



TIS

transportes
inovação
e sistemas

SUSTAINABILITY
REPORT
2024

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I. COMPANY PRESENTATION





OUR **COMMITMENT**

Transforming Mobility and Accessibility into Innovative Solutions.

At TIS, we are committed to delivering exceptional results that benefit both our clients and society.

Our mission is clear:

1

REALIZATION OF PURPOSE

We develop mobility and accessibility solutions that are not only efficient and innovative but also perfectly tailored to the specific needs of people and territories.

2

EXCELLENCE AND SUSTAINABILITY

With a highly qualified technical team and best management practices, we ensure a service of excellence, always with an unwavering commitment to ethics and sustainability.

3

INNOVATION AND LEADERSHIP

We expand our national and international presence, offering innovative, high-value services that stand out for their quality and differentiation.

4

COMMITMENT TO THE FUTURE

We promote sustainability in all its forms, ensuring the well-being of our team and contributing positively to society and the environment.

Join us and discover how we are shaping a more connected and sustainable future!

COMPANY PRESENTATION | FINANCIAL INFORMATION

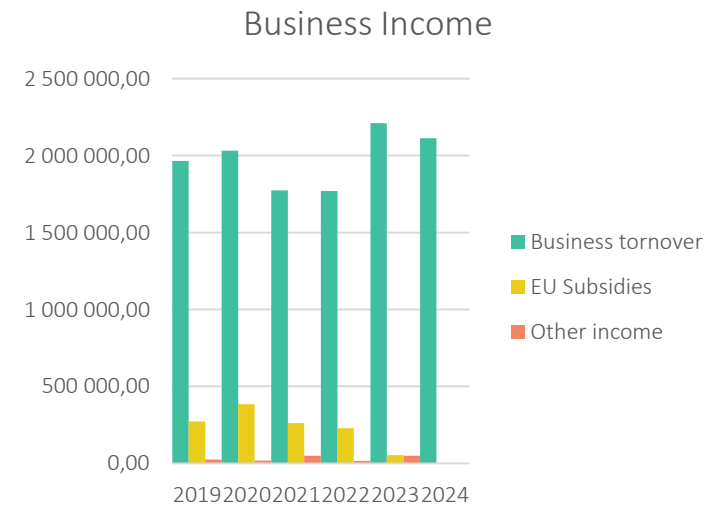
TISpt – Consultores em Transportes, Inovação e Sistema, S.A.

Fiscal number: 504527380

Activity sector: Mobility and transport systems consultancy

Number of employees: 36 (a 01/02/2025)

Period for this report: 01/01/2024 a 01/12/2024



	2019	2020	2021	2022	2023	2024
Current ratio	1,66	1,99	2,04	1,80	1,89	1,86
Equity ratio	0,40	0,50	0,51	0,44	0,47	0,46
	2019	2020	2021	2022	2023	2024
EBIT margin	13,5%	15,6%	16,4%	6,4%	11,1%	9,9%
Sales profitability	10,5%	14,9%	12,6%	5,6%	10,7%	9,4%



II. MATERIALITY MATRIX



INTRODUCTION TO THE MATERIALITY MATRIX

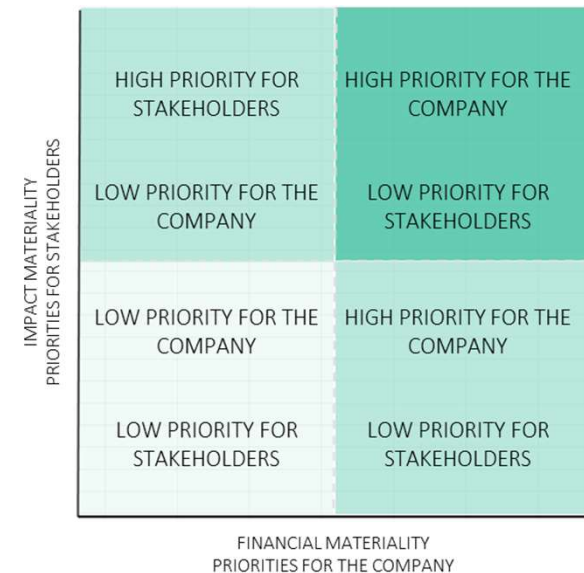
To develop the Materiality Matrix, it is essential to identify the topics that have the greatest impact on the business and are most relevant to stakeholders. The sector (in this case, consultancy in mobility and transport) should also be considered, as well as the size and location of the company. The following points were considered, categorised according to the ESG dimensions (Environmental, Social, and Governance).

Impact Materiality

- Refers to the impact of the company's activities on society and the environment.
- Considers the company's responsibility towards stakeholders.
- Includes relevant issues that may not have an immediate financial impact but are essential for reputation and social acceptance.

Financial Materiality

- Assesses how ESG issues impact the company's financial performance.
- Includes factors that affect competitiveness and value creation.
- Critical issues can directly influence profitability and financial sustainability.



INTRODUCTION TO THE MATERIALITY MATRIX

As a learning and development exercise in approaching this topic, and given its complexity, a dual approach was chosen (that is, the production of two Materiality Matrices).

The first Matrix presented in this Sustainability Report represents a more conceptual and qualitative approach, fundamentally focused on the products and services provided by TIS.

The second Matrix proposed here is more quantitative in nature, with a suggested methodology associated with its construction, and is generally linked to the ESG KPIs that TIS has defined for this Report, also taking into account the views of the various stakeholders related to the company.

This presents an initial approach to the topic, establishing the basis for the ongoing process of monitoring the ESG model at TIS, both internally as a process of continuous improvement and externally as a support tool for our clients and partners.

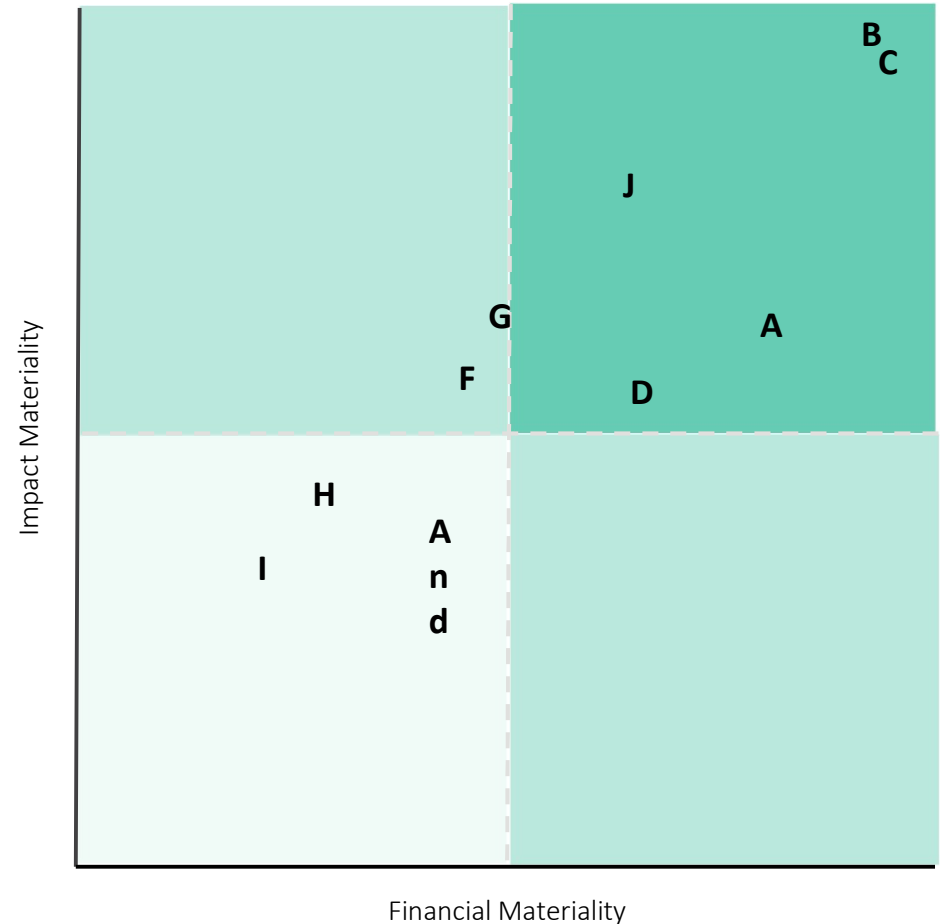
MATERIALITY MATRIX - TIS 2025

Business Topics

- A. **Legal Compliance and Risk Management** – *Legal and tax compliance, governance, and risk management*
- B. **Profitability and Financial Sustainability** – *Financial sustainability and profitability, operational efficiency, and cost control*
- C. **Human Capital and Organisational Culture** – *Employee satisfaction and well-being, retention and attraction of qualified talent, development of a strong organisational culture*
- D. **Business Expansion and Digitalisation** – *Internationalisation and expansion into new markets, digitalisation of internal processes*
- E. **Corporate Reputation and Communication** – *Reputation management and corporate communication*

