowledge of the highest governance body	Disclosed	Corporate Governance and Ethics
	<b>2-18</b> Evaluation of the performance of the highest governance body	Disclosed	Corporate Governance and Ethics
	<b>2-19</b> Remuneration policies	Disclosed	Social Aspects
	<b>2-20</b> Process to determine remuneration	Disclosed	Social Aspects
	<b>2-21</b> Annual total compensation ratio	Disclosed	Performance Tables
	<b>2-22</b> Statement on sustainable development strategy	Disclosed	Message from the Chairman
	<b>2-23</b> Policy commitments	Disclosed	Ethical Conduct and Compliance
	<b>2-24</b> Embedding policy commitments	Disclosed	Ethical Conduct and Compliance
	<b>2-25</b> Processes to remediate negative impacts	Partially Disclosed	Ethical Conduct and Compliance



<b>GRI 2: General Disclosures 2021</b>	<b>2-26</b> Mechanisms for seeking advice and raising concerns	Disclosed	Social Aspects
	<b>2-27</b> Compliance with laws and regulations	Disclosed	Corporate Governance and Ethics
	<b>2-29</b> Approach to stakeholder engagement	Disclosed	Stakeholder Engagement
	<b>2-30</b> Collective bargaining agreements	Disclosed	Baku Metro fully respects employees' rights to freedom of association and collective bargaining, with an agreement in place with the Azerbaijan Metropolitan Workers Trade Union.
<b>Material Topics</b>			
<b>GRI 3: Material Topics 2021</b>	<b>3-1</b> Process to determine material topics	Disclosed	Materiality Assessment
	<b>3-2</b> List of material topics	Disclosed	Materiality Assessment
	<b>3-3</b> Management of material topics	Disclosed	Materiality Assessment
<b>Economic Performance</b>			
<b>GRI 3: Material Topics 2021</b>	<b>3-3</b> Management of material topics	Disclosed	Economic Contributions
<b>GRI 201: Economic Performance 2016</b>	<b>201-1</b> Direct economic value generated and distributed	Disclosed	Performance Tables
	<b>201-2</b> Financial implications and other risks and opportunities due to climate change	Not Applicable	
	<b>201-3</b> Defined benefit plan obligations and other retirement plans	Disclosed	Social Aspects
	<b>201-4</b> Financial assistance received from government	Disclosed	Performance Tables

Market Presence			
GRI 202: Market Presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	Disclosed	Performance Tables
	202-2 Proportion of senior management hired from the local community	Disclosed	Performance Tables
Indirect Economic Impact			
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	Disclosed	Corporate Social Responsibility: Community projects, education and social contribution
	203-2 Significant indirect economic impacts	Not Disclosed	Due to restructuring it has not yet been finalized.
Procurement Practices			
GRI 3: Material Topics 2021	3-3 Management of material topics	Disclosed	Supply Chain
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	Disclosed	Supply Chain
Anti-corruption			
GRI 3: Material Topics 2021	3-3 Management of material topics	Disclosed	Ethical Conduct and Compliance
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	Disclosed	Performance Tables No such incidents have been recorded during the reporting period.
	205-2 Communication and training about anti-corruption policies and procedures	Disclosed	
	205-3 Confirmed incidents of corruption and actions taken	Disclosed	



Anti-competitive behavior			
GRI 3: Material Topics 2021	3-3 Management of material topics	Disclosed	Baku Metro is a natural monopoly entity. At the same time, the Company has not been subject to proceedings for anti-competitive behavior or violations of legislation in this area.
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Disclosed	Performance Tables
Tax			
GRI 3: Material Topics 2021	3-3 Management of material topics	Disclosed	Economic Contributions
GRI 207: Tax 2019	207-1 Approach to tax	Disclosed	Economic Contributions
	207-2 Tax governance, control, and risk management	Disclosed	Economic Contributions
	207-3 Stakeholder engagement and management of concerns related to tax	Disclosed	Economic Contributions
	207-4 Country-by-country reporting	Disclosed	The scope of this Report covers only Baku Metro's operations in Azerbaijan. No activities outside Azerbaijan are included within the reporting boundaries.
Materials			
GRI 301: Materials 2016	301-1 Materials used by weight or volume	Not Applicable	
	301-2 Recycled input materials used	Not Applicable	
	301-3 Reclaimed products and their packaging materials	Not Applicable	





Energy			
GRI 3: Material Topics 2021	3-3 Management of material topics	Disclosed	Environmental Management
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Disclosed	Energy Use and Emissions Performance Tables
	302-2 Energy consumption outside of the organization	Not Disclosed	This disclosure is not disclosed for Baku Metro, as data on upstream or downstream energy use is currently not available.
	302-3 Energy intensity	Not Disclosed	This disclosure is not disclosed for Baku Metro, as it has not yet developed a methodology or established baseline indicators for calculating energy intensity.
	302-4 Reduction of energy consumption	Disclosed	Energy Use and Emissions
GRI 302: Energy 2016	302-5 Reductions in energy requirements of products and services	Not Disclosed	
Water and effluents			
GRI 3: Material Topics 2021	3-3 Management of material topics	Disclosed	Environmental Management
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	Disclosed	Wastewater Discharge
	303-2 Management of water discharge related impacts	Disclosed	Wastewater Discharge
	303-3 Water withdrawal	Disclosed	Optimizing Water Usage Performance Tables
	303-4 Water discharge	Disclosed	Wastewater Discharge Performance Tables
	303-5 Water consumption	Disclosed	Optimizing Water Usage Performance Tables