Strategic Topics Estratégicos

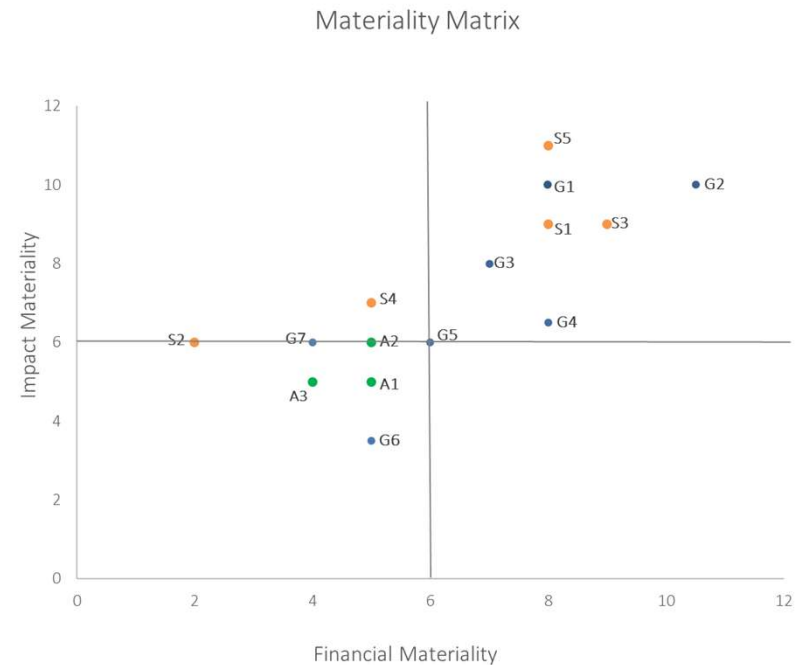
- F. **Green Transition in Mobility** – *Sustainability and decarbonisation of transport, reducing dependence on private cars, promoting active modes and public transport*
- G. **Innovation and Digitalisation in the Mobility and Transport Sector** – *Innovation and technology in mobility, energy efficiency, and digitalisation in transport*
- H. **Transport Planning and Regulation** – *Strategic planning of urban and regional transport, adaptation to environmental and mobility regulations*
- I. **Social Impact and Accessibility** – *Social impact of mobility*
- J. **Financing and Strategic Partnerships** – *Securing public and private funding, and forming strategic partnerships and alliances with stakeholders*



MATERIALITY MATRIX II

The table represents the list of Data Points selected for this **Materiality Matrix**, based on the ESG indicators monitored by TIS. The scoring for Impact **Materiality** and **Financial Materiality** was discussed, using a scale from 1 to 12, for each type of relevant stakeholder: **Clients, Partners and Suppliers; Employees; Shareholders**. The Data Point included in the matrix results from the **arithmetic average** of the scores assigned to each indicator for each stakeholder.

Governance	G1	Ethics and Transparency
	G2	Financial Performance
	G3	Privacy and Cybersecurity
	G4	Customer Satisfaction and Recognition
	G5	Quality Certification
	G6	Other Certifications (e.g. PME Líder, COTEC Innovative)
	G7	Supplier Evaluation
Environment	A1	Monitoring of Scope 2 and 3 Emissions
	A2	Water and Paper Consumption
	A3	Management of IT Waste and General Waste
Social	S1	Health and Safety (Employee)
	S2	Social and Corporate Responsibility
	S3	Training
	S4	Inclusion and Equal Opportunities
	S5	Employee Satisfaction





IV. ENVIRONMENTAL PERFORMANCE



ENVIRONMENTAL PERFORMANCE

Assessing a company's environmental performance is a fundamental process for understanding the impact of its activities on the environment and identifying areas for improvement.

- It helps to identify opportunities to reduce costs, increase efficiency, and minimise environmental risks.
- It demonstrates the organisation's commitment to sustainability and environmental responsibility.
- It ensures compliance with environmental laws and regulations.
- It allows progress to be tracked and more ambitious goals to be set.



ENVIRONMENTAL PERFORMANCE

Environmental Performance Indicators (KPIs): These are specific metrics that allow you to track performance in areas such as energy consumption, water, waste generation, greenhouse gas emissions, etc.

Which indicators to use?

- **Resource consumption:** Energy, water, paper, etc.
- **Waste generation:** Amount and type of waste generated.
- **Greenhouse gas emissions:** Carbon, methane, etc.
- **Energy efficiency:** Energy consumption per unit of product or service.
- **Use of recycled materials:** Proportion of recycled materials used.
- **Biodiversity:** Impacts on local biodiversity.



ENVIRONMENTAL PERFORMANCE

Calculation of Greenhouse Gas Emissions

- **Scope 1 emissions:** Direct emissions from sources owned or controlled by the company, such as fuel used in fleet vehicles.
- **Scope 2 emissions:** Indirect emissions associated with the consumption of purchased electricity for office operations.
- **Scope 3 emissions:** All other indirect emissions across the value chain, such as business travel and the environmental impact of suppliers.

This categorisation helps identify opportunities to reduce the company's carbon footprint and adopt more sustainable practices.

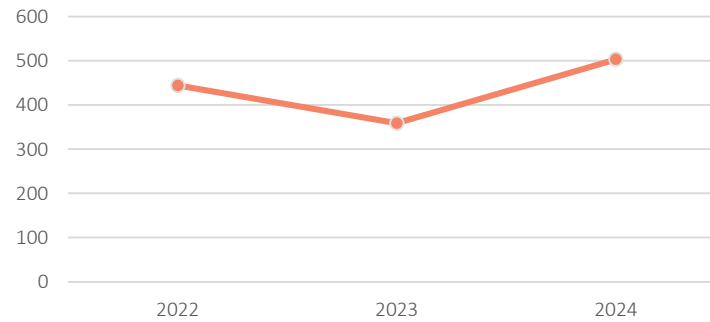
TIS does not report Scope 1 emissions, as it has no emissions from owned sources and does not operate a vehicle fleet.



ENVIRONMENTAL PERFORMANCE

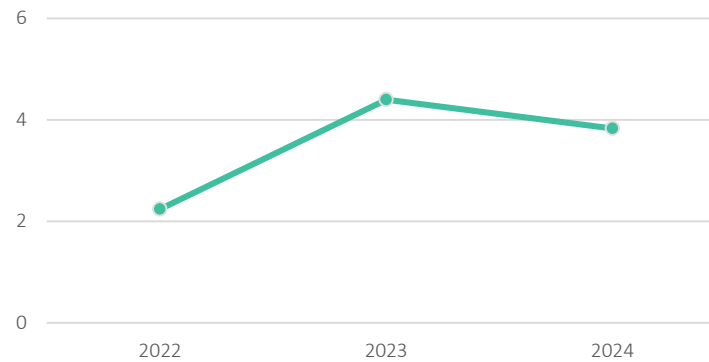
KPI A1 – Monitoring of Scope 2 Emissions

Average monthly electricity consumption (emissions in Kg CO₂)



KPI A2 – Water consumption

Average monthly water consumption (m³)



	<i>per capita</i> Consumption	
	m ³ Water	KgCO ₂
2022	0,07	0,22
2023	0,14	0,18
2024	0,11	0,25



ENVIRONMENTAL PERFORMANCE

SCOPE 3 EMISSIONS

Aware of the need to effectively account for emissions resulting from travel undertaken by individuals on behalf of TIS, a questionnaire was implemented at the beginning of 2025 to record such journeys.

The questionnaire is mandatory for all trips, regardless of the mode of transport used or the distance travelled.

By the end of 2025, this will provide accurate data on TIS's **Scope 3 emissions**, as well as valuable insights into:

- Modal choices and distribution
- Distances travelled

The implementation of this questionnaire is one of the measures outlined in TIS's **Corporate Mobility Plan**.



ENVIRONMENTAL PERFORMANCE

ADDITIONAL INFORMATION

- TIS does not operate its own fleet and does not include the provision of vehicles in its remuneration policy, regardless of the position held within the company.
- In the last quarter of 2024, we began tracking deliveries received at TIS (e-commerce used by TIS employees) with the aim of determining the impact of these deliveries throughout 2025.
- You can also explore our [Carbon Mitigation Plan](#).





V. SOCIAL PERFORMANCE



SOCIAL PERFORMANEC

CONTEXT AND KEY INDICATORS

This Sustainability Report presents several indicators that highlight the practices and policies adopted by the company to promote a positive social impact.

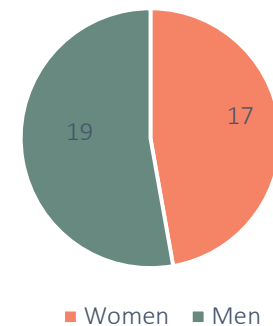
The aim is to showcase how TIS integrates corporate social responsibility into its business strategy, aligning it with corporate values and stakeholder expectations.

The evaluation of key indicators such as workplace equity, recruitment and turnover trends, health and safety, and employee satisfaction enables us to continuously monitor and improve our actions.

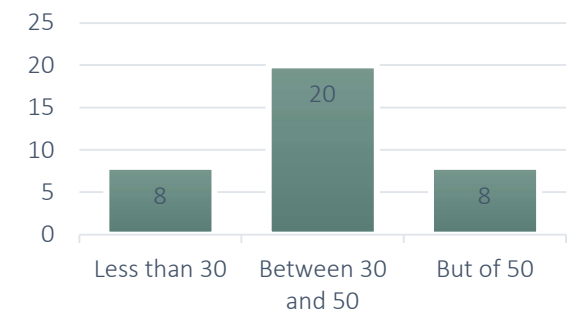
Oldest person age	72
Youngest person age	24
Average age	41,6

Note: Information regarding the team present at TIS on April 15, 2024

People at TIS



Age distribution of workers



SOCIAL PERFORMANCE

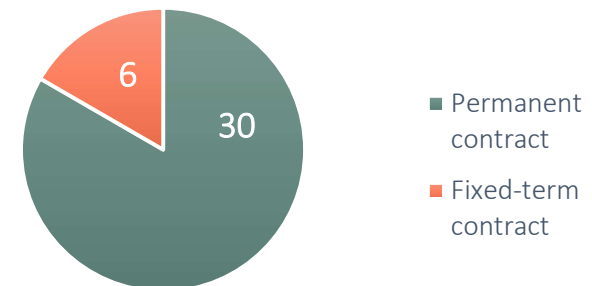
CONTEXT AND KEY INDICATORS

Top and Middle management, and remaining team by gender

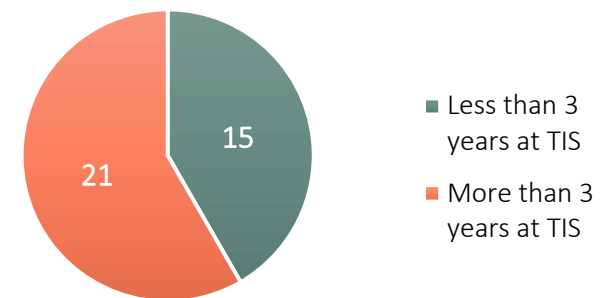


Gender pay gap at TIS: -6%

Type of contract



Seniority at TIS



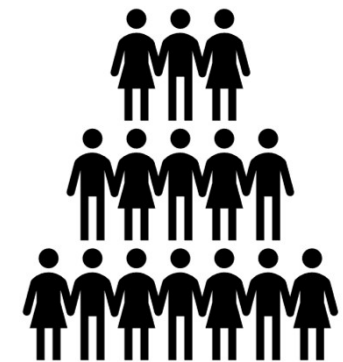
Note: Information refers to the team present at TIS as of 15 April 2024.

SOCIAL PERFORMANCE

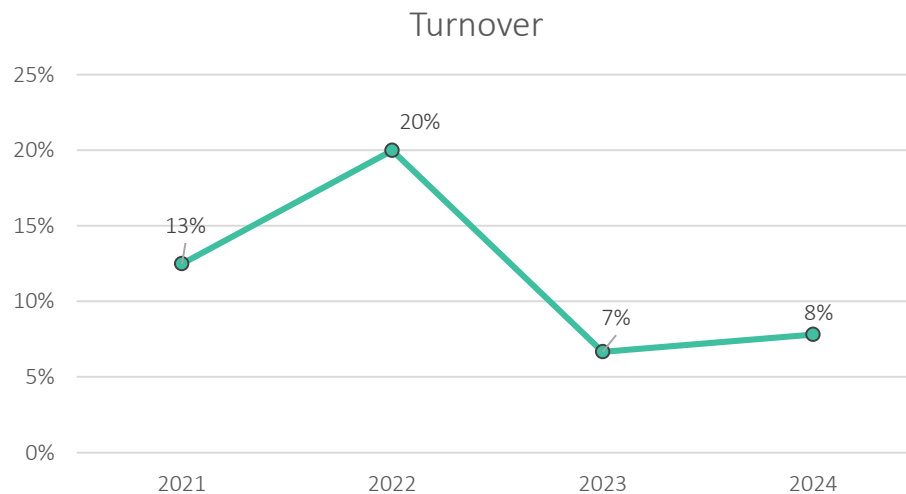
RECRUITMENT AND TURNOVER

The calculation of a company's turnover measures staff rotation — that is, the number of employees joining and leaving over a given period.