Biodiversity			
GRI 304: Biodiversity 2016	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Not Disclosed	
	304-2 Significant impacts of activities, products, and services on	Disclosed	Environmental Management
	304-3 Habitats protected or restored	Disclosed	Environmental Management
	304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	Not Disclosed	
Emissions			
GRI 3: Material Topics 2021	3-3 Management of material topics	Disclosed	Environmental Management
	305-1 Direct (Scope 1) GHG emissions	Disclosed	Performance Tables
	305-2 Energy indirect (Scope 2) GHG emissions	Not Disclosed	
	305-3 Other indirect (Scope 3) GHG emissions	Not Disclosed	
	305-4 GHG emissions intensity	Disclosed	Performance Tables
	305-5 Reduction of GHG emissions	Disclosed	Energy Use and Emissions
	305-6 Emissions of ozone-depleting substances (ODS)	Not Disclosed	
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Disclosed	Performance Tables



Waste			
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impact	Disclosed	Waste Management Performance Tables
	306-2 Management of significant waste-related impacts	Disclosed	Waste Management
	306-3 Waste generated	Disclosed	Performance Tables
	306-4 Waste diverted from disposal	Disclosed	Waste Management Performance Tables
	306-5 Waste directed to disposal	Disclosed	Performance Tables
Supplier environmental assessment			
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	Not Disclosed	Currently we do not screen our suppliers using environmental criteria, but we are planning to implement it in the future.
	308-2 Negative environmental impacts in the supply chain and actions taken	Disclosed	No significant negative social impacts were identified in the supply chain during the reporting period.
Employment			
GRI 3: Material Topics 2021	3-3 Management of material topics	Disclosed	Social Aspects
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Disclosed	Performance Tables
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Disclosed	Social Aspects
	401-3 Parental leave	Disclosed	Performance Tables



<b>Labor/management relations</b>			
<b>GRI 402: Labor/ Management Relations 2016</b>	<b>402-1</b> Minimum notice periods regarding operational changes	Disclosed	Regulated by Azerbaijani law.
<b>Occupational health and safety</b>			
<b>GRI 403: Occupational Health and Safety 2018</b>	<b>403-1</b> Occupational health and safety management system	Disclosed	Social Aspects
	<b>403-2</b> Hazard identification, risk assessment, and incident investigation	Disclosed	Social Aspects
	<b>403-3</b> Occupational health services	Disclosed	Social Aspects
	<b>403-4</b> Worker participation, consultation, and communication on occupational health and safety	Disclosed	Social Aspects
	<b>403-5</b> Worker training on occupational health and safety	Disclosed	Social Aspects
	<b>403-6</b> Promotion of worker health	Disclosed	Social Aspects
	<b>403-7</b> Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Not Disclosed	
	<b>403-8</b> Workers covered by an occupational health and safety management system	Disclosed	Social Aspects
	<b>403-9</b> Work-related injuries	Disclosed	Performance Tables
	<b>403-10</b> Work-related ill health	Disclosed	Performance Tables
<b>Training and education</b>			
<b>GRI 3: Material Topics 2021</b>	<b>3-3</b> Management of material topics	Disclosed	Social Aspects

<b>GRI 404: Training and Education 2016</b>	<b>404-1</b> Average hours of training per year per employee	Disclosed	Performance Tables
	<b>404-2</b> Programs for upgrading employee skills and transition assistance programs	Disclosed	Performance Tables
	<b>404-3</b> Percentage of employees receiving regular performance and career development reviews	Disclosed	Performance Tables
<b>Diversity and equal opportunity</b>			
<b>GRI 3: Material Topics 2021</b>	<b>3-3</b> Management of material topics	Disclosed	Social Aspects
<b>GRI 405: Diversity and Equal Opportunity 2016</b>	<b>405-1</b> Diversity of governance bodies and employees	Disclosed	Performance Tables
	<b>405-2</b> Ratio of basic salary and remuneration of women to men	Disclosed	Performance Tables
<b>Non-discrimination</b>			
<b>GRI 406: Non-discrimination 2016</b>	<b>406-1</b> Incidents of discrimination and corrective actions taken	Disclosed	Performance Tables
<b>Freedom of association and collective bargaining</b>			
<b>GRI 407: Freedom of Association and Collective Bargaining 2016</b>	<b>407-1</b> Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Disclosed	Baku Metro fully respects employees' rights to freedom of association and collective bargaining, with an agreement in place with the Azerbaijan Metropolitan Workers Trade Union.
<b>Child labor</b>			
<b>GRI 408: Child Labor 2016</b>	<b>408-1</b> Operations and suppliers at significant risk for incidents of child labor	Disclosed	Baku Metropolitan is firmly opposed to child labor and adheres to both legal requirements and internal regulations to prevent its occurrence.