It is an important metric for assessing **organisational health**.



$$\text{Employee turnover (\%)} = \frac{\text{Number of staff who left}}{\text{Average number of staff}} \times 100$$



	2021	2022	2023	2024
People arriving	5	5	2	4
People leaving	3	7	2	1
Turnover	13%	20%	7%	8%

SOCIAL PERFORMANCE

HEALTH AND SAFETY

- Average monthly absence per person: **0.9 days**
- Workplace accidents (2022–2024): **1 reported case**



TRAINING

- Total training hours – **1,230 hours**
- Training hours per person – **43 hours**
- Average monthly training hours – **102.5 hours**



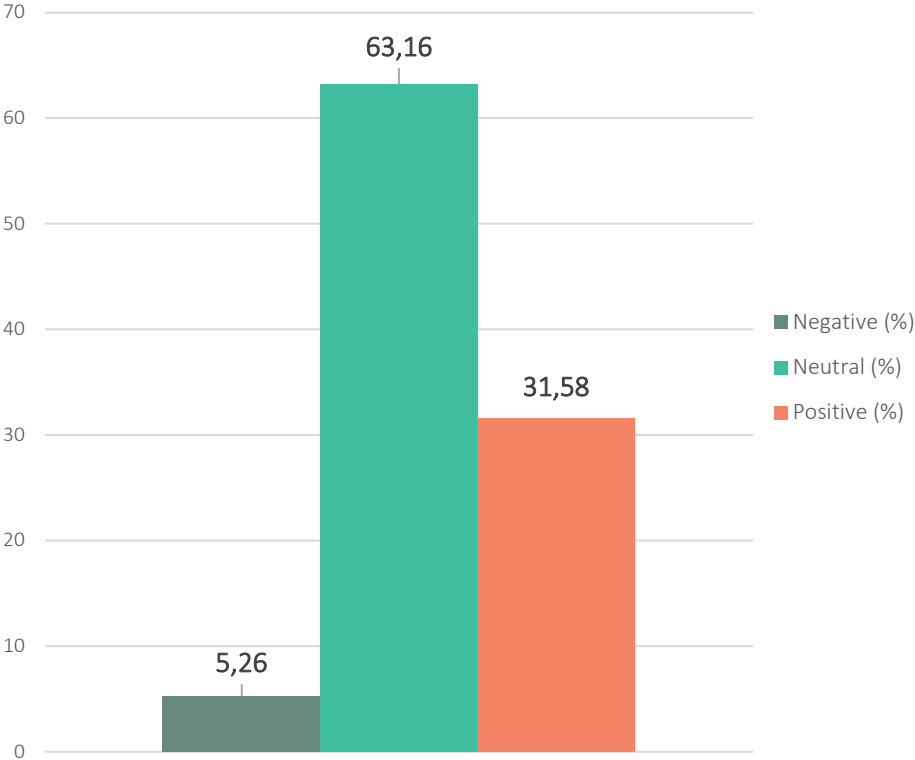
Diapositivo 22

- SC0** Add the monthly information and put only the average annual value
Susana Castelo | TIS; 2025-04-15T15:53:18.933
- SC1** This figure is wrong. It put the total value of the annual hours and the per capita value per worker
Susana Castelo | TIS; 2025-04-15T15:54:17.371
- SC2** I have questions about how we should read this information
Susana Castelo | TIS; 2025-05-12T21:25:44.756
- SC2 0** Was there really no training time in the last quarter of 2024? I find it strange that it was like this
Susana Castelo | TIS; 2025-05-12T21:26:30.867

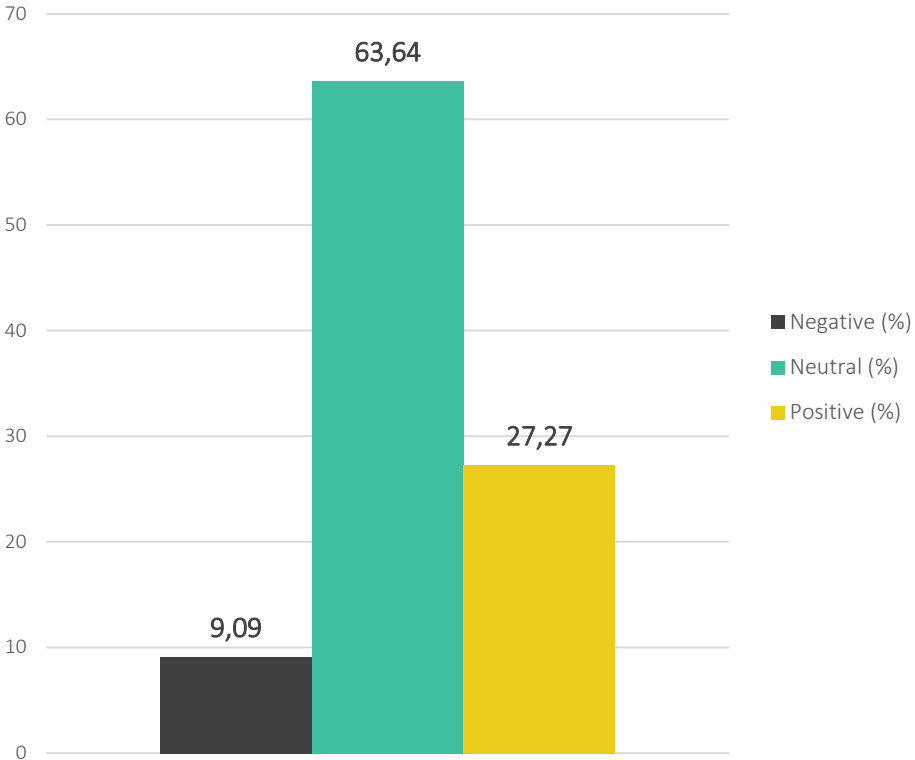
SOCIAL PERFORMANCE

OVERALL EMPLOYEE SATISFACTION AT TIS

Overall Employee Satisfaction S2 2023



Overall Employee Satisfaction S1 2024



SOCIAL PERFORMANCE

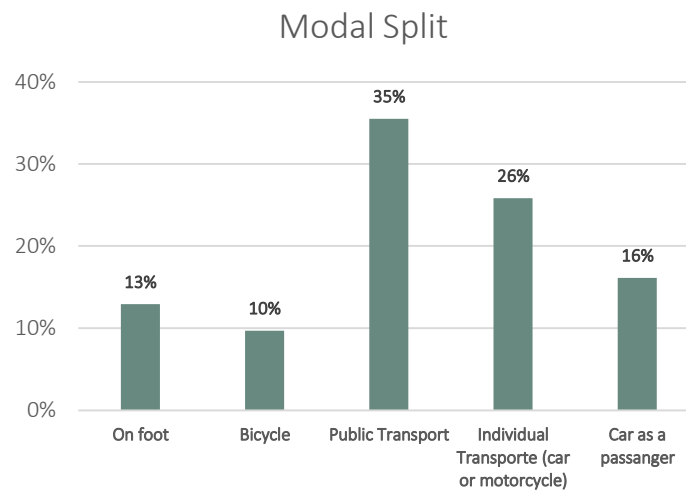
CORPORATE MOBILITY POLICY

We are aware that a significant proportion of our carbon footprint comes from our travel—both personal (from home to TIS) and work-related journeys.

With this in mind, we have developed the [Corporate Mobility Plan](#), which is now available for public consultation.

As part of the implementation of this plan, it was essential to understand the mobility habits of TIS employees.

We are now in a position to propose measures that promote the growth of sustainable mobility practices..



CORPORATE MOBILITY POLICY

We have implemented several measures aimed at supporting the use of public transport and active mobility for commuting to and from TIS.

The use of public transport is also actively promoted for business travel, including long-distance journeys, whenever it is compatible with operational needs.

Public Transport *Navegante
Metropolitano* (20 people)
(top-up option *Zapping*)

Shared bikes' accounts *GIRA*
(12 people)

Possibility of remote working

Loan support for bicycle
purchases

Bicycle bays in a parking
space

Personal lockers and shower
facilities on-site

Ride hailing accounts for
business travel

Preference for the use of
public transport for work-
related travel



CORPORATE SOCIAL RESPONSIBILITY

TIS is actively committed to corporate social responsibility, reflecting its core values and ethical principles while contributing to a positive impact on society.

- We strive to include measures that promote sustainable mobility in all our proposals and projects. We believe that improving transport systems must go hand in hand with solutions that reduce environmental impact and promote more accessible and efficient mobility for all. As such, we actively seek to incorporate practices and recommendations that support the development of more sustainable and inclusive cities.
- We are proud members of the Ambassadors Network for #DiversityinTransport, a platform that promotes diversity and inclusion in the transport sector. This participation reflects our vision for a more equitable industry, where diverse perspectives contribute to more innovative and comprehensive solutions.
- In 2025, we began donating the proceeds from employee parking fees to charitable organisations, reinforcing our commitment to social solidarity.