<b>Forced or compulsory labor</b>			
<b>GRI 3: Material Topics 2021</b>	<b>3-3</b> Management of material topics	Disclosed	Supply Chain
<b>GRI 409: Forced or Compulsory Labor 2016</b>	<b>409-1</b> Operations and suppliers at significant risk for incidents of forced or compulsory labor	Disclosed	Baku Metropolitan does not condone forced or compulsory labor and adheres to both legal requirements and internal regulations to prevent its occurrence.
<b>Security practices</b>			
<b>GRI 410: Security Practices 2016</b>	<b>410-1</b> Security personnel trained in human rights policies or procedures	Not Disclosed	
<b>Rights of Indigenous peoples</b>			
<b>GRI 411: Rights of Indigenous Peoples 2016</b>	<b>411-1</b> Incidents of violations involving rights of Indigenous peoples	Disclosed	There have been no such incidents during the reporting period.
<b>Local communities</b>			
<b>GRI 3: Material Topics 2021</b>	<b>3-3</b> Management of material topics	Disclosed	Corporate Social Responsibility: Community projects, education and social contribution
<b>GRI 413: Local Communities 2016</b>	<b>413-1</b> Operations with local community engagement, impact assessments, and development programs	Disclosed	Corporate Social Responsibility: Community projects, education and social contribution
	<b>413-2</b> Operations with significant actual and potential negative impacts on local communities	Disclosed	No significant negative social impacts on local communities were identified from the Metro's operations during the reporting period.
<b>Supplier social assessment</b>			
<b>GRI 3: Material Topics 2021</b>	<b>3-3</b> Management of material topics	Disclosed	Supply Chain



<b>GRI 414: Supplier Social Assessment 2016</b>	<b>414-1</b> New suppliers that were screened using social criteria	Disclosed	Supply Chain
	<b>414-2</b> Negative social impacts in the supply chain and actions taken	Disclosed	No significant negative social impacts were identified in the supply chain during the reporting period.
<b>Public policy</b>			
<b>GRI 415: Public Policy 2016</b>	<b>415-1</b> Political contributions	Disclosed	Baku Metro does not make any political contributions.
<b>Customer health and safety</b>			
<b>GRI 416: Customer Health and Safety 2016</b>	<b>416-1</b> Assessment of the health and safety impacts of product and service categories	Disclosed	Social Aspects
	<b>416-2</b> Incidents of non-compliance concerning the health and safety impacts of products and services	Not Disclosed	
<b>Marketing and labeling</b>			
<b>GRI 417: Marketing and Labeling 2016</b>	<b>417-1</b> Requirements for product and service information and labeling	Not Applicable	
	<b>417-2</b> Incidents of non-compliance concerning product and service information and labeling	Not Applicable	
	<b>417-3</b> Incidents of non-compliance concerning marketing communications	Not Applicable	
<b>Customer privacy</b>			
<b>GRI 3: Material Topics 2021</b>	<b>3-3</b> Management of material topics	Disclosed	Ethical Conduct and Compliance
<b>GRI 418: Customer Privacy 2016</b>	<b>418-1</b> Substantiated complaints concerning breaches of customer privacy and losses of customer data	Disclosed	Baku Metro does not store currently store any customer data.

# ABBREVIATION LIST



AZCON	Azerbaijan Transport and Communications Holding
CII	Critical Information Infrastructure
CJSC	Closed Joint Stock Company
COP29	The 29th Conference of the Parties
ERP	Enterprise Resource Planning
ESG	Environmental, Social, and Governance
GHG	Greenhouse Gas
GRI	Global Reporting Initiative
HR	Human Resources
ISO	International Organization for Standardization
IT	Information Technology
IUCN	International Union for Conservation of Nature
LB-type	L: Luminescent Lamps; B: White Light
LED	Light Emitting Diode
LLC	Limited Liability Company
LTS	Long-Term Strategy
MENR	Ministry of Ecology and Natural Resources
NDC	Nationally Determined Contributions
ODS	Ozone-depleting Substance
QR code	Quick Response code
RFP	Requests for Proposal
RFQ	Requests for Quotation
SAMS	Standard Asset Management System
SCADA	Supervisory Control and Data Acquisition
UITP	International Association of Public Transport
UN SDG	United Nations Sustainable Development Goal
USB	Universal Serial Bus
IPCC	Intergovernmental Panel on Climate Change
USSR	Union of Soviet Socialist Republics





Stakeholder feedback and suggestions related to the report are welcomed and appreciated. We kindly request you to direct any comments or recommendations that may contribute to the improvement of our report.

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