These initiatives demonstrate the company's dedication to generating a positive impact that goes beyond business operations, engaging stakeholders — employees, clients, partners, and the wider community — in our commitment to social responsibility and promoting a more sustainable and inclusive future.



VI. GOVERNANCE PERFORMANCE



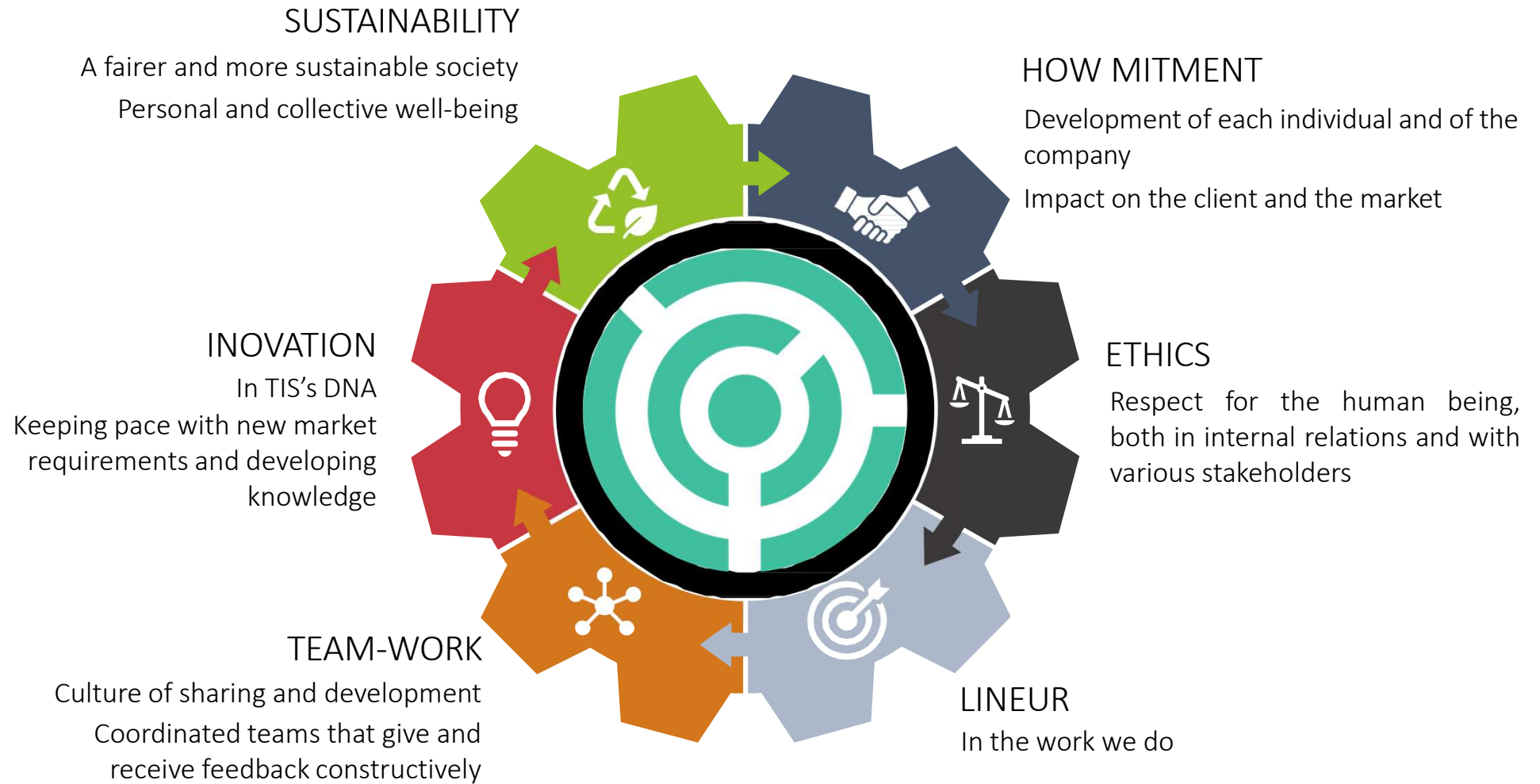
GOVERNANCE PERFORMANCE EVALUATION FRAMEWORK AND KEY INDICATORS

In a world that demands transparency, ethics, and corporate responsibility, it is essential for companies to prioritise not only financial results but also strong governance aligned with principles of integrity and sustainability. This Sustainability Report outlines our governance practices and policies, highlighting our commitment to business ethics, regulatory compliance, and responsible decision-making, as well as effective risk management and control mechanisms.

The evaluation of governance performance reflects the organisation's commitment to good corporate practices and the building of trust-based relationships with all stakeholders. The analysis of key indicators enables continuous monitoring and improvement of our practices, reinforcing our dedication to integrity and sustainability, and strengthening the confidence of clients, partners, and investors.

In over 30 years of operation, TIS has never been involved in corruption, bribery, labour law violations, tax offences, or professional misconduct, nor has it been the subject of complaints or legal proceedings.

VALUES @ TIS | THE VALUES WE STRIVE TO EMBODY...



ORGANISATIONAL TRANSPARENCY AND INTEGRITY

As part of our ongoing commitment to transparency and organisational integrity, we have made key documents available on our intranet. We believe that easy access to these resources for the entire team is essential to reinforcing the culture of ethics and responsibility that defines TIS.

These documents are pillars of our operations. They not only guide our daily practices but also ensure a respectful and safe working environment for everyone.

- TIS [Code of Ethics and Conduct](#): Outlines TIS's expectations regarding ethical and professional behaviour, providing clear guidelines to ensure decisions and actions are aligned with our values and applicable legal standards.
- [Code of Good Conduct at Work and Prevention of Workplace Harassment](#): Reflects our commitment to a fair and respectful workplace, defining acceptable behaviours and proactive measures to prevent and address any form of harassment.
- [Privacy Policy](#): Details our commitment to protecting the personal data of our people, clients, and partners, ensuring compliance with privacy laws and reinforcing our dedication to information security.

We encourage all team members to regularly consult these documents, which serve as a guide to our mutual expectations and help foster an ethical and positive work environment—essential to the sustained success of our company.

QUALITY MANAGEMENT SYSTEM

Since 2002, the implementation of the Quality Management System (QMS) at TIS has focused on the continuous improvement of processes and customer satisfaction. The ISO 9001:2015 certification enables the establishment of clear and efficient processes, with rigorous quality control, while identifying opportunities for improvement. This helps us better meet customer requirements and build a solid reputation—essential for long-term growth and sustainability.

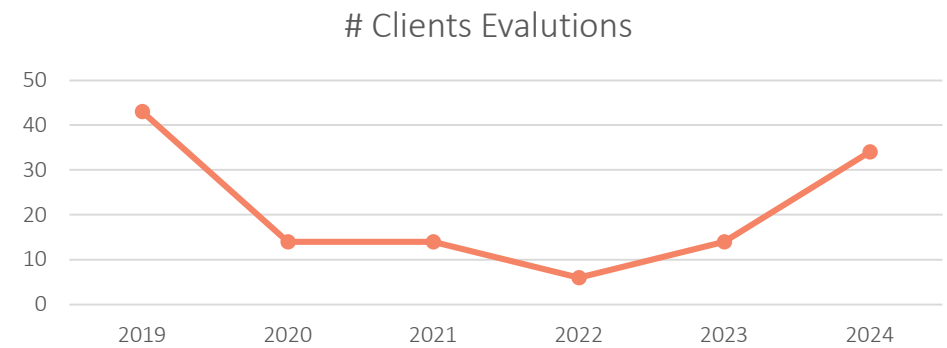
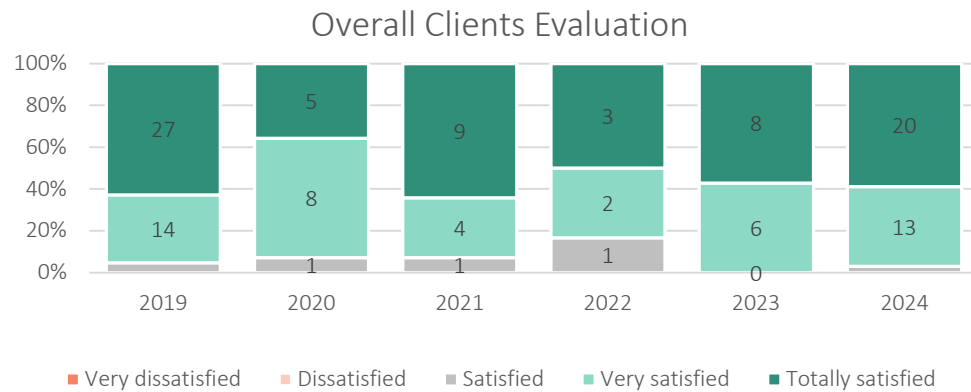
The working environment has become more organised, with reduced errors and waste, strengthening our competitiveness. A culture of engagement and accountability supports internal communication and alignment with the company's strategic objectives.

The 2024 performance review of the QMS demonstrated its maturity and compliance with procedures in accordance with the ISO 9001:2015 standard. The QMS components continue to be monitored and improved, incorporating Corrective Actions and new Opportunities for Improvement identified through internal audits.

CUSTOMER SATISFACTION ASSESSMENT @ TIS

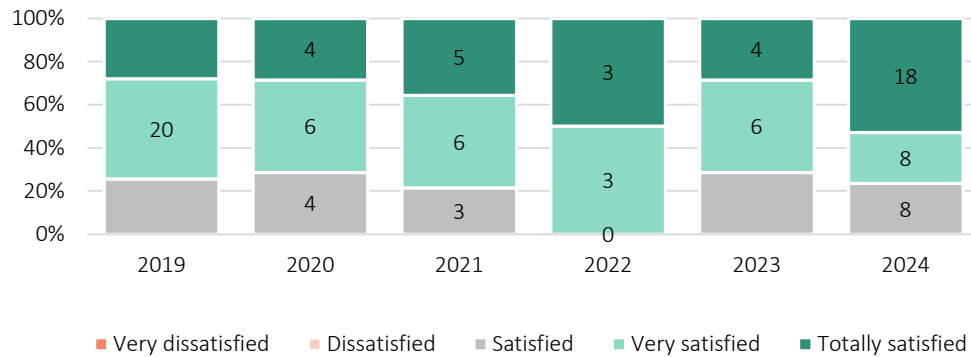
The quality certification renewal audit highlighted that the overall evaluation of our work by clients is clearly positive, with an average satisfaction score of 4.6 out of 5.

Importantly, no clients expressed dissatisfaction with our services.



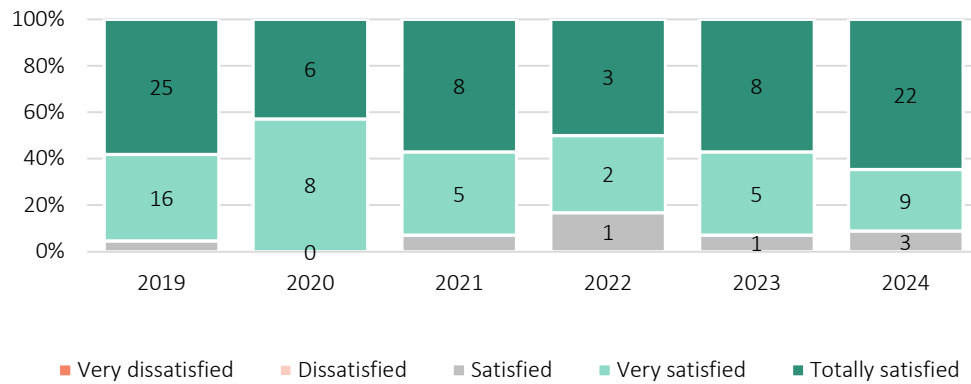
CUSTOMER SATISFACTION ASSESSMENT @ TIS

Price-quality ratio



Price-Quality Ratio: 76% of responses indicated high or full satisfaction

Meeting objectives

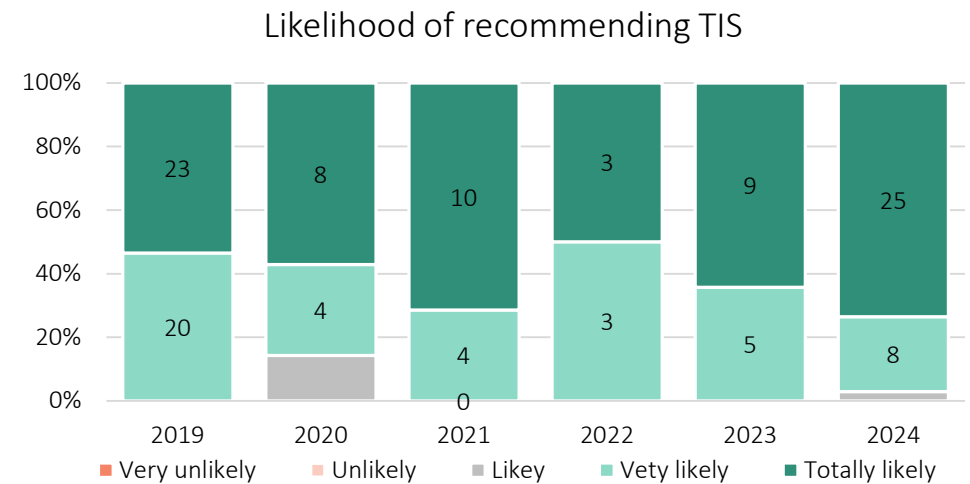
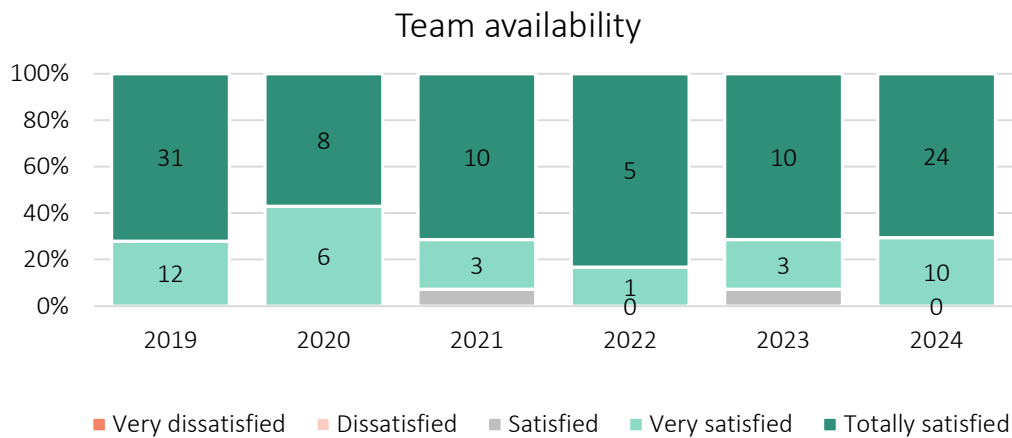


Meeting Objectives: 91% of responses indicated high or full satisfaction

CUSTOMER SATISFACTION ASSESSMENT @ TIS

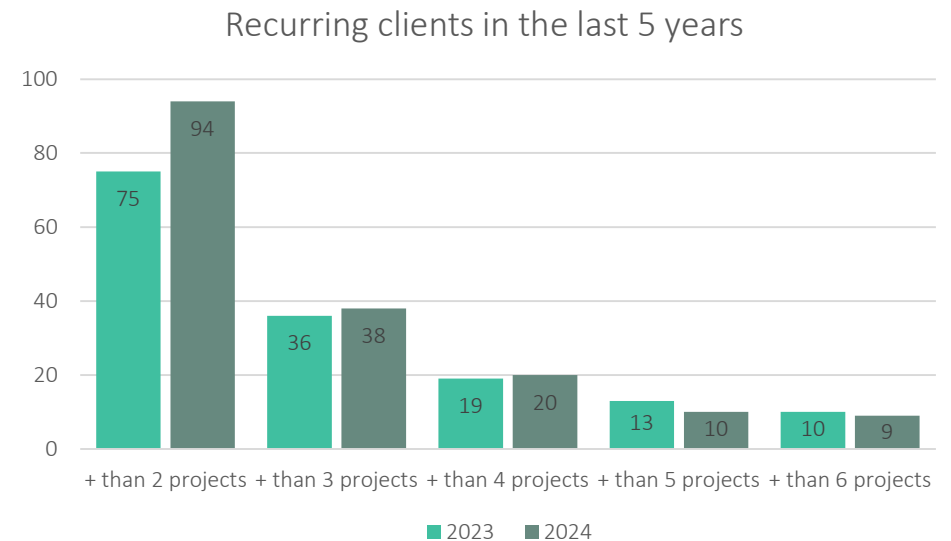
Team availability is one of the highest-rated criteria by clients, confirming our internal perception that we provide good client support (100% of responses show high or full satisfaction).

Similarly, all clients who responded said they would be likely or certain to recommend TIS.



CUSTOMER SATISFACTION ASSESSMENT @ TIS

- Number of complaints: 0
- Number of professional risk insurance activations: 0
- Number of surety insurance activations for completed projects: 0
- Number of commendatory statements received for projects closed in the past year: 22
- Number of surveys completed regarding satisfaction with studies conducted in the first half of 2024: 11
- Number of returning clients in the past 5 years: 94 clients (55% of the total)

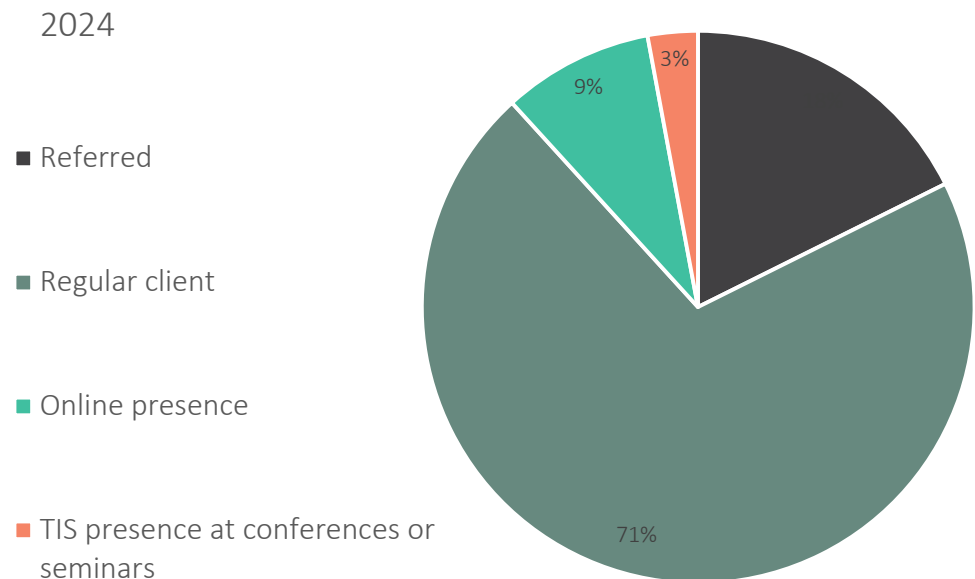


TIS RECOGNITION

Responses received from regular clients account for 71%, clearly making them the group with the highest number of responses.

18% of clients stated they came to TIS through a recommendation, while 9% mentioned finding us via an internet search. Only 3% referred to TIS's presence at conferences or seminars.

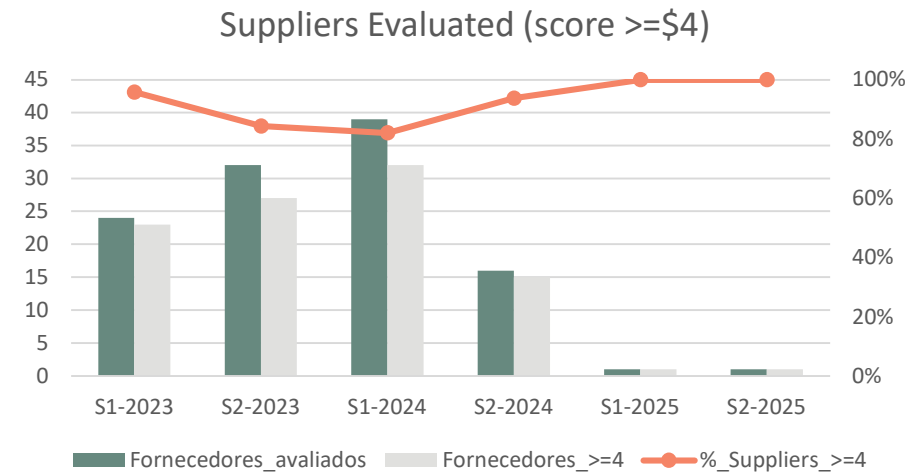
Compared to 2023, 2024 saw a significant increase in the proportion of regular clients and those who came to us through recommendations.



SUPPLIER EVALUATION

During 2024, TIS’s external suppliers were informed of the criteria used by the company to assess external supplies. All suppliers and/or subcontractors with material relevance to the company’s operations were evaluated.

The average payment period to suppliers is less than 30 days, and no invoice has exceeded its due date since 2020..



Semester	# Suppliers Evaluated	# Suppliers >=4	% Suppliers >=4
S1-2022	37	32	86%
S2-2022	30	28	93%
S1-2023	24	23	96%
S2-2023	32	27	84%
S1-2024	39	32	82%
S2-2024	16	15	94%

RISK MANAGEMENT – CYBERSECURITY

We are committed to excellence in cybersecurity, adopting practices that ensure compliance with the highest international standards.

This certification confirms our compliance with stringent cybersecurity requirements related to Information and Communication Technologies (ICT), through the application of an assessment methodology recognised by competent and reputable entities. This process involves audits and document analysis.

This commitment not only strengthens the trust of our clients and partners but also demonstrates our ongoing dedication to sustainability and to protecting the data and systems we manage.



Cyber Essentials 

Effective, Government backed minimum standard scheme that protects against the most common cyber attacks - self assessed

Certified by The IASME Consortium Ltd

VII. SUSTAINABLE DEVELOPMENT GOALS



SUSTAINABLE DEVELOPMENT GOALS (SDG_s) - ONU



The Sustainable Development Goals (SDGs) are a set of 17 targets established by the United Nations to promote balanced and sustainable development globally by 2030.

They cover areas such as climate action, innovation, sustainable economic growth, and more inclusive cities.

The SDGs are particularly relevant for companies seeking to align with best practices in social and environmental responsibility. For an SME like TIS, the SDGs are essential as they position the company as a driver of change, contributing to a more sustainable and efficient transport system.

Our alignment with the SDGs strengthens our competitiveness by meeting the expectations of clients and partners who value responsible practices.

SUSTAINABLE DEVELOPMENT GOALS @TIS

5 GENDER EQUALITY



SDG 5 – Gender Equality

At TIS, the promotion of gender equality is an integral part of the company's culture.

This is reflected in the balanced distribution of men and women across all employee categories, with a notable presence of women in leadership and management positions.

8 DECENT WORK AND ECONOMIC GROWTH



SDG 8 – Decent Work and Economic Growth

TIS invests in appropriate workplace conditions, complying with all regulatory obligations and ensuring a safe and technologically equipped environment that meets the needs of both staff and clients.

We also develop projects that enhance the competitiveness of national companies and drive the economic progress of the country and the region.

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



SDG 9 – Industry, Innovation and Infrastructure

TIS empowers its people with cutting-edge technology, providing rooms equipped with advanced teleconferencing systems, which enhance project efficiency and reduce transaction costs.

For over 30 years, we have been leaders in the field of Research & Innovation in the sector in both Portugal and Europe. Our performance and innovation capabilities have been consistently recognised through the PME Líder and COTEC Innovative SME awards.

SUSTAINABLE DEVELOPMENT GOALS @TIS



SDG 12 – Responsible Consumption and Production

TIS adopts sustainable practices, including the separation of recyclable waste and encouraging the moderate use of water, paper, and electricity in daily operations.

In 2025, we began monitoring Scope 3 emissions, accounting for all travel undertaken by TIS staff in the course of their work.



SDG 13 – Climate Action

TIS encourages the use of public transport for all work-related travel where feasible. It also promotes its use for personal travel by offering the Navegante pass. Additionally, the company supports the purchase of electric bicycles by employees and has developed and implemented a structured plan to monitor the carbon footprint of business travel.

Furthermore, we develop School Mobility and Corporate Mobility projects aimed at promoting sustainable mobility, and we include proposals to encourage sustainable transport in our projects whenever possible.



VIII. ACTION PLANS



ACTION PLANS

Implementing an ESG strategy is a continuous process and requires a long-term commitment.

By creating a plan and adapting it to our needs, we aim to position ourselves within the mobility consultancy sector in alignment with our Values.

The future of this process must remain flexible, and we are prepared to adjust the plan over time as the context and expectations evolve.

We count on everyone's involvement.



ACTION PLANS

For the year 2025, the following measures have been identified and are already under implementation across the various ESG pillars:

ENVIRONMENT

- Determination of the carbon footprint from business travel
- Carbon mitigation
- Monitoring and raising team awareness of the carbon footprint from e-commerce deliveries received at TIS

SOCIAL

- Development of social responsibility initiatives

GOVERNANCE

- Cybersecurity audit
- Process efficiency improvement



ACTION PLANS

Detailing a strategy for carbon mitigation related to CO₂ emissions from electricity consumption, compensation should be carried out through verified projects with real impact.

- **Supporting reforestation projects with native species in Portugal** (e.g. Plantar Uma Árvore – www.plantarumaarvore.org; Fundação Florestal)
- **Supporting Certified Carbon Offset Projects** (Gold Standard or Verra (VCS)) that ensure real compensation, such as renewable energy projects in Portugal or forest conservation in the Iberian Peninsula
- **Contributing to Blue Carbon (Marine Ecosystems)**, as coastal ecosystems like seagrass meadows and wetlands absorb more CO₂ than trees (e.g. Fundação Oceano Azul or Mar Ambiente Portugal)



VIII. STATEMENT OF RESPONSIBILITY AND
COMMITMENT



STATEMENT OF RESPONSIBILITY AND COMMITMENT

At TIS, corporate governance and ESG (Environmental, Social, and Governance) principles are fundamental. We are committed to ethical and transparent practices, promoting environmental sustainability and social responsibility. Our strong governance ensures integrity and trust, aligning corporate objectives with social responsibility and global environmental values.

Sustainability is a core value at TIS, reflected in our adherence to the United Nations Sustainable Development Goals (SDGs). We have implemented various ESG measures, fostering an inclusive and healthy work environment with diversity and inclusion policies. We reinforce our commitment to social responsibility, striving for greater social sustainability both as an SME and in the services and support we provide to our clients and partners.

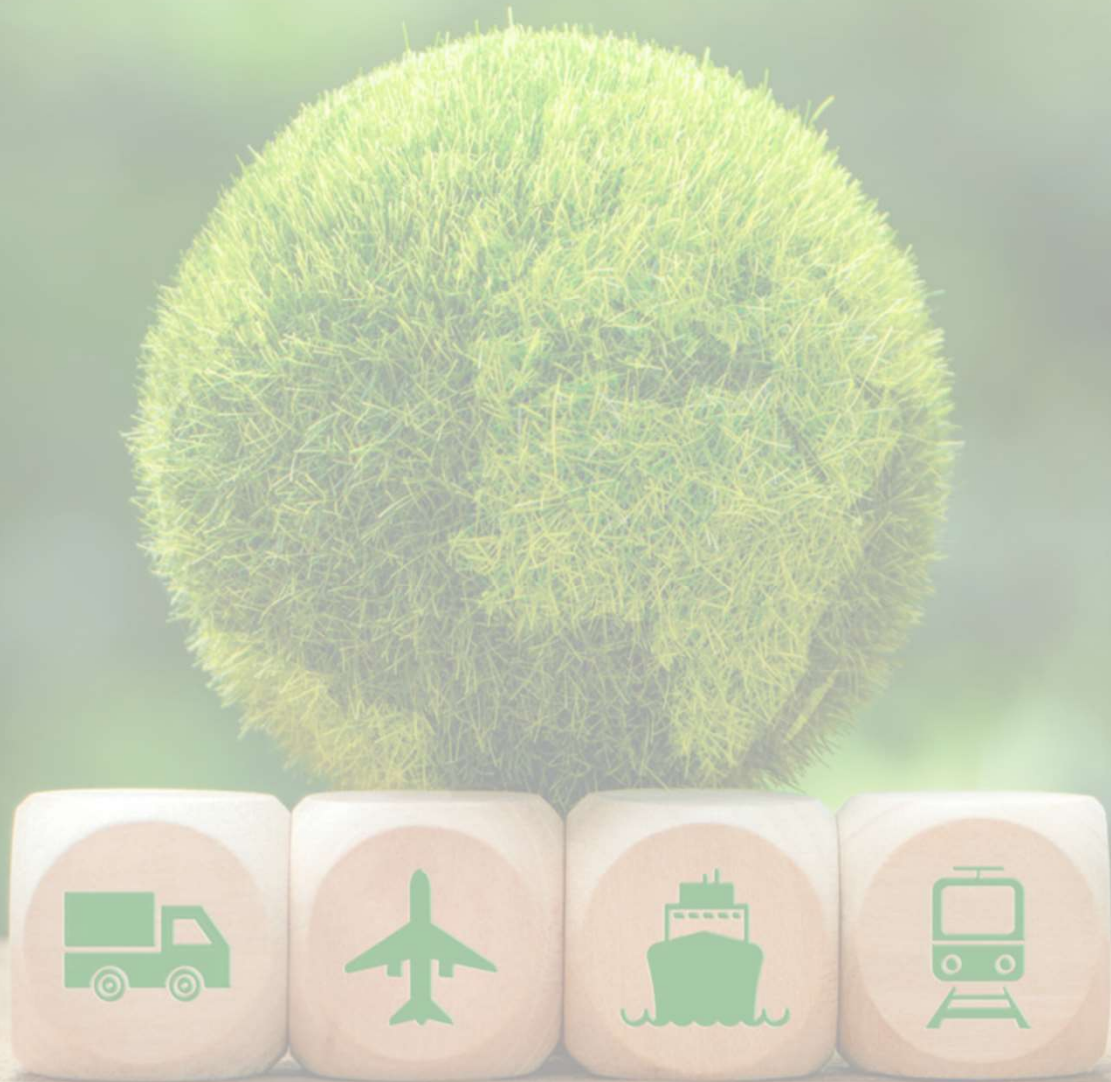
RECOGNITIONS

TIS's commitment to the ESG system was recognised in 2024 by COTEC and SIBS.

The INOVADORA EVOLUTION 2024 status represents public recognition of TIS's clear commitment to leading through Innovation and Sustainability, and contributing to the transformation of the national economy towards greater competitiveness.



The ESG REPORTING PIONEER distinction highlights TIS's role as a forerunner in sustainable practices..



